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GDSR

Generic Dispatch System (GDS) User Guide

User Manual

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1.0 INTRODUCTION

1.1 BACKGROUND

The IC (Installation Center) and the MC (Maintenance Center) are responsible for local loop installation and maintenance, and are primarily concerned with POTS (Plain Old Telephone Service) services. The SSC (Special Service Center) and the SSDAC (Special Service Dispatch Administration Center) have similar responsibilities for special service circuits.

In the course of installing and maintaining POTS and special service circuits, a center must dispatch field technicians to work locations at various points along a local loop facility. The dispatch process involves evaluating a number of factors (i.e., type of work, location of work, availability of technicians, required technician skills, etc.). This process is predominantly a manual effort and is extremely labor and paper-intensive.

1.2 PURPOSE OF THE GENERIC DISPATCH SYSTEM (GDS)

The GDS (Generic Dispatch System) provides the mechanized work and force administration tools for the automation of the local loop dispatch process.

GDS supports installation, maintenance, POTS, nondesigned and special service center operations of any combination or subset.

1.3 PURPOSE OF DOCUMENT

This document has a threefold purpose:

1. To provide an explanation of GDS functions, features, and interfaces.

2. To provide the step-by-step methods for building a work center in GDS.

3. To provide a detailed description of how to use the system and a quick and easy reference to fields, formats, and features.

1.4 STRUCTURE OF DOCUMENT

This document combines both the GDS User Guide information and the format field directory.

The GDS User Guide is divided into the following major sections:

Section 2.	A high level overview of the system.
Section 3.	A detailed description of each of the system features.
Section 4.	The steps for establishing a work center in GDS.
Section 5.	A detailed description on how to use the GDS on-line screens.
Section 6.	A detailed description of the miscellaneous system features.
Section 7.	A directory of format fields.

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See proprietary restrictions on title page.

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1.5 GDS DOCUMENT REFERENCES

In addition to this User Guide, there are other Bellcore Practices (BRs) to help the user understand and use GDS. These documents can be obtained from the Bellcore Distribution Service Center, 60 New England Avenue, Piscataway, New Jersey 08854, or by calling the Hotline, (201) 699-5800.

190-539-001	GDSR Database Administrators' Guide
190-539-002	GDSR Format to Transaction Cross-Reference Table
190-539-003	GDSR Security Administrators' Guide
190-539-004	GDSR Installation Guide
190-539-007	GDSR Reference Data TTS Encyclopedia
190-539-008	GDSR Reference Data TTS Field Directory
190-539-009	OI Administrator's Guide
190-539-100	TTS Position Guide
190-539-102	C-1 Location Group Information Format (GCRLOC)
190-539-300	TIRKS® Query System (TQS) User Manual
190-539-301	TIRKS® Communication Module (TCM) Overview
190-539-302	TCM Route Administration (RA) User Manual
190-539-303	TCM Message Administration (MA) User Manual
190-539-304	TCM Network Administration (NA) User Manual
190-539-305	TCM Translation Administration (TA) User Manual
190-539-308	F.C.I.F. Description and Syntax
190-539-312	GDSR Electronic Mail (MAIL) User Manual
190-539-314	How To Use TQS For GDS
190-539-315	GDSR Database Modifier User Manual
190-539-400	Generic Dispatch System (GDS) On-Line Message Directory
190-539-401	Operations Interface (OI) On-Line Message Directory
190-539-402	TIRKS® Table System (TTS) On-Line Message Directory
190-539-404	TIRKS® Communication Module (TCM) On-Line Message Directory
190-539-405	Circuit Inventory Reference Data Module (C-1/REF) On-Line Message Directory

The GDS Format/Field Directory, BR 190-539-005, has been incorporated into the GDS User Manual.

TIRKS is a registered trademark of Bellcore.

The GDS Model Queries User Manual, BR 190-539-310 has been replaced by BR 190-539-314, How To Use TQS For GDS.

CONTENTS

2.0 SYSTEM OVERVIEW

This section provides an overview of the Generic Dispatch System (GDS). Figure 2-1 is the GDS architecture. It will allow the user to follow the system process flows which are presented in the system overview. Section numbers are shown for each process.
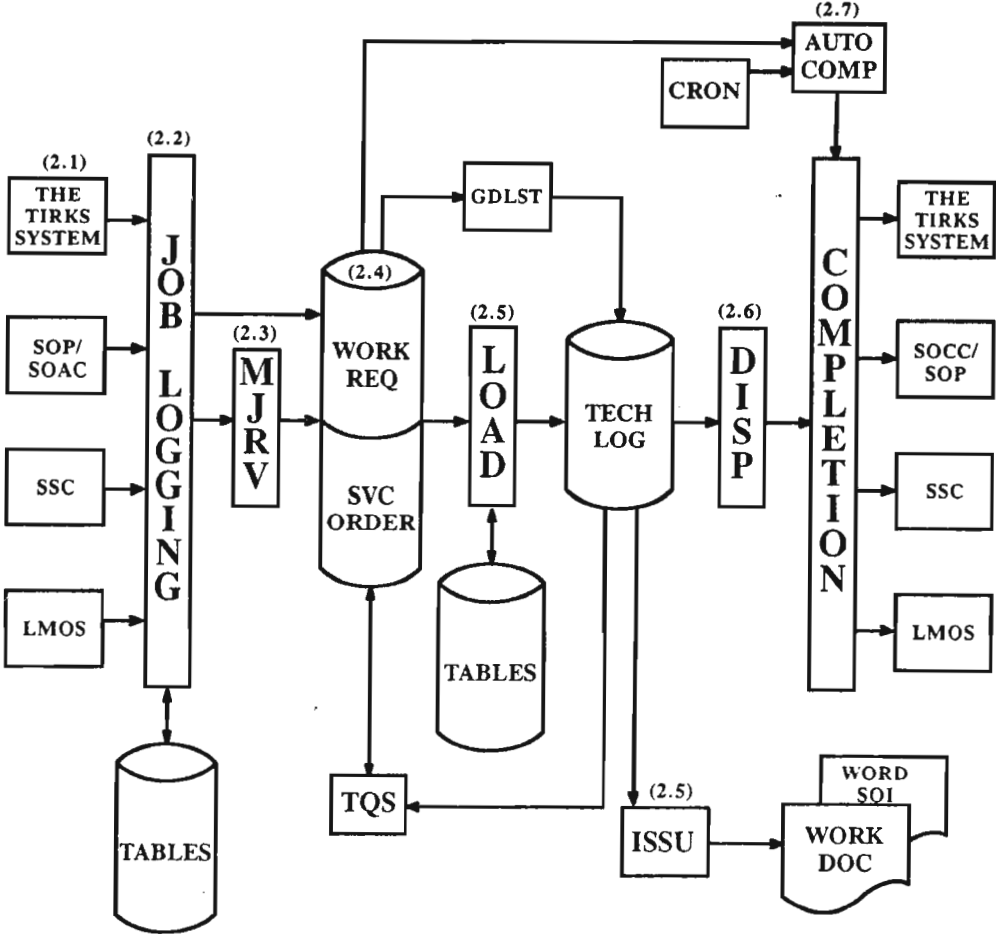
Figure 2-1. GDS System Architecture

2.1 SYSTEM INTERFACES

Work is input to GDS through mechanized interfaces from other operations support systems, and by manual input through the GDS on-line screens. The mechanized interfaces are separated into provisioning and maintenance. The provisioning interface consists of the Bellcore TIRKS System and the Service Order Analysis and Control System (SOAC), and the Circuit Installation and Maintenance Assistance Package (CIMAP). The maintenance interfaces consist of CIMAP for Special Service Centers (CIMAP/SSC), and the Loop Maintenance Operations System (LMOS).

2.1.1 Provisioning Interfaces

The SOAC interface supplies service order work details in the form of a planning message (NET1), an assignment message (NET2), and a service order image. The mechanized interface from the TIRKS System provides designed circuit installation work details. The Status Reporter in CIMAP/SSC controls communication between the TIRKS System and GDS.

For non-designed services, GDS requires only the service order information from SOAC to perform a dispatch. For designed services, GDS matches the service order work details from SOAC with the designed circuit work details from the TIRKS System to dispatch. Engineering work orders are dispatched from the circuit work details received from the TIRKS System and do not require service order information.

2.1.2 Maintenance Interfaces

The mechanized interface to CIMAP/SSC provides the means for automated hand-off of special service trouble tickets to GDS. The LMOS interface provides for the automatic input of trouble ticket data and test results to GDS for circuits stored in LMOS.

2.2 JOB LOGGING PROCESS

Work entered into GDS moves through a job logging process which consists of the following:

- Routing
- Mapping, Zoning
- Pricing
- Screening
- Job Type, Priority
- Date Calculation
- SOP Determination (POTS Installation only)

The job logging process utilizes a series of user-built tables called GDS tables. If job logging is successful, the work request is given a job status of pending load (PLD). If job logging is unsuccessful, the work request is assigned a job status of pending screen (PSC) and an appropriate handling code.

The mechanized job review process can be used to correct work requests with job logging errors.

2.2.1 Routing

The routing function of the job logging process consists of determining and routing a job to the work center responsible for a particular type of work. The system enables the user to build the logic for routing different types of work to different work centers. The routing of work is based on the Class of Service/Service Code and Modifier, order type, wire center, and Carrier Name Abbreviation. Jobs which do not meet the user-defined criteria are routed to a user-defined default center. Work may also be routed to the center "TRASHCAN". Work requests routed to TRASHCAN are discarded and are not entered into GDS.

2.2.2 Mapping, Zoning

The mapping function derives the circuit work location from the serving Wire Center (WC), and the Local Loop Facility assignment (Cable/Pair). Locations are defined as sets of Allocation Areas (AA) which reside within a Dispatch Administration Area (DAA) along a Route. DAAs and AAs are used in calculating travel time.

Combinations of DAA/AA are defined by the GDS user as an Appointment Zone. Appointment Zones are used in work and force time calculations, and for setting appointments.

Figure 2-2 is a sample of a dispatch control center area broken down by wire centers, DAAs and AAs.
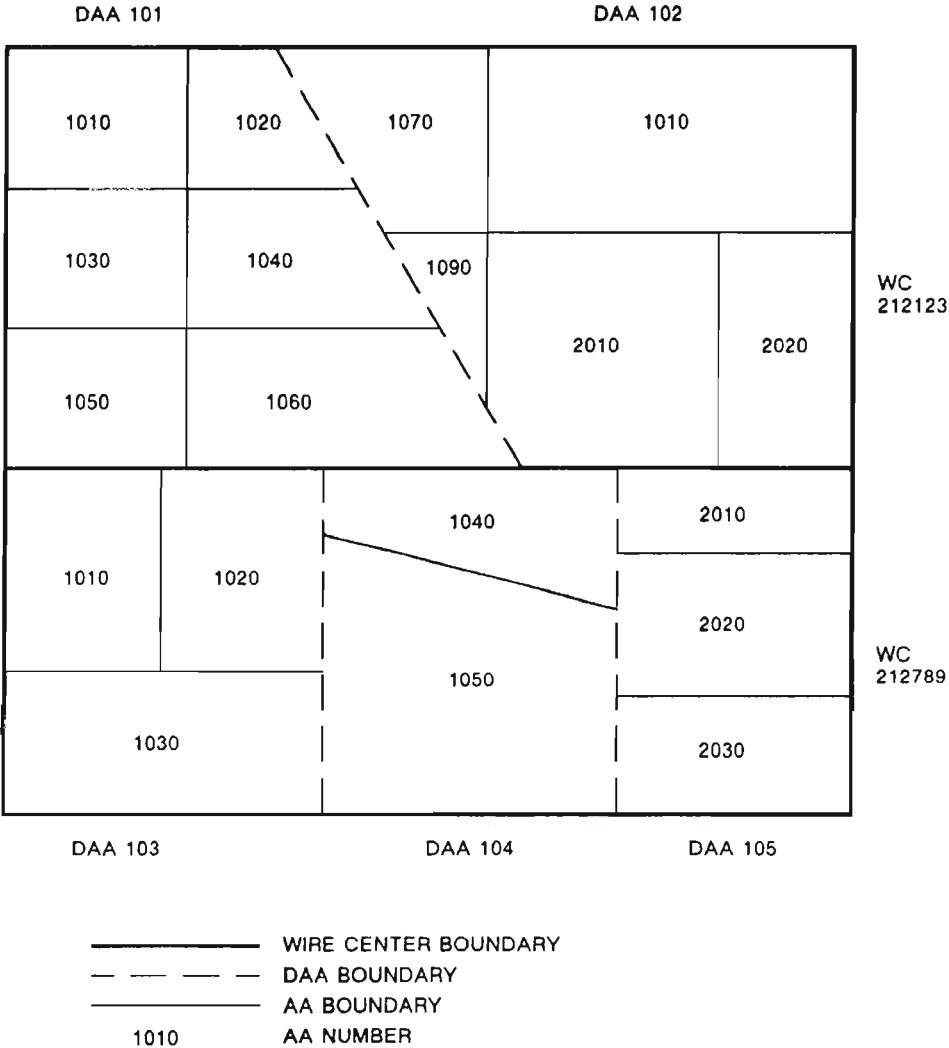
Figure 2-2. Dispatch Control Center Area

2.2.3 Pricing

Pricing is the summing of the estimated amount of time to perform particular work functions at a circuit work location. Work functions for GDS are defined as wiring, which is connecting and disconnecting wires to local loop facilities and field equipment, and testing, which is performing circuit tests. Wiring and testing work is derived from information received from SOAC and the TIRKS System for circuit installation work, and from LMOS and SSC for circuit maintenance work. The price for each work function is derived from user input values to GDS Pricing tables.

The estimated price of each component of a work function can be unique for each work center. A work center can further break down the pricing geographically into Pricing Groups.

2.2.4 Screening

Screening is the process of determining if an installation order requires a field visit (FV) or no field visit (NFV) to complete. Jobs which are "FV" flow to the mapping process, while the "NFV" jobs are identified for "Auto Complete".

2.2.5 Typing And Prioritizing

Job typing is the process of categorizing each job for the purpose of assigning a technician, for prioritizing jobs relative to each other, and for report generation. There are three main job types: I - Installation, M - Maintenance, and R - Routine. The main job types are predefined; however, subsets of the three main categories are defined by the BCC.

2.2.6 Date Calculation

GDS will calculate the early and late job start dates and times based on the installation order critical dates minus user-defined offset for special service, the commitment date for POTS and maintenance, and the estimated time to perform the work.

2.2.7 Job Status and Handling Codes

The system assigns a three-character alpha job status code to each job as part of the job logging process. The status code of a job changes each time a status change is made to the job. A record of all changes for the life of a job are kept in the job status log. Job status codes are used by GDS to trigger automatic processes for loading and are used in report generation. Job status codes are predefined in GDS.

In addition to the job status codes, a set of handling codes is provided to further define a job status. Some handling codes are defined by GDS. The user can also establish an additional set of handling codes. Handling codes are used in combination with a job status. An example would be a job status of "JEP" (jeopardy) and a handling code of "NAS" (no access).

2.3 MECHANIZED JOB REVIEW

Jobs which fail at any point in the job logging process will be identified by a special job status code and handling code. A mechanized job review process allows the GDS user to sequentially display and manually correct each job.

2.4 WORK REQUESTS

Jobs are stored as work requests in the Work Request database by work center. Every work request has a unique job ID. For installation jobs, it is the service order number. For maintenance jobs, it is the trouble ticket number.

Work request information is stored at three levels in the Work Request database. The following figure illustrates the database structure within GDS:

```
              ┌──────────────┐
              │  ORDER – 01  │
              └──────┬───────┘
          ┌──────────┴──────────┐
   ┌──────┴──────┐       ┌───────┴──────┐
   │  CKL –  01  │       │  CKL –  02   │
   └──────┬──────┘       └───────┬──────┘
   ┌──────┴──────┐       ┌───────┴──────┐
   │  ITEM – 01  │       │  ITEM –  01  │
   └─────────────┘       └──────────────┘
```
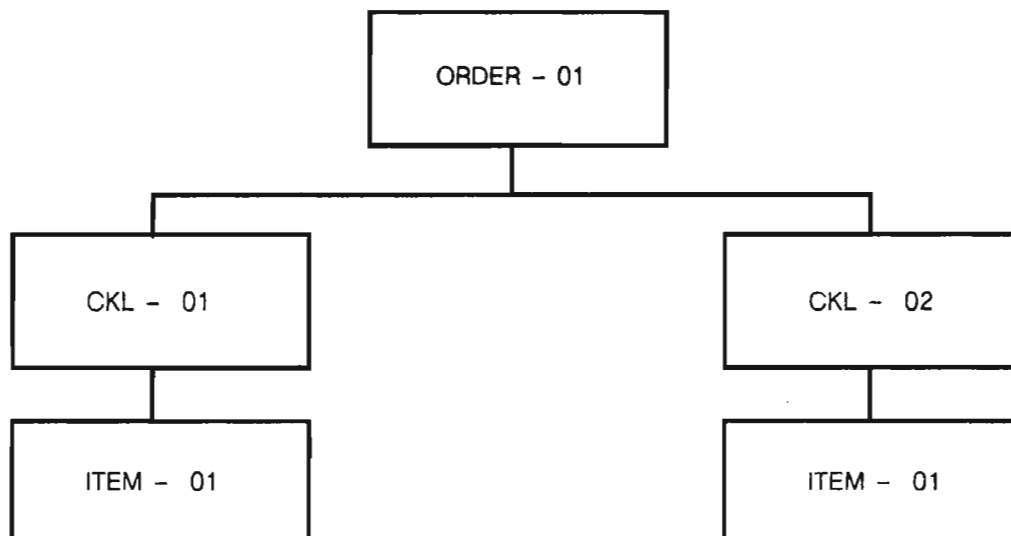
Figure 2-3. GDS Database Structure

Each level, or segment, contains information related to a different part of the work request. The first segment contains information at the ORDER level and is keyed to the CENTER and JOBID (Order Number/Trouble Ticket Number). The second level contains information at the circuit work location (CKL or TERMINATION) level along with technician data. The third segment contains circuit and facility information (ITEM level) and is keyed to the CIRCUIT ID.

A circuit with multiple work locations will generate a work request with a single JOBID and multiple CKLs. Multiple circuits at the same work location are built to a work request with a single JOBID with multiple ITEMs.

Work requests are retained in the Work Request database until they are archived or purged.

2.5 LOADING AND ISSUE

Bulk loading is the mechanized process of selecting a number of jobs from the Work Request database, considering the available field technicians, and performing a "best match" of work to technician. The load process considers such factors as job priority, critical dates, access windows, appointments, skill level, etc.

Technicians may be loaded (PREassigned) with either a full or partial day's work (BULK), only a "first-job" (FIRST), or a single next best job (DYNAMIC). Loads may be run for an entire work center, by supervisor's group, or by technician. Loads are run "TRIAL" until the user is satisfied with the load matching. Then the load is made permanent (PERM).

GDS also allows the user to select the type and number of work documents to be sent to the field for each job. Route sheets, WORD documents, service order images, and work requests may be issued to remote printers in field locations.

2.6 DISPATCH

Once a load has been run and made permanent, technicians can be dispatched. When the dispatch function is invoked, GDS dispatches the first preassigned job on the technician's log for bulk and first-job loads, or if the technician is on dynamic load, it selects the best job from a pool of pending work for that technician.

A technician may be assigned as a helper, or as part of a team in a "two tech area".

2.7 COMPLETIONS

GDS allows jobs to be partially or totally completed. Separate completion screens are provided for installation and for maintenance work, and Specials and POTS. When the completion process is invoked, completion notifications are sent to the appropriate Operations Support System (OSS). Installation CKL completions are automatically sent to GOC for Special Services. A service order completion notice is printed at a designated Service Order Completion Center (SOCC) printer upon the completion of the order, or is sent to a designated SOP for the autocompletion process. Maintenance completion notifications are sent to LMOS or CIMAP/SSC.

For work requests which do not require a field visit, GDS will automatically complete the job on the due date and generate the appropriate completion notification.

CONTENTS

performed. Whenever there is a return to the GDLST screen, the system will recall the last screen display for the logical terminal.

In addition, SMART JUMP/FINDs are provided between GDS and CIMAP/SSC. The section entitled GDS-CIMAP/SSC Interface provides detailed information.

The JUMP PREVIOUS feature for the GDLST screen is explained in greater detail in Section 5 of this document.

IMS QUEUES

There are instances when an IMS queue will be returned during work on a screen. For example, if a new work request is being added, and as a result of pressing the PF4 key, a totally different screen is returned, this unrequested screen is referred to as a "queue". Normal IMS procedures allow the user to press the PA2 key to eliminate the queue. If a blank screen is returned as a result of pressing the PA2 key, press the PF11 key HELP. When the HELP menu is returned, press the ENTER key to obtain the original screen. Following this procedure will prevent the user from re-typing all the original data if an error was made on the original screen input.

3.1.2 Standard Table Features

GDS utilizes two types of tables into which the GDS user enters and maintains data:

— GDS tables

— TTS tables

The following are the descriptions of each table type:

A. GDS Tables

From a user perspective, the GDS tables look much like other GDS screens; they contain a TITLE, COMMAND field, /FOR, DATE, and TIME. In addition, GDS tables contain a C (COMMAND line) at the left margin of the screen. The COMMAND line is used for selecting a record or group of records of a table for an activity, e.g., add, delete, update.

GDS tables are separated into two functional groups: LOAD tables, which are referenced by the load program, and JOB LOGGING tables, which are used in the job logging process.

Each GDS table and its use are shown and explained in detail in Sections 4 and 5 of this document.

B. TIRKS Table System (TTS)

TTS tables are different from GDS tables in the way they are displayed and maintained.

Each TTS table is identified by a table name, and, optionally, a Table Key. The Table Key allows the user to create multiple versions of the same table, each with a unique Table Key.

Each table is comprised of one or more entries or table records. Each table record can contain one or more data fields. Each data field is identified in the table record by a FIELD NAME and an associated FIELD VALUE. For each record, one or more of the data fields can be designated as the Table Record Key. The table record key is used to identify and retrieve a table record for display.

The TTS Position Guide, BR 190-539-100, provides greater detail on the use of TTS tables.

3.1.3 GDS Security

Security is set by the Bellcore Client Company (BCC) at three levels: systems, screens, and functions and commands. For each GDS Center, a security administrator, together with managers and supervisors, must set up security tables and grids, user IDs, and passwords. A detailed description of the action required when setting up security for GDS can be found in Section 4.2 of this document, and in GDSR Security Administrator's Guide, BR 190-539-003.

3.1.4 TIRKS Query System (TQS)

The TIRKS Query System (TQS) is a subsystem of the Generic Dispatch System (GDS). TQS is an on-line facility that allows users to query certain databases of the GDS. It provides a variety of pre-defined model queries and procedures and allows the user to define their own queries.

TQS is a very powerful subsystem that provides the user with real-time query and report capability. The end user can do the following:

- define the information they want to see

- create English-like queries to extract the data from the database, and

- format the output report as they desire.

Detailed information on the capabilities and use of TQS is found in the following documents:

- TIRKS Query System (TQS) User Manual, BR 190-539-300

- How To Use TQS For GDS, BR 190-539-314

3.1.5 Archive and Retrieval

The GDS Archive and Retrieval process allows the BCC to establish intervals for purging and archiving completed data records from the work request, service order image, technician log, personnel availability (GDPAD) databases. Predefined selective data items from each database are either purged or archived. Records which have been archived may be retrieved as predefined output reports. Retrieval reports are scheduled as required by the GDS user and are run BATCH.

Section 6.1 contains a detailed description of the capabilities and use of this process.

3.1.6 Table Checker

The Table Checker is a utility in GDS that checks certain data entries between GDS tables for inclusion and consistency. The Table Checker supports the GDS system administrator or manager in building and maintaining GDS tables for a work center in GDS.

In addition to data item validation, the Table Checker can merge data items from different tables into a single output report.

A detailed description of the Table Checker and its use can be found in Section 4.5 of this document.

3.1.7 Mail

The GDS MAIL feature is used to send and receive messages. Messages can be sent to either one or more user IDs or to one or more terminals. The detailed description and use of MAIL is provided in Section 6.3 of this document and in GDSR Electronic Mail (MAIL) User Manual, BR 190-539-312.

3.1.8 CRON

The CRON feature is used to schedule certain transactions to be run immediately or on a periodic basis. CRON allows the GDS user to specify certain dates, days of the week, start and end times, as well as run intervals for individual requests in specific work centers.

A complete description of CRON and its uses can be found in Section 6.4 of this document.

3.1.9 TIRKS Communication Module (TCM)

TCM is a set of modules that comprise a subsystem in the GDSR application. It provides the means for a component system residing with a TCM in one "IMS copy" of an IBM® computer to communicate with a component in another external TCM System or external non-TCM System in another IMS copy.

TCM is used in the GDS - SOAC interface and the GDS - SOP interface for autocompletion. Details of the GDS - SOAC interface can be found in Section 3.1.13. Details of the GDS - SOP interface can be found in Section 3.1.14. The following related documents describe TCM in greater detail:

- TCM Overview, BR 190-539-301

- TCM Route Administration (RA) User Manual, BR 190-539-302

- TCM Message Administration (MA) User Manual, BR 190-539-303

- TCM Network Administration (NA) User Manual, BR 190-539-304

- TCM Translation Administration (TA) User Manual, BR 190-539-305

- F.C.I.F. Description and Syntax User Manual, BR 190-539-308

- TCM On-Line Message Directory, BR 190-539-404

3.1.10 Feature Authorization Module (FAM)

The Feature Authorization Module (FAM) provides the automatic means of restricting access to specific features of the GDSR software application. In GDSR, the FAM restricts the use of certain POTS features for nonparticipating BCCs. The restrictions are set at a company level.

The following POTS features are restricted in this release:

- Denied use of the Service Order Entry Format (GDSOT)

- Denied use of the Trouble Ticket Entry Format (GDTTE) based on class of service

- Denied use of the Installation Work Request Format for POTS (GDIWR)

- Limited LMOS interface functionality

> * Denied use of PST/MLT testing
> * Restrict maintenance trouble ticket reports with POTS classes of service across interface

- Denied use of the Autocompletion to the Service Order Processor (SOP)

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3.1.11 Database Partitioning

In systems where large databases span multiple DASD (Direct Access Storage Device), a hardware failure can result in slow recovery and cause very long system downtime. One method of reducing the outage time is to split a large database into a number of smaller databases (partitions). GDS has applied this methodology and has partitioned three of the GDS databases, the Work Request, the Service Order Image, and the Log History databases.

Work Request Database

The Work Request database is separated into ten partitions by GDS work center. As work centers are added to the system, they may be distributed among the ten partitions. The work center to partition relationships are maintained in a database called the "Partitioning Matrix database". The work request partition matrix information may be displayed on-line using format GDPMD (see Section 6.6 for format use). Note that it is not necessary for the GDS user to know which partition a work center resides in to use the system, since GDS automatically translates the work center ID to the correct partition.

Service Order Image Database

The Service Order Image database like the work request database is separated into ten partitions, however, it is not separated by work center since a service order can span multiple centers. To provide an even spread across partitions, service orders are automatically distributed across partitions by the last character of the service order number as they enter the system.

Log History Database

The Log History database is separated into ten partitions by work center using the same matrix as the Work Request database.

3.1.12 GDS - TIRKS Interface

A. Information Flows from the TIRKS System to CIMAP and GDS at Issue (RID) as of CIMAP 3.2

The standard flow for receiving special service, message and carrier WORD documents and special service, message and carrier orders (A, D, R, RN,....) into CIMAP is via the mechanized interface with C1/DIST-EDIIS. A special service, message or carrier order is logged into GOC. The TIRKS System (C1/INV, C1/PREP, E1, F1) is used to assign, design, and inventory both the circuit and the equipment/facilities. At RID (Record Issue Date) the WORD is issued by C1/DIST. At this time C1/DIST via EDIIS checks whether the WORD and the order should be sent to CIMAP. This decision is made using information from the C1DIST CO OPTS and C1DIST SSC INFO tables (see Appendix D of the CIMAP/SSC User Manual, BR 190-582-305 for more details). The EDIIS System is used to send the information to CIMAP. Tables needed to set up the EDIIS to CIMAP interface are described in Appendix J of the CIMAP/SSC User Manual, BR 190-582-305. To receive message and carrier orders and WORD documents, CIMAP Release 3.2 and the companion TIRKS Release 15.1 must be installed. If CIMAP is to receive the order, the following steps take place as shown in Figure 3.2.

- EDIIS sends the WORD document to the CIMAP WORD databases. These databases contain the latest version of the complete WORD for all in-effect circuits and WORD documents for each pending order. To have WORD documents issued to CIMAP WORD DB for GDS and CIMAP/CC controlled orders, the GDS or CIMAP/CC OCO, MCO or OCO must be in the C1DIST SSC INFO table. WORD documents are issued by EDIIS by either MCO, OCO or CCO based on the setting of a flag in the C1DIST CO OPTS table.

- EDIIS also sends CIMAP/SSC information which is used to prime the Installation Administration (Order) database and the Circuit History database. Table 3-1 contains the mapping of the data that CIMAP/SSC receives at issue time with its source in the TIRKS System, and the TIRKS Release in which the data is available.

- EDIIS updates GOC with the External System Switch (EXSYSW) and System Identifier Code (SIC) using data values in the C1DIST SSC INFO table. GOC now knows that an external system, namely the Operations Status Reporter, wants to know of any future Updates or Post/Complete functions on this order by GOC. The Status Reporter notifies the appropriate OPS system (e.g., CIMAP/SSC, CIMAP/CC, GDS) of the GOC updates. Updating the EXSYSW followed by the completion of RID, triggers GOC to send CIMAP the latest order information which includes all the GOC CKLs/CWLs that have been logged on the order.

C1/DIST notifies CIMAP/DOC when an order has been issued. CIMAP/DOC formats the work location information from the WORD document into CIMAP, DFWO, and ESD documents for each CWL/CKL work location. In addition, CIMAP/DOC passes work location information to the following Operations subsystems:

- CIMAP/DOC passes CIMAP/CC order and CWL information for all message, special service, and, in a future TIRKS Release, carrier orders.. See Table 3-2 for information passed to CIMAP/CC. CIMAP/DOC uses the CC Admin Code tables in the TIRKS System to generate eight or eleven-character location codes that are sent to CIMAP/CC. CIMAP/CC takes the information and uses the STEP tables to build work requests for the order. The CWL locations are then passed to CIMAP/SSC via the Status Reporter to be logged in the Order database.

- CIMAP/DOC passes GDS order and CKL information for all special service orders. GDS uses this information to build Work Requests and notifies the Status Reporter of the CKL locations that GDS is tracking. See Table 3-3 for the information passed to GDS from CIMAP/DOC.

- CIMAP/DOC passes OPS/INE order and CWL information for all orders involving Intelligent Network Transmission Elements.

- CIMAP/DOC updates the EXSYSW and SIC code in GOC for orders sent to GDS and CIMAP/CC that were not issued to CIMAP/SSC.

B. Information flows between the TIRKS System and Operations for orders that exist in GDS and CIMAP/CC but are *not* tracked in CIMAP/SSC (See Figure 3-3).

EDIIS issues the WORD document to CIMAP if the MCO/OCO/CCO of a GDS or CIMAP/CC controlled order is in the C1DIST SSC INFO table. The CIMAP/SSC software receives the WORD and logs it in the CIMAP pending WORD database. The software checks the "NON SSSC CLLI" code table to see if the OCO/CCO/MCO for the order exists. If found, the CIMAP/SSC software knows that this is a non-SSC controlled order. No worklist entries are created and, at this point, the order is not logged in the Order (IA) and Circuit History databases.

CIMAP/DOC sends an order to CIMAP/CC or GDS and the modules determine ownership either by OCO, MCO or CCO depending on the setting of the flag in the C1DIST CO OPTS table which is sent to them by CIMAP/DOC. An ownership flag is set "on" when GDS or CIMAP/CC sends their order logging information to the Status Reporter. At this point, the order is logged in Order and Circuit History databases with an owner of either CIMAP/CC or GDS.

For CIMAP/CC or GDS controlled order, the user can view the order information using the OSSOI and OSSCWL formats. On these formats the CIMAP/CC or GDS control office will be populated in the "SSC" field. This field will have a variable FID name (SSC, CCS, GDS or GOC) depending on the ownership of the order. A log will be maintained during the processing of the order and can be viewed using OSSLOG. Circuit history information can also be displayed using OSSCHI and OSSHMD.

If GOC is the first system to log information on an order as a result of EDIIS updating the EXSYSW in GOC, the temporary owner will be GOC until an Operations module claims ownership. If no module claims ownership, the owner remains GOC until the order/WORD are archived.

The Status Reporter handles posting and supplement information between the TIRKS System and Operations, although CIMAP/SSC is not involved with the order. However, the CIMAP/SSC software must be turned up.

For GDS and CIMAP/CC orders that are not in CIMAP/SSC, the Status Reporter notifies those systems of all GOC:

- Cancels

- Deletions

- Reschedules

- Data Updates

- GOC completions/jeopardies (GDS only).

The Status Reporter will send to GOC from GDS, CIMAP/CC, and OPS/INE the following:

- CWL/CKL completions/jeopardies

- Item level completions/jeopardies (For CIMAP/CC and GDS controlled orders).
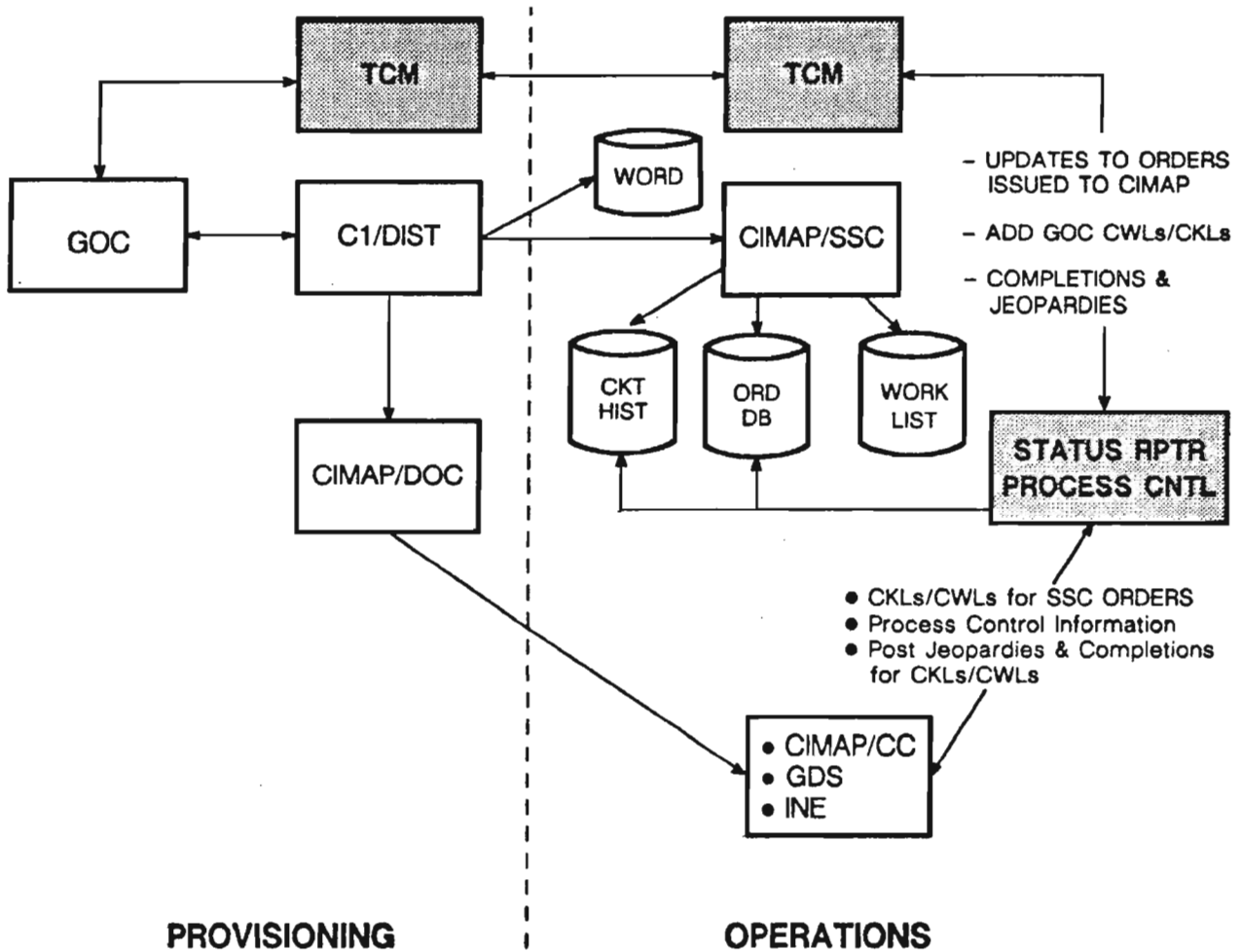
Figure 3-2. Data Flow From Provisioning to GDS & CIMAP At Issue Time for CIMAP/SSC
Controlled Orders
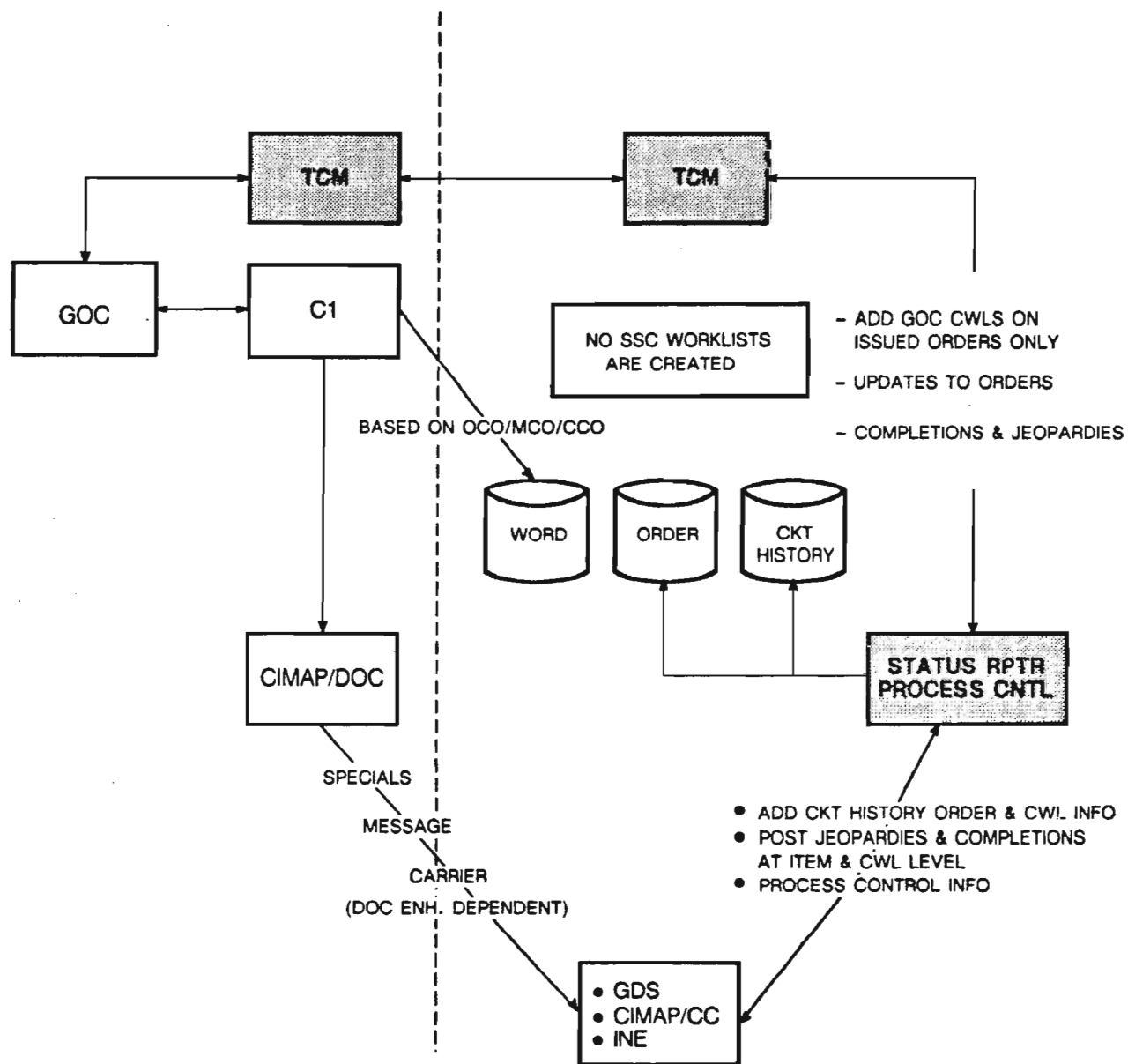
Figure 3-3. Data Flow Between Provisioning and CIMAP for Non-SSC Controlled Orders

Table 3-1. Fields Available in CIMAP/SSC - TIRKS Issue Interface

FIELD NAME (SSC)	FIELD NAME/SOURCE (TIRKS System)	TIRKS Release
CLO (OSSOI)	CLO (GCOCS1, M1, C1)	Pre 14.1
ACT (OSSOI)	ACTN (GCOCS1, M1, C1)	Pre 14.1
A (OSSOI)	*LOC A (GCOCS1, C1)	Pre 14.1
Z (OSSOI)	*LOC Z (GCOCS1, C1)	Pre 14.1
ORD (OSSOI)	ORD (GCOCS1, M1, C1)	Pre 14.1
CKT (FMT)(OSSOI)	FMT (GCOCS1, M1, C1)	Pre 14.1
CKT (ID) (OSSOI)	CID (GCOCS1, M1, C1)	Pre 14.1
OLD CKTFMT (OSSOI)	FMT (OLD)(GCOCS1, M1, C1)	Pre 14.1
OLD CKTID (OSSOI)	OLD ID (GCOCS1, M1, C1)	Pre 14.1
RO (OSSOI)	REL ORD (GCOCS1, M1, C1)	Pre 14.1
CUS (OSSOI)	CUS (WA)	Pre 14.1
CUST (N) (OSSOI)	CUST (GCOCS1, M1, C1)	Pre 14.1
CUST (N) ADDRESS (OSSOI)	SA (WA)	Pre 14.1
CUST (N) TEL (OSSOI)	CCON TEL	Post 14.1
BTN (OSSOI)	BTN (WA)	Pre 14.1
RID (not displayed)	RID (GCOCS1, M1, C1)	Pre 14.1
PTD (OSSOI)	PTD (GCOCS1)	Pre 14.1
DVA (OSSOI)	DVA (GCOCS1, M1, C1)	Pre 14.1
DD (OSSOI)	DD (GCOCS1, M1, C1)	Pre 14.1
CAC (OSSOI)	CAC (GCOCS1, M1, C1)	Pre 14.1
STAT (OSSOI)	CSTAT (GCOCS1, M1, C1)	Pre 14.1
MCO (OSSOI)	MCO (WA, LOOP)	Pre 14.1
RRI (OSSIMD)	RRI (WA)	Pre 14.1
RSP (OSSOI)	RSP (WA, LOOP)	Pre 14.1
RTI (OSSOI)	RTI indicator (not displayed)	Pre 14.1
ACNA (OSSOI)	ACNA (GCOCSA, MA, CA)	Pre 14.1

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* Indicates those fields which are also updated on WA and LOOP.

Table 3-1. Fields Available in CIMAP/SSC - TIRKS Issue Interface (cont'd.)

(For O3.0 and Beyond)

FIELD NAME (SSC)	FIELD NAME/SOURCE (TIRKS System)	TIRKS Release
OCO (OSSOI)	OCO (WA)	Post 14.1
CCO (OSSOI)	CCO (WA)	Post 14.1
CUST A (OSSOI)	STA LCTN A (LOOP)	Post 14.1
CUST Z (OSSOI)	STA LCTN Z (LOOP)	Post 14.1
P1 Name (OSSOI)	LCON: NAME A (LOOP)	*Post 14.1 (LOOP II)
P1 Address (OSSOI)	STA ADDR A (LOOP)	Post 14.1
P1 TEL (OSSOI)	LCON TEL A (LOOP)	*Post 14.1 (LOOP II)
P2 Name (OSSOI)	LCON NAME Z (LOOP)	*Post 14.1 (LOOP II)
P2 Address (OSSOI)	STA ADR Z (LOOP)	Post 14.1
P2 TEL (OSSOI)	LCON TEL Z (LOOP)	*Post 14.1 (LOOP II)
CRO (OSSOI)	CRO (WA)	14.1
RCLO (OSSOI)	RCLO (WA)	14.1
PROJ (OSSOI)	PROJ (GCOCS1, M1, C1)	Post 14.1
WOT (OSSOI)	WOT (GCOCS1, M1, C1)	Post 14.1
IAD (OSSOI)	IAD (GCOCS1, M1, C1)	Post 14.1
FCD (OSSOI)	FCD (GCOCS1)	Post 14.1
SWC (MSG & CXR)	SWC (GCOCS1, C1)	Post 14.1
ASD (MSG)	ASD (GCOCMA)	Post 14.1
CTA (not displayed)	CTA (GCOCSA)	Post 14.1
CCR (OSSOi)	CCR (GCOCS1, M1, C1)	Post 14.1
DOP (not displayed)	DOP (GCOCS1, M1, C1)	Post 14.1
SEC (not displayed)	SEC (GOC not displayed)	Post 14.1
ORD TYP (not displayed)	ORD TYP (GCOCS1, M1, C1)	Post 14.1
MCN (OSSOI)	MCN (CLODET)	Post 14.4
TD (Fielded Data)	TD	Pre 14.1
DOC (OSSOI)	DOC (GCOCS1, M1, C1)	15.1
CCNA (OSSOI)	CCNA (GCOCSA, MA, CA)	15.1
ASSOC ORD (OSSOI)	ASSOC ORD (GCOCSA, MA, CA)	15.1
PON (OSSOI)	PON (GCOCSA, MA, CA)	15.1
TGAC (OSSOI)	TGAC (GCOCM1)	15.1

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* indicates that this data is available only with LOOP II.

Table 3-2. Fields Available in CIMAP/CC - TIRKS Issue Interface

FIELD NAME (CC)	FIELD NAME/SOURCE (TIRKS System)
CLO* (CCOE)	CLO (GCOCS1, M1)
ORDER ACTIVITY (CCOE)	ACTN (GCOCS1, M1)
	LOC A (GCOCS1)
	LOC Z (GCOCS1)
ORDER NUMBER (CCOE)	ORD (GCOCS1, M1)
CIRCUIT ID (CCOE)	CID (GCOCS1, M1)
RELATED ORDER (CCOE)	REL ORD (GCOCS1, M1)
CUSTOMER NAME (CCOE)	CUST (GCOCS1, M1)
DVA DATE (CCOE)	DVA (GCOCS1, M1)
WOT DATE (CCOE)	WOT (GCOCS1, M1)
FCD DATE (CCOE)	FCD (GCOCS1, M1)
PTD DATE (CCOE)	PTD (GCOCS1, M1)
ASD DATE (CCOE)	ASD (GCOCMA)
DUE DATE (CCOE)	DD (GCOCS1, M1)
	CTA (GCOCSA)
IAD DATE (CCOE)	IAD (GCOCS1, M1)
ACNA (CCOE)	ACNA (GCOCSA)
CCO (CCOE)	CCO (WA)
OCO (CCOE)	OCO (WA)
MCO (CCOE, CCXREF)	MCO (WA)
PROJECT CODE (CCOE)	PROJ (GCOCS1, M1)
CCR (CCOE)	CCR (GCOCS1)
	DOP (GCOCS1, M1)
	SEC (GOC not displayed)
ORDER TYPE (CCOE)	ORD TYP (GCOCS1, M1)
JOB ID (CCOE)	JOB ID (GCOCS1, M1)

NOTE: 1. CIMAP/DOC also sends EQP, FRM, PLUG and JMPR counts for each CWL location to CIMAP/CC.

2. Blank fields under CC column indicates TIRKS fields are not displayed in CIMAP/CC.

3. CIMAP/DOC also passed to CIMAP/CC all fields passed by C1/DIST to CIMAP/SSC. These fields are not used by the CIMAP/CC software but they will be used to populate fields in the order DB when that order is controlled by CIMAP/CC. Examples of the data are Customer Address, Billing Telephone Number and Premise Information.

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* CLO is first nine characters of GOC CLO used as tracking key on CCXREF.

Table 3-3. Fields Available in GDS - TIRKS Issue Interface

FIELD NAME (GDS)	FIELD NAME/SOURCE (TIRKS System)	DEFINITION
CLO (GDISWR)	CLO# (GCOCS1)	CLO NUMBER
CLO (GDISWR)	CLO# (GCOCS1)	BASE
ITM (GDISWR)	ITEM (GCOCS1)	ITEM NUMBER
CLO (GDISWR)	CLOS (GCOCS1)	SUPPLEMENT
ACT (GDISWR)	ACTN (GCOCS1)	CIRCUIT ACTION
	DOP (GCOCS1)	DISC ORD FLAG
CAC (GDISWR)	CAC (GCOCS1)	CIRCUIT ACCESS CODE
CKTID (GDISWR)	CKTTP (GCOCS1)	CIRCUIT TYPE
CKTID (GDISWR)	CKTID (GCOCS1)	CIRCUIT ID
ISS# (GDISWR)	CDISS# (DIST)	CD ISSUE NUMBER
	SEC (TCM table)	SYSTEM ENTITY CODE
OCO (GDISWR)	MCO (GCOCS1)	MAINTENANCE CONTROL OFFICE
DD (GDISWR)	DD (GCOCS1)	ORDER DUE DATE
PTD (GDISWR)	PTD (GCOCS1)	PLANT TEST DATE
DVA (GDISWR)	DVA (GCOCS1)	DVA DATE
APP (GDISWR)	APP (GCOCS1)	APP DATE
RID (GDISWR)	RID (GCOCS1)	RID DATE
WOT (GDISWR)	WOT (GCOCS1)	WOT DATE
FCD (GDISWR)	FCD (GCOCS1)	FCD DATE
	IAD (GCOCS1	IAD DATE
BILLNAME (GDISWR)	CUST (GCOCS1)	CUSTOMER NAME
JOBID (GDISWR)	ORD (GCOCS1)	ORDER NUMBER
CO (GDISWR)	ALOC (GCOCS1)	"A" LOCATION
CO (GDISWR)	ZLOC (GCOCS1)	"Z" LOCATION
	PCLO (WA)	PREVIOUS IE CLO
RCLO (GDISWR)	RCLO (WA)	RELATED CLO
	ERO (WA)	ENG REPORT OFFICE
	ERTN (WA)	ENG REPORT TELEPHONE#
CRO (GDISWR)	CRO (WA)	COMPLETE WITH RORD
	PRQ (WA)	PROTECTION
TSP (GDISWR)	RESP (WA)	RESTORATION PRIORITY
DOC (GDISWR)	DOC (GCOCS1)	DOCUMENT CODE
OCO (GDISWR)	OCO (WA)	OVERALL CONTROL OFF
TEL (GDISWR)	BTN (WA)	BILLING TELEPHONE #
CNA (GDISWR)	ACNA OR CCNA (GCOCSA)	ACNA OR CCNA
COMM (GDISWR)	WANOT (WA)	360 BYTES OF WA NOTES
CKLID (GDISWR)	CKLA (LOOP 2)	A-END CKL ID
CKLID (GDISWR)	CKLZ (LOOP 2)	Z-END CKL ID
RO (GDISWR)	RORD (GCOCS1)	RELATED ORDER #
	RELNO	RELEASE NUMBER
	CCR (GCOCSI)	CIRCUIT CONTROL RECORD #
CKL ADDR (GDISWR)	STA ADDR (LOOP 2)	CUSTOMER ADDRESS
LOC (GDISWR)	STA LCTN (LOOP 2)	CUSTOMER LOCATION
PROJ# (GDISWR)	PROJ (GCOCS1)	PROJECT NUMBER

NOTE:

1. Blank fields under the GDS column indicates TIRKS fields are not displayed on any screen in GDS. CIMAP/DOC also sends cable, equipment, and network interface information to GDS.
2. MCO is displayed in "OCO" when the value of MCO/OCO flag in GDS CO OPTS is set to 'M'.
3. Additional fields are passed to GDS by CIMAP/DOC that are only used when GDS, as owner of the order, logs the order in the IA DB.

C. Information Flows from the TIRKS System to CIMAP and GDS at Log Time for Disconnects

An option is available for receiving disconnect orders into CIMAP/SSC, OPS/INE and CIMAP/CC at order log time. To exercise this option a switch must be set to "yes" in the OPTS LINK SSC, OPTS LINK INE, and OPTS LINK CC tables. The alternative flow is shown in Figure 3-4 and is as follows:

- GOC logs a disconnect order in the TIRKS System. C1/INV is notified and notifies CIMAP/DOC.

- CIMAP/DOC retrieves the in-effect view of the circuit from C1/PREP and extracts the MCO/OCO/CCO. Using the MCO/OCO/CCO as the key to the OPTS LINK SSC, CIMAP/DOC determines whether CIMAP/SSC is "on", whether the flag to receive disconnect orders at log time is "on", and the release level. CIMAP/DOC updates GOC with the External System Switch (EXSYSW) and the System Identifier Code (SIC) from the C1DIST SSC INFO table in addition to message switching order information to CIMAP/SSC.

  Updating the EXSYSW field notifies GOC that an external system wants to know about future Updates or Post/Complete functions on this order.

  CIMAP/SSC receives the order from CIMAP/DOC. If the OCO/CCO/MCO is not found in the NON SSC CLLI code table and CIMAP/SSC has the IE view of the circuit, the disconnect order information is entered in the Installation Administration database and the Circuit History database and worklist entries are created. This implies that an A, R, or RN order has already been issued to CIMAP/SSC before the disconnect is logged.

- A similar option is available for CIMAP/CC, OPS/INE and GDS to receive disconnect orders at order log time. To exercise these options, a switch must be set to "yes" in the OPTS LINK CC, OPTS LINK SSDAC, and OPTS LINK INE tables. If this switch is on, CIMAP/DOC extracts CKL/CWL information from the IE view of the circuit in the TIRKS System, GOC order information including critical dates, and the MCO/OCO/CCO flag from the C1/DIST CO OPTS table. This information is then sent to CIMAP/CC, OPS/INE, and GDS, as applicable for the order.

  — Based on the setting of the MCO/OCO/CCO control flag, CIMAP/CC determines whether they are in control of the disconnect order. If so, an ownership flag will be set to "yes" when CIMAP/CC logs the order via the Status Reporter, and CIMAP/CC will be able to post item level completions/jeopardies to GOC.

  — CIMAP/CC and GDS build work requests for each CWL/CKL location based on the IE view of the circuit and pass the appropriate CWL/CKL information to CIMAP/SSC.

  — INE work is built on orders involving Intelligent Network Transmission Elements based on the IE view of the circuit.

- No WORD document for the disconnect order exists at this point. The user could access the in-effect WORD for the information needed to work the order.

Regardless of whether an order is sent to CIMAP/SSC, GDS or CIMAP/CC, GOC is notified to send Update and Post/Complete information on that order to the Status Reporter. It is recommended that the disconnect options in OPTS LINK SSC, OPTS LINK CC, OPTS LINK SSDAC, and OPTS LINK INE be set to the same values.
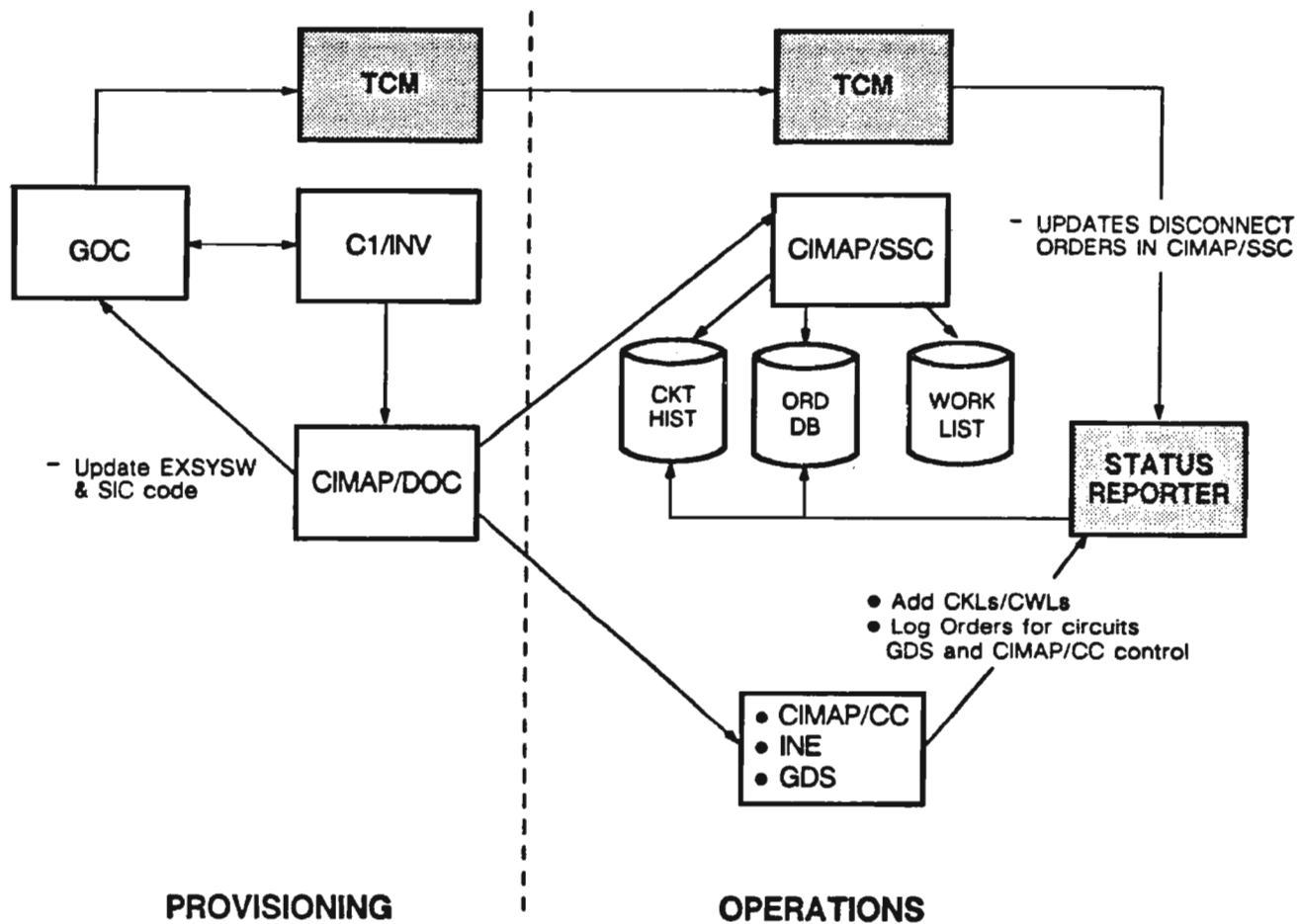
Figure 3-4. Data Flow From Provisioning To CIMAP At Log Time For Disconnect Orders

D. CKL/CWL Logging into CIMAP/SSC via Status Reporter

CKL/CWL information will be logged (added) in CIMAP/SSC from GOC, CIMAP/CC, GDS and OPS/INE. Since the logging and matching of CKLs/CWLs from GOC with CIMAP/CC, INE and GDS is complex, the details provided in this section are necessary to understand the process. The information that these systems provide to the Status Reporter is as follows.

- GOC CKL/CWL Logging into CIMAP/SSC - GOC will transmit to CIMAP/SSC via the Status Reporter all CKL/CWL information currently logged in GOC for a particular order/item at issue time. This information could have been logged in GOC at order entry time, mechanically generated by CDA or manually added in GOC at circuit design time. Any additional CKLs/CWLs logged in GOC downstream will be sent to CIMAP/SSC. This CKL/CWL information for each location includes the following:

  — COMMON LANGUAGE® (CLLI) code.

  — CKL/CWL ID which is a 1-4 A/N code that *uniquely* identifies a work location on a circuit. CKLs/CWLs can be logged with identical CLLI codes; it is the CKL/CWL ID that uniquely identifies the work location for reporting purposes. These codes are determined by methods established by each individual operating company.

  — GOC Indicator (optional) which is a one-character code for distinguishing between CKLs and CWLs on the circuit. The implementation of the CKL/CWL distinction for GOC was shipped in Release 14.1.2. The indicator codes and the critical reporting dates associated with the indicator values are as follows:

IND	CKL/CWL	CRITICAL REPORTING DATES
W	CWL	RID,DVA,WOT,DD (IAD if applicable)
K	CKL	RID,DVA,DD (IAD if applicable)
L	CKL	LAM,RID,DD
E	CKL	RID,DD
ⱨ	no distinction	Any critical reporting date applicable to the CKL/CWL level and having objective date in GOC at the order level.

For all indicators (W,K,L,E), PTD is a critical date but not a critical reporting date in GOC. This same information is available in CIMAP/SSC in the OPS GOC IND table. The critical reporting dates for each GOC indication are stored in this table (rather than hard-coded) so that operations can easily respond if GOC rules are changed. The table setting for tracked events will be shipped populated by Bellcore in accordance with current GOC criteria.

CIMAP/SSC matcher gives the users the option of using the GOC Indicator to build intelligence into the matcher algorithm. The added intelligence will result in more accurate matching of GOC CKLs/CWLs with those from CIMAP/CC and GDS. The algorithm could be directed, for example, to match CIMAP/CC locations with GOC locations only if the GOC Indicator is "W" or to match GDS locations with GOC locations only if the GOC Indicator is "L". To use this

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intelligence, the BCC must implement the GOC Indicator (in the TIRKS System) to allow for CKL/CWL distinctions and not as a mechanism for selecting a particular critical reporting date stream for a location without regard to whether it is a CKL or CWL. The GOC Indicator information is stored in the OPS GOC IND TTS table in CIMAP/SSC. See Appendix D of the CIMAP/SSC User Manual, BR 190-582-305, for details.

— The objective dates at the CKL/CWL level for the events are the dates logged in GOC and sent to CIMAP at the order/level. If an objective date was not received from GOC for a particular event, the objective date field will be blank for that event.

— CIMAP/SSC will then set the GOC Tracking Flag to "yes" or "no" depending on whether the event for a particular CKL/CWL is a critical reporting date at the level in GOC. This will be determined by using a combination of the following:

— The value of the Tracked Events flags (e.g., DVA-T, DD-T) in the OPS GOC IND table.

— Whether the objective date for the event was received from GOC at the order/item level and was entered in the OSSIC table in CIMAP/SSC.

- CIMAP/CC CWL Logging into CIMAP/SSC - At issue time or at order log time (for disconnects), CIMAP/CC will send to CIMAP/SSC via the Status Reporter all the CWL information generated by CIMAP/DOC and CIMAP/CC in determining what work has to be done at which work locations on the given circuit. The CC ADMIN CODE tables in provisioning and the STEP tables in CIMAP/CC are used to perform translations that result in work requests being built at CWL locations that match GOC. Additions/changes in CWL information downstream, as a result of a reissue, for example, will also be passed to CIMAP/SSC. The information for each CWL location includes the following:

— COMMON LANGUAGE (CLLI) code. CIMAP/CC will never send more than one CWL for the same location.

— CWL ID of "blank". The importance to the matching process will be discussed in the section on CKL/CWL Matching.

— Objective dates for each event. These dates will be the GOC objective dates, CIMAP/CC calculated dates based on table entries if GOC dates are not provided, or "blank" if neither date exists.

— Tracking Flag for each event of "yes" or "no". This flag indicates whether CIMAP/CC will be posting completions of the CWL event.

CIMAP/CC sends CIMAP/SSC CWL information for any order (e.g., message, special,....) that CIMAP/CC is working. CIMAP/SSC will store the information in the IA database. The Status Reporter will notify GOC of any CWL completions/jeopardies posted from CIMAP/CC.

- GDS CKL Logging into CIMAP/SSC - When GDS receives order information from the TIRKS System, it will send to CIMAP/SSC via the Status Reporter all CKL information generated by GDS in the process of determining what outside work is to be done at which work locations on a given circuit. Additions/changes to this information downstream will also be passed to CIMAP/SSC. The information for each CKL location includes:

— COMMON LANGUAGE (CLLI) code. GDS may pass two CKLs with identical CLLI codes.

— END LOC code of "A", "Z", or "D". For CIMAP/SSC to uniquely identify two GDS CKLs with the same CLLI code, GDS will indicate whether the work at the CLLI code is at the "A" end, "Z"

end or "D" disconnect end of the circuit.

— CKL ID as populated on the LOOP2 format. This same CKL ID will be logged either manually or mechanically in GOC.

— Objective dates for each event if they exist in GDS, otherwise "blank".

— Tracking Flag for each event of either "yes", or "no". This flag indicates whether GDS will be posting a completion of the CKL event.

GDS sends CIMAP/SSC CKL information for any order issued from the TIRKS System that GDS is working. CIMAP/SSC will store information in the IA database. The Status Reporter will, however, notify GOC of any item level or CKL level completions/jeopardies posted by GDS.

• OPS/INE CWL Logging into CIMAP/SSC - At issue time OPS/INE will send to CIMAP/SSC via the Status Reporter the OPS/INE locations involving Intelligent Network Transmission Elements that are being worked by INE.

The information for each INE location includes:

— COMMON LANGUAGE (CLLI) code. An eleven-character code with the ninth character a "K" followed by a frame number. The code will be unique to OPS/INE.

— CWL ID of "blank".

— Objective dates for each event.

— Tracking Flag for each event of "yes" or "no". This flag indicates which critical report date OPS/INE will be posting. The date (e.g., DVA, WOT, DD) is selected by the user in the INE AUTO RELEASE (TTS) table in OPS/INE. OPS/INE posts only one critical date. The CIMAP/CC users should coordinate with the OPS/INE system administrator if CIMAP/CC has critical date dependencies involving INE locations in the CC STEP tables.

E. CKL/CWL Matching

The matcher algorithm in CIMAP is responsible for matching OPS CKLs/CWLs with GOC CKLs/CWLs. This task is complicated for the following reasons:

- GOC and OPS CKLs/CWLs are generated by separate processes and at different times. In most companies, CKLs/CWLs are manually logged into GOC either at order log time or at circuit design time. CDA can also be used to mechanically log CWLs in GOC at design time. CIMAP/CC uses information from the WORD document and translation tables to generate CKLs/CWLs that match those logged in GOC when CIMAP/CC posts jeopardies and completions. GDS builds work at locations passed by CIMAP/DOC.

- GOC CKLs/CWLs carry an ID which uniquely identifies work locations in GOC. No foolproof mechanism currently exists in Operations for generating CKL/CWL IDs that would correctly match those in GOC. The result is that one or more Operations centers may be completing work back to GOC using identical CLLI codes. For example, a circuit could have both inside CO work controlled by CIMAP/CC at the same CLLI code location that also has the outside plant work. The matcher may have to make a choice for completion purposes about which CIMAP/CC locations match which GOC locations without the benefit of the CKL/CWL ID. However, GDS is passed the CKL ID as populated on the LOOP2 screen. If entered manually, this field should be populated with the same CKL ID as appears in GOC. If the SOAC/TIRKS Interface is available, SOAC will populate both the CKL ID in the GOC and PREP databases with the same value.

F. GOC-CIMAP/CC CWL Matching

To make the most accurate choice of CKL/CWL matches, given these difficulties, the following matching rules and assumptions are used by the matcher. See Table 3-4 for examples.

- If no additional intelligence is built into the matching algorithm using the OPS SUB field in the OPS GOC IND table or the CMULTLOC field in the SSC-OPTION table, the following rules are used by the CIMAP/SSC Matcher. See Example 1 in Table 3-4.

  — If GOC logs one CKL/CWL with a CLLI code that matches one CWL CLLI code logged by CIMAP/CC, they will be matched by the algorithm. This is a unique match since no other matching choices exist.

  — If GOC logs more than one CKL/CWL with the same CLLI code (but different CWL IDs) that matches one CWL CLLI code logged by CIMAP/CC, the algorithm will match the CIMAP/CC CWL with the first GOC CWL with the same CLLI code regardless of the CWL ID. The matcher assumes that CIMAP/CC will *never* send more than *one* CWL for the same location. This is a non-unique match since other matching choices exist. The user has the option to change the system generated match using commands on OSSCWL.

- If the OPS SUB field is set to "C" for a particular GOC IND value (e.g. W), then the following rule applies as in Example 2.

  — The GOC Indicator field with valid values of W,K,L,E, or ∅ was added in GOC as of Release 14.1.2. The GOC Indicator is used to distinguish between CKLs and CWLs and determines the critical reporting dates for the CKL/CWL locations. CIMAP/SSC has an OPS GOC IND table which sets critical reporting dates for each GOC Indicator value. The tracked event flag fields in this table are shipped populated by Bellcore in accordance with current GOC criteria. This table contains an additional field, OPS SUB. For each value of the GOC Indicator, the user can specify the OPS subsystem that can match a CKL/CWL location with that indicator. For

example, if the OPS SUB field is set to "C" (for CIMAP/CC) for the GOC Indicator of "W", then a GOC CWL location with a GOC Indicator value of "W" can only be matched with a CIMAP/CC CWL.

- If the CMULTLOC field is set to "Y" in the SSC-OPTIONS table, then the following rule applies. See Example 3.

    — If GOC logs more than ohe CKL/CWL with the same CLLI code that matches one CWL CLLI code logged by CIMAP/CC, then the one CIMAP/CC CWL is matched with all the GOC CKLs/CWLs with the same CLLI code regardless of the CWL ID.

G. GOC-GDS CKL Matching

GDS is passed the CKL ID from the LOOP2 screen by CIMAP/DOC. GDS software requires that this field be populated before the CKLs are passed to the Status Reporter. This CKL ID will be guaranteed to match the CKL ID in GOC if:

- A company uses LOOP2 without the SOAC Interface but methods require that the same CKL ID be used in GOC and LOOP2 formats.

- The TIRKS/SOAC Interface is available. SOAC will log the CKL ID in both GOC and the LOOP2 screen.

When the matcher receives GDS CKLs with CKL IDs, the GDS CKLs will be matched with the GOC CKLs with the same CKL ID. This matching rule takes precedence over all other matching rules. See Example 4 in Table 3-4. The OPS SUB field in the OPS GOC IND table is available to CIMAP/CC to build added intelligence into the matching algorithm since the CWL ID is not available to CIMAP/CC. With the CWL ID being required by GDS, the added intelligence is not needed by GDS.

H. GOC-OPS/INE Matching

The OPS/INE locations can be logged into GOC either manually after the CPC designs the circuit or mechanically by the Circuit Distribution Analysis (CDA) module in the TIRKS System. The logging must be coordinated in either instance to ensure that the eleven-character CLLI code location logged in GOC is the same as OPS/INE is sending to the Status Report. This will guarantee a unique match between INE locations and GOC CWLs. No Operations system other than OPS/INE should attempt to post the same eleven-character location. Example 4 shows this unique match of the OPS/INE location with GOC. The BCC user could choose not to track OPS/INE locations in GOC; however, operations will track the INE locations.

Table 3-4. GOC-CKL/CWL Matching Examples

1. Matching without additional intelligence built-in via table entries.

   - OPS SRC = "blank" in OPS GOC IND table for GOC IND of 'blank' means match any OPS CWL.
   - CMULTLOC = "N" in SSC-OPTION table.

   The algorithm matches the CIMAP/CC CWL with the first GOC CWL with the same CLLI code.

	GOC	
ID	**CLLI**	**CIMAP/CC**
CWL1	ALBQNMSM	ALBQNMSM (unique match)
CKL2	ALBQNMMA	ALBQNMMA
CWL3	ALBQNMMA	
CWL4	ALBQNMNO	ALBQNMNO
CWL5	ALBQNMNO	

2. The same matching with the following setting in OPS GOC IND table.

GOC IND	OPS SCR
W	C (match with CIMAP/CC CWL)
K, L	D (match with GDS CKL)
E	

	GOC		
ID	**CLLI**	**IND**	**CIMAP/CC**
CWL1	ALBQNMSM	W	ALBQNMSM
CKL2	ALBQNMMA	L	
CWL3	ALBQNMMA	W	ALBQNMMA
CWL4	ALBQNMNO	W	ALBQNMNO
CWL5	ALBQNMNO	W	

3. The same matching with the addition of CMULTLOC = "Y"

	GOC		
ID	**CLLI**	**IND**	**CIMAP/CC**
CWL1	ALBQNMSM	W	ALBQNMSM
CKL2	ALBQNMMA	L	
CWL3	ALBQNMMA	W	ALBQNMMA
CWL4	ALBQNMNO	W	
CWL5	ALBQNMNO	W	ALBQNMNO

4. The matching algorithm will *always* match the GOC GDS CKL locations with the *same CKL ID* regardless of the CWLs logged by CIMAP/CC. INE locations should be unique.

ID	GOC CLLI	CIMAP/CC	GDS	INE
CWL1	ALBQNMSM.................	ALBQNMSM		
CKL2	ALBQNMMA.....'...		CKL2 ALBQNMMA	
CWL3	ALBQNMMA................	ALBQNMMA		
CWL4	ALBQNMMAK01			ALBQNMMAK01

I. Information Flow between GOC and the CIMAP Status Reporter

As previously stated, order information is sent to CIMAP/SSC, GDS, OPS/INE and CIMAP/CC by either CIMAP/DOC or EDIIS. These modules also notify GOC that a particular order has been sent to Operations. GOC will then notify the CIMAP Status Reporter of any updates or postings on that order in GOC, and the Status Reporter will inform CIMAP/SSC, CIMAP/CC, GDS and INE, as appropriate. In turn, the Status Reporter will notify GOC of all Post/Complete functions on the order, performed in Operations (See Figure 3-5).

The information passed between GOC and the Status Reporter is as follows:

Table 3-5. Information Passed between Status Reporter and GOC

GOC TO STATUS REPORTER	STATUS REPORTER TO GOC
• ADDS — CKLs/CWLs • SUPPs/UPDATES — CANCELS — DATE RESCHEDULES — CHANGES IN OTHER DATA • DATE COMPLETIONS • JEOPARDY POSTING/REMOVAL • IAD DATES FOR DISCONNECTS AFTER DD COMPLETION.	• DATE COMPLETIONS • JEOPARDY POSTING • JEOPARDY REMOVAL • MISSED FUNCTION CODES • AT DD COMPLETION, GCNOTE IS UPDATED USING COMMENTS ON OSSOI.
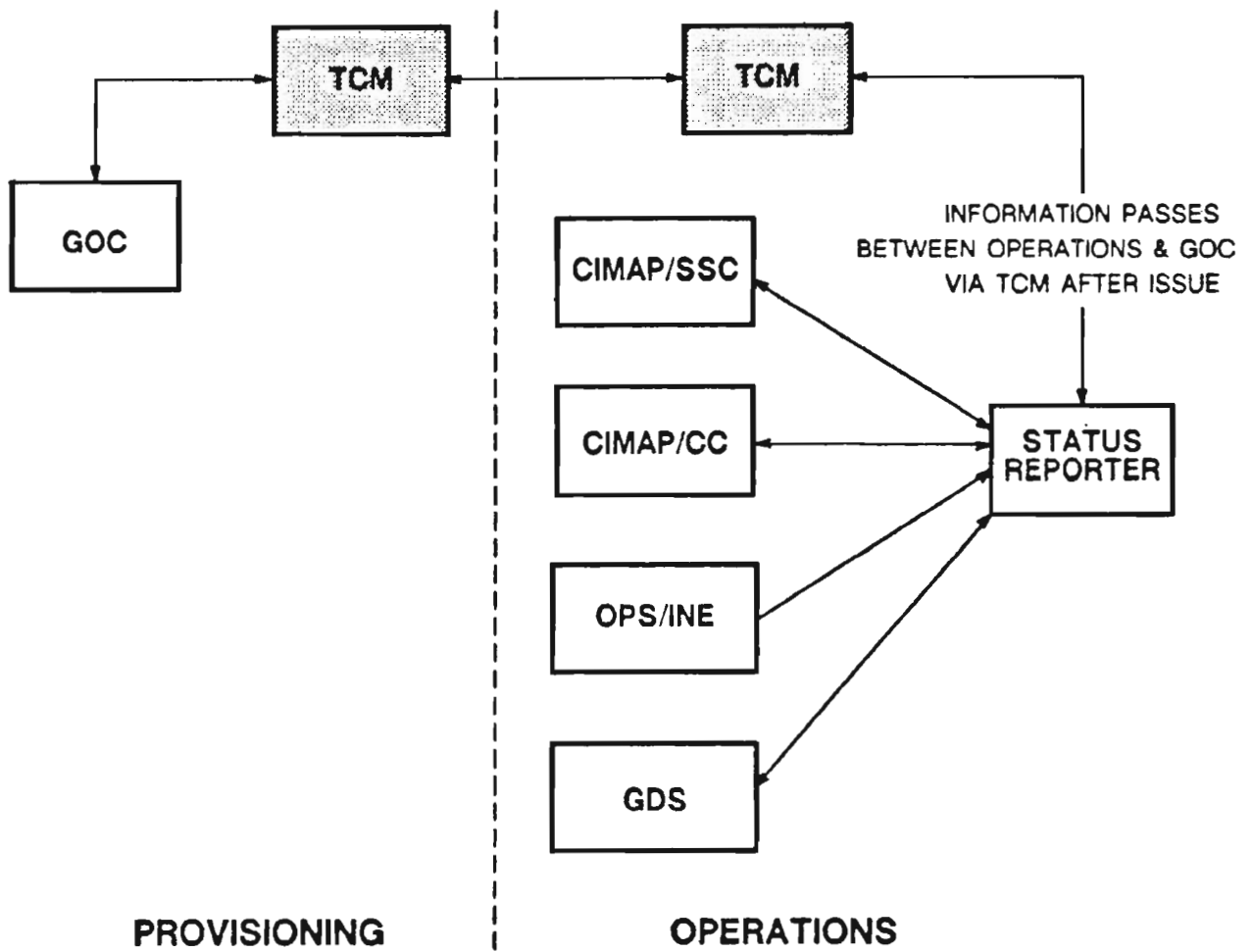
Figure 3-5. Information Flow Between CIMAP & GOC via TCM

J. Critical Date Handling

The following critical dates can be received from the GOC: DVA, WOT, FCD, PTD, DD, IAD, SWC, CTA (not displayed on OSSOI) and ASD.

- The Order Information format (OSSOI) is a variable format that displays the critical dates appropriate for each order class-message, carrier and special. The Installation Configuration tables (OSSIC) can be set up to calculate objective dates for any event as offsets of other critical dates. However, if the actual objective dates are received from GOC, they will supersede the calculated dates. Prior to screening being completed, additional GOC objective dates can be added to an order/item in the IA database. After screening, additional GOC objective dates can be accepted only if a calculated date, based on an OSSIC offset or a CIMAP/CC calculated offset, exists in CIMAP for the event. For DOP orders, IAD and optionally DVA are scheduled in GOC at DD completion. If CIMAP is to receive these dates from GOC, calculated dates must exist in CIMAP for IAD and DVA based on an offset of DD.

> NOTE - If the user wants GOC critical date information on dates not tracked by SSC (e.g., WOT), that date must be in OSSIC with a tracking flag of "N". This includes postings back to GOC at the CKL/CWL level.

- CIMAP/CC receives all critical dates from GOC via CIMAP/DOC and displays them on the Cross Reference (CCXREF) format. CIMAP/CC posts only to GOC the Report Dates that appear in the REPORT field in the STEP tables. If a date is used in the STEP table but was not received from GOC, that date is calculated based on an interval designated in the *CC REPORT DATE* Table.

- GDS receives all critical dates from GOC via CIMAP/DOC and displays them on the Installation Special Work Request (GDISWR) format. GDS posts DD and optionally DVA back to GOC via the Status Reporter.

The posting of jeopardies, jeopardy removals and critical report date completions (POST RID) will be sent from GOC to Operations or Operations to GOC depending on which system did the posting. If the posting fails in the other system, the Operations Error Handlers will inform the user if action is to be taken. This is discussed in detail in the section on Error Handling. GOC will also notify the Status Reporter of any reschedules of critical dates. When *item* level DD is completed, the Status Reporter will send the comment field on OSSOI to GOC as an update to GCNOTE in GOC.

K. Disconnect Processing

GOC supports two types of disconnect processing: regular and DOP for short interval disconnects.

- For regular disconnect processing, GOC supports the following:

  - IAD date entry by the user when the disconnect order is logged.

  - Or GOC will generate the IAD date for all order/items when DD is completed on the last disconnect item on the order. The IAD date is calculated based on an offset interval from DD; the interval is defined in the GCINTU table.

  - GOC also has an IAD COMPL FLAG in the OPTION FLAGS table in provisioning. If set to "N", there is no IAD Processing. If "M", there is IAD processing with manual completion of IAD. If "A", there is IAD processing with GOC auto-completing IAD. The auto-completion of IAD is done via a nightly BMP run. If the option that uses a batch run to complete IAD is selected, the

GOC Interface will inform the Status Reporter of the completion.

— If there is IAD processing and DD is completed, the order status goes from P to PX. When IAD is completed, the status becomes IX. If there is no IAD processing, the order status goes from P to IX on DD completion.

• For DOP processing, GOC also supports the following:

— A DOP field on the order entry screen set to "Y" indicating a DOP order.

— The order can not be logged with a RID date or any dates post RID except for DD. When the *first* DD (even a CWL DD) is completed on the order/item, the order status goes from P to PX and GOC schedules IAD, RID (optional) and DVA (optional). However, as of TIRKS Release 15.0, IAD, RID and DVA will not be scheduled until DD is completed on the last item on the order, similar to regular IAD disconnect processing. These dates are calculated using the same GCINTU table, this time for DOP orders. This rule will be changed in a future TIRKS System release to parallel regular disconnect processing.

— When IAD is completed, the order status becomes IX.

• The following action is taken in CIMAP/SSC to handle the two types of disconnect processing in the TIRKS System:

— First, it is strongly recommended that

    a. IAD tracking in CIMAP reflect GOC tracking of IAD in the TIRKS System so that the order status in both systems remains in sync.

    b. If IAD processing is used, the offset used to calculate IAD (and optionally DVA) from DD in OSSIC be the same as found in the GCINTU table in the TIRKS System for both disconnect and DOP orders.

— If GOC schedules IAD based on intervals at DD completion, CIMAP/SSC will not receive the IAD date when the order is logged in CIMAP/SSC but only at DD completion. Dates (DVA, IAD) that GOC sends to the Status Reporter after DD completion will be handled like reschedules. CIMAP/SSC can only handle these "reschedules" if objective dates were scheduled for these events when the order was logged in CIMAP/SSC using calculated dates in the OSSIC tables.

— For special processing associated with DOP orders, there is a separate OSSIC table other than the one used for regular disconnects for DOP orders. The action key in this table is "P". On DD completion, the software will not back complete DVA on DOP orders.

• The following action is taken by CIMAP/CC to handle disconnect processing at order log time:

— If IAD date appears in a STEP table for disconnects not present in GOC, it is calculated based on an interval in the CC Report Date Table.

— CIMAP/CC supports a separate STEP table for DOP orders. If a STEP table for DOP is not found, the STEP table for regular disconnects is used. Note: CIMAP/CC cannot support a DVA date that is after DD as allowed on DOP orders; it is recommended that DVA not be used in the DOP Step table.

— GOC generates IAD dates when DD is completed and the dates are sent to the Status Reporter. The Status Reporter handles this situation like date reschedules and notifies CIMAP/CC.

• GDS does not post the IAD date back to GOC and is not impacted by GOC's disconnect processing.

L. Order Cancellation

After orders are logged in the TIRKS System and received by Operations, they can be cancelled.

- The following action takes place in GOC in processing cancellations:

  — The cancel is logged in GOC as an order supplement with a supplement type of C (cancel).

  — The order status goes to EK or PK depending on whether the order status was Entry (E) or Pending (P) at the time of cancellation.

  — Completion of all uncompleted critical dates is blocked except for Due Date (DD).

  — On DD completion, the order status goes to In-Effect Cancel (IK).

  — GOC has an auto-completion flag on GCRR02. If this flag is set to "yes", GOC will auto-complete DD at the time the cancel supplement is logged if the order status is E or P with no RID date (as in DOP orders). If either of these conditions is met, the Order Status will go from E or P to IK directly when the cancel supplement is logged. This feature can potentially affect CIMAP/SSC for disconnect orders that are received at order log time. Currently GOC sends this auto-completion over to CIMAP with a status of PK rather than IK placing CIMAP and GOC out of sync until the order is completed in CIMAP.

  — GOC can cancel a disconnect order after DD has been completed if there is an IAD date. The order status goes from PX to PK and DD completion is backed out.

- The following action takes place in Operations when an order cancellation supplement is received from GOC by the Status Reporter.

> **NOTE** - Operations *CANNOT* support a cancel of a cancel implemented by updating STAT on GCDBC.

  — The Status Reporter will notify CIMAP/SSC, CIMAP/CC, and GDS as appropriate.

  — In CIMAP/SSC, the system will place an entry on the LOG, and a calendar entry will be made on today's worklist of the position that has the next scheduled event. The entries will state "Pending Cancel Rec'd".

  As in GOC, CIMAP/SSC will block completions on any uncompleted events except for DD. For disconnect orders where DD is already completed, the system will back out the completion and put DD back on the objective dates worklist of the tester who was previously assigned DD.

  Depending on company methods,

  a. The person who had the next uncompleted event on their worklist could be responsible for completing DD on the PK order after determining that all work done on the order is backed out or stopped.

  b. GOC, rather than CIMAP/SSC, would complete the cancel, and the work on the order could be backed out or stopped.

  CIMAP/SSC will support the cancellation of a disconnect order after DD is completed if the order status is PX, that is, if there is also IAD processing. CIMAP/SSC will back out DD complete, and put the DD event back on a worklist. The order status will go from PX to PK. Regardless of which system completes DD, CIMAP/SSC would take the following action:

c. The Order Status goes from PK to IK.

d. The pending cancel worklist entries and all calendar events would be removed.

e. The WORD would be voided.

f. All Circuit History information would be removed.

g. The Order and the LOG would remain in the IA and TRACE databases until archiving for audit purposes, then removed.

— CIMAP/CC will receive a notice of a pending cancel from the Status Reporter and will

• Cancel the order in CIMAP/CC if no work has started.

• Otherwise, review steps will be generated.

— GDS will receive a notice of a pending cancel from the Status Reporter and take the following steps:

• If the order is an Engineering Service Order (ESO), and the work request(s) are pending load (PLD) or pending screen (PSC), GDS will allow the order to be cancelled.

• If the order is not an ESO and job status is either pending screen or pending load, GDS will change the handling code to pending cancel (PCN).

• If the order is not an ESO and has a conflicting job status (e.g., preassigned or dispatched), GDS will send an exception notice to a printer and place a comment on the work request. GDS inhibits any further dispatch processing. To resolve the conflict, the work request must return to a job status of pending screen allowing the order to be cancelled.

M. Error Handling

Using the GOC Interface, jeopardies and date completions can be posted either in GOC or in Operations. The posting information is then passed to the other system. Error conditions may occur in the receiving system causing the posting to fail for the following reasons:

• An Operations Posting Fails in GOC - If a posting of a date is completed in CIMAP/SSC, CIMAP/CC or GDS but fails in GOC, the provisioning TCM sends the GOC error message to one of the Operations Error Handlers. Each operations system has its own Error Handler. The CIMAP/SSC Error Handler enters the GOC error message on the LOG. The user has an option to set the error option flags in the SSC-OPTIONS table to have a

— Calendar entry placed on an appropriate worklist (GCCAL)

— Message sent to the SSC LTERM printer (GPRINT)

— Message sent to the originating LTERM (GCLTERM).

For errors in CIMAP/CC postings to GOC, TCM will send error messages to the CIMAP/CC Error Handler for action.

For errors in GDS, the GDS Error Handler will send an exception notice based on the entries in the GDS Exceptions table.

For errors in INE postings to GOC, TCM will send error messages to the OPS/INE Error Handler which sends an exception notice to the PCO LTERM as specified in the DCS Administration Record (DCS ADM).

The major reasons an operations posting would fail in GOC are as follows:

— For jeopardy and MFC postings - GOC has an internal table to validate jeopardy/MFC codes posted in GOC. If a code is not in this table, the posting will fail. CIMAP/SSC has an option (VALJEOP) in the SSC-OPTION table to validate jeopardy/MFC codes before sending them to GOC. If set to "Y", the system validates the code against the CIMAP/SSC internal table which is loaded to CIMAP/SSC using the same data as GOC. If the users select this option and keep the internal tables in both systems in sync, then all jeopardies/MFC codes should post successfully in GOC. CIMAP/CC does not support a validation option. GDS has its own TTS jeopardy validation table (GDS HDLGCODE) which should be kept in sync with GOC.

— For Critical Date Posting - To successfully post critical date completions in GOC, certain rules set in the TIRKS Date Rules Update table (GCDRU) must be met. This table is keyed by Event name (DVA, WOT,....) Order Class, Admin. Area, and Reference Date. The reference date is the calendar date when a set of rules apply. Not all rules are user modifiable, but an example of how a company could modify date rules is:

   a. As of December 30, a company could change the DVA MFC REQUIRED flag from "N" to "Y". The result is that all overdue DVA dates would require an MFC code for posting after December 29. If not present, the posting would fail.

Given all the possible posting rules that can be changed by the user, Table 3-6 shows the actions taken by the Status Reporter to prevent Operations systems from posting date completions that might fail in GOC.

• A GOC Posting Fails in CIMAP/SSC - If a date completion is posted successfully in GOC but fails in CIMAP/SSC, the CIMAP/SSC Error Handler will react to this error within the CIMAP System. *No* notification of the failure will be sent to GOC. The error message generated by the failure will be placed on the LOG and a message will be sent to the SSC LTERM printer. The major reason why a completion would fail in CIMAP/SSC is if the IMD EDITS have not been met at DD completion. CIMAP/SSC will *not* block item level completions from the GOC if there are outstanding CWLs on the order.

CIMAP/CC is not impacted by this possibility since CIMAP/CC does not accept date completions from GOC.

Table 3-6. Status Reporter (SR) Date Rule Handling

- CIMAP WILL MINIMIZE ERROR FALLOUT BY PROVIDING A SUBSET OF GOC DATE RULES IN CIMAP.
- CIMAP/SSC MAINTAINS OPTIONAL VALIDATIONS FOR JEOPARDY AND MFC CODES. NO VALIDATION IS DONE BY CIMAP/CC. GDS HAS ITS OWN TTS VALIDATION TABLE.

DATE RULE	HANDLING BY STATUS REPORTER (SR)
ACTUAL DATE REQUIRED (Y/N)	SR WILL ALWAYS SEND GOC THE ACTUAL COMPLETION DATE AS POSTED IN CIMAP OR GDS.
BY REQUIRED (Y/N)	SR WILL ALWAYS SEND GOC THE INITIALS FOR ALL CRITICAL REPORT DATES.
GRACE DAYS (0-99)	GOC IMPACT ONLY
MFC REQUIRED (Y/N)	CIMAP/SSC MAINTAINS A "MFC EVENT EDITS" TABLE MIRRORING THE GOC RULE. THE TABLE WILL INDICATE WHETHER AN MFC CODE IS REQUIRED FOR PAST DUE EVENT COMPLETIONS. CIMAP/CC AND GDS DO NOT. GDS DOES REQUIRE A MFC FOR PAST DUE DD.
ALLOWED ON HOLIDAY (Y/N)	IMPACT ON GOC WHEN LOGGING ORDERS. SR WILL ACCEPT AND COMPLETE ALL GOC DATES AS RECEIVED.
AUTO_JEP BY LEVEL	SR DOES NOT RECEIVE AUTO_JEPS FOR GOC BECAUSE THEY ARE GENERATED BY A BMP RUN.

N. Tracking Levels

- There are four levels of tracking for GOC:

  — Order level

  — CCR level - For multipoint circuits

  — Circuit level (item level)

  — CKL/CWL level.

  In GOC, a user can post jeopardies/completions at all levels. There are also rules in the TIRKS Date Rules (GCDRU) that govern whether there will be upward propagation of completions to the next tracking level for each event. For example, when the last CWL location completes WOT, GOC will propagate that completion upward to the item level WOT date.

- For CIMAP/SSC - Because orders are received in CIMAP/SSC at RID one item at a time the only completions that make sense in this environment are item level completions. CIMAP/SSC can not guarantee that all items on an order were issued to SSC or that any one SSC would have all the items associated with a particular order.

  However, CIMAP/SSC does have an Installation Grouping feature (OSSGI) which allows the user to group order/items by Project, RO, TGAC, or Base CLO. The OSSGI format allows the user to bulk process date completions. An order level FIND on OSSGI will initiate a bulk completion of all items in an order for a given event. The same holds true if the user did a FIND using CCR; there would be a bulk completion of all items on the CCR FIND. For more details see Section 4 where OSSGI is explained in detail.

  CIMAP/SSC relies on GOC upward propagation rules to propagate item level completions to the Order or CCR level. For example, if CIMAP/SSC did not have all the items on a particular order and OSSGI was used to bulk complete Due Date for all items on the order, then when GOC completed processing the last item level DD from CIMAP/SSC, GOC would propagate the DD completion upward to the Order level.

  DVA is the only date where this processing does not apply. GOC does *not* upward propagate completion from one level to another for DVA at any level. CCR and Order level DVA completions must be posted in GOC.

- GDS and CIMAP/CC do not support four level tracking.

O. CIMAP-GDS-TIRKS Machine Architecture

The CIMAP-GDS-TIRKS Interface architecture fully supports multiple TIRKS machines feeding the same CIMAP-GDS machine, but only partially supports one TIRKS machine feeding multiple CIMAP machines.

- Multiple TIRKS machines - One CIMAP-GDS machine can receive orders from multiple TIRKS machines. To track which orders came from which TIRKS machine, a circuit source field is stored in the CIMAP databases, as defined in the SEC TO SOURCE table. This code identifies the originating TIRKS machine for each circuit. It is used by the Status Reporter when posting jeopardies and completions on an order to identify which TIRKS machine should receive the posting message.

  — If GDS is on a separate processor, the GDS machine can also receive orders from multiple TIRKS machines. GDS is sent the TIRKS SEC code for each order it receives. This SEC code is used by the Status Reporter to post back to the correct TIRKS machine.

- Multiple CIMAP machines - As of TIRKS Release 14.2, the C1DIST SSC INFO and OPTS LINK SSC tables are keyed by MCO/OCO/CCO rather than being company level tables. This allows the user to specify different MSC links for different MCOs/OCOs/CCOs; that is, orders can be distributed to different CIMAP machines based on MCO/OCO/CCO. The following cases are *not* supported by the present architecture:

  — C1DIST *cannot* distribute the *same* order to more than one CIMAP machine. If an operating company has circuits whose installation is tracked by SSC1 on CIMAP machine A and the maintenance of that circuit is controlled by SSC2 on CIMAP machine B, the WORD and circuit history information must be in both machines. Currently the only available procedure for handling this is, that once the circuit is IE, the CPC must update the MCO field on WA and reissue the IE order to SSC2 and then change the MCO field back to allow subsequent orders (D, RN, R) to flow to SSC1.

  — Multiple CIMAP machines are only supported for installation activities. Maintenance activities are *not* supported; that is, a mechanized hand off can not be done by SSC on CIMAP machine A to a central office on CIMAP machine B.

  — On one TIRKS machine, CIMAP/DOC can only send CIMAP/CC and GDS orders and location information to *one* CIMAP machine, one GDS machine, and one NIS machine for OPS/INE. OPTS LINK CC, OPS LINK INE, and OPTS LINK SSDAC are company level tables so only one MSC link can be specified. The CIMAP/CC machine need not be the same as the machine on which CIMAP/SSC resides. However, the CIMAP/CC machine must have some of the CIMAP/SSC modules and tables turned up so that the Status Reporter is available for passing posting information to GOC. If CIMAP/CC does reside on a different machine, the mechanized maintenance interface is *not* supported.

  — Like CIMAP/CC, OPTS LINK SSDAC is a company level table thus CIMAP/DOC can send orders to only one GDS machine. However, GDS need not be on the same processor as CIMAP and both installation and maintenance interfaces to CIMAP/SSC are supported including JUMP/FIND capabilities between systems.

- CIMAP to GDS - One GDS machine cannot support an architecture consisting of multiple CIMAP machines, nor can CIMAP support a multiple machine architecture to GDS.

- CIMAP to NIS (OPS/INE) - One NIS machine cannot support an architecture consisting of multiple CIMAP machines; nor can CIMAP support a multiple machine architecture to NIS.

3.1.13 GDS - SOAC Interface

A. Introduction

One of the innovative features of the Generic Dispatch System is its ability to facilitate the receipt, dispatch, close, and tracking of service orders. The purpose of this section is to provide a high level description of the flow of data between the Service Order Processor (SOP), Service Order Analysis and Control System (SOAC), TIRKS Communication Module (TCM), and GDS. This user guide will contain a summary of the interface as described in the document titled "SOAC-GDS Interface Requirements and FCIF Specification: Pots, Non-Designed and Designed Special Services". If more detail is needed concerning the message structures, aggregate and TAG values, or formats of these data messages, refer to this document.

The following paragraphs discuss the major functions of the components of the SOAC/GDS interface.

B. Service Order Analysis and Control System (SOAC)

Service orders are distributed by the SOP to SOAC. Upon receiving service orders and during the life of the order, SOAC will perform several functions. Some of these GDS specific functions are described below:

- Determine GDS involvement and create the needed message structures to send to GDS. GDS involvement is determined by the type of order, order pass, presence, or absence of the ADSR FID, the class of service USOC, and the GDS conversion status of the wire centers on the order. To be considered GDS involved, an order must meet all five conditions.

- Perform the service order parse. In this step of the process, SOAC will copy the data fields from the service order that are needed by GDS in order to build a work request.

- Create the planning message (NET1) and send to TCM.

- Upon completion of automatic assignment, create the assignment message (NET2) and send to TCM.

- Process positive and negative responses from TCM.

- Provide inquires and reports related to SOAC GDS activities.

During the process of sending messages to TCM/GDS, SOAC formats all the data needed by GDS into a structure known as Flexible Computer Interface Format (FCIF). This structure, consisting of sections, aggregates, and TAGs, is arranged in a format similar to an outline. FCIF is a standard method of formatting data in order to build the preliminary interface between two computer systems. The data, after being placed into this preliminary arrangement, simplifies TCMs task of editing the content of the message and reformatting the data into the final format (DSECT) that will be processed by GDS.

C. TIRKS Communication Module (TCM)

The TIRKS Communication Module (TCM) resides within GDS. TCM allows communication between one application residing with TCM in one IMS copy of an IBM computer and another external TCM System or another non-TCM System (SOAC). TCM receives the input message in the GDS scenario from SOAC in a format known as FCIF, and prepares and formats the data in a manner that is acceptable to GDS programs.

TCM provides the following features within the GDS environment:

- Places data in formats that are acceptable to remote system (SOAC).

- Places data in formats that are acceptable to target systems (GDS).

- Automatically determines the communication path over which to route the messages.

- Stores the transmitted messages until the receiving system has acknowledged (positive or negative).

- Ensures that the related messages are sent in proper sequence by holding the later messages until the earlier message has been transmitted and a positive acknowledgement has been received.

- Message queuing upon link failures.

- Automatically resends messages upon link restorals.

- Stores errors during processing of incoming messages and stores negative acknowledgements from target applications.

- TCM provides an on-line capability to correct, resend, or delete messages that error during processing.

- TCM provides statistical data on processed messages that can be viewed on-line via TQS reports.

TCM contains databases that are used to process messages. They are as follows:

- Transaction Log Database (TLOG)
  This database is used to log messages that must be retained while awaiting a positive acknowledgement from the target application. Messages are also stored here when the initial processing caused an error or the messages are awaiting a positive acknowledgement from the target application.

- Deferred Message Queue Database (SENDQ)
  This database is used to store messages when processing is deferred because of link failures. Messages that are deferred and stored in the SENDQ database can be removed in one of two ways. The first method is an automatic check of the deferred message counters for each link in the SEC database when the link becomes available. The messages that are queued are resent to the Route Administration module for processing and subsequent deletion from database. The second method of deletion of queued records from the SENDQ database is from the format GMPMSG screen. From this screen, the user can move non-acknowledgement messages to the TLOG database for subsequent resubmittal or deletion.

- Network System Entity Code Database (SEC)
  This database is used to contain information about each of the operational systems that TCM must communicate with. Each of the operational systems is defined with a unique system entity code (SEC). Information about the communication links to and from the various SECs is stored here also. The SEC database can be accessed using the GMPNET and GMPSTS screen formats.

- Terminal Database
  This database provides a method by which the user can update records in the TLOG database. Whenever format GMPMSG is used to retrieve a record from the TLOG database, the record is placed in the Terminal Database. While a copy of a message is stored simultaneously in the TLOG and Terminal Database, the message is "protected" in that other users will not be able to access the message in the TLOG database. This will eliminate the possibility of duplicate updates by two users at the same time.

D. Acknowledgement Messages

Acknowledgements from GDS to TCM are referred to as class 2 messages. They are either positive or negative. Positive acknowledgements may or may not contain "Warnings". Messages that are acknowledged without warnings are deleted from the TLOG database. For those acknowledgements that do contain warnings, a positive response is sent in FCIF format to the originating system (SOAC) and an exception notice is printed for the user's analysis.

When GDS receives a message from TCM that is unacceptable for processing, an exception notice is printed for the user and a negative acknowledgement is sent back to the originating system (SOAC). The user then initiates steps for error processing.

E. Error Processing

Errors during processing of messages can occur on class 1, class 2, or class 3 messages. Class 1 messages or class 3 are application to application messages (SOAC to GDS).

Class 2 messages are acknowledgement messages (GDS/TCM to SOAC). Errors encountered can be of six possible varieties. They are as follows:

- TCM header validation errors
- TPAM parsing errors
- TPAM translation errors
- TPAM mapping errors
- TPAM general errors
- Application errors due to negative acknowledgements.

For more information concerning error reconciliation or general administration of TCM, refer to BR 190-539-301, BR 190-539-302, BR 190-539-303, BR 190-539-304, BR 190-539-305 and BR 190-539-404.

F. Generic Dispatch System (GDS)

On most service orders, GDS receives two messages from SOAC. The first message is called a precompletion planning message, sometimes referred to as the NET1, which contains service order image minus the assignment section. The purpose of the planning message in GDS is to initiate basic pricing for long range load forecasting, as well as for routing to determine work center. The second message type GDS will receive for each order is called an assignment message, sometimes referred to as the NET2. This message is created in SOAC upon receipt of the LFACS assignment data and is passed to GDS along with the assignment section of the Service Order Image. The purpose of the assignment message is to produce the assignment section of the work request. When GDS receives the assignment message, the work request is subjected to the logging process of screening, mapping, zoning, typing, and pricing. After these functions are successfully completed, the work request is either a candidate for automatic completion within GDS and subsequent closeout to the SOP or placed in the dispatch pool with a jobstatus of "PLD" or "PWD". If job logging was not successful, the work request will have a jobstat of "PSC". In this case, manual assistance from the ICC/SSDAC personnel will be necessary in order to determine the proper status of the work request.

There are times when GDS will not have enough data from SOAC to completely flow the order through job logging. To aid the end user in analysis of these types of orders, GDS will automatically set handling codes identifying these order passes.

Handling codes that will be set as a result of job logging messages from SOAC that are unique are as follows:

CALL FOR ASSIGNMENT - "CFA"

GDS will occasionally receive an assignment message without the FCIF assignment section. This assignment message will contain the CFA TAG set to "Y". This TAG tells GDS management that the technician being dispatched must call the LFACS personnel and inform them of the necessary data, i.e., terminal address, cable and count, that is needed to complete the facility assignments. To help the analysis of the order flow between SOAC and GDS, an additional system generated Handling Code of "CFA" will be created when the CFA TAG is received by GDS.

OUTER LOOP FLAG - "TDO"

Certain order types cannot be assigned by LFACS. When these orders are received by SOAC, they are manually assigned "outer loop", which sets the TDO flag in the OCTL and WCTR aggregates. Orders assigned using the outer loop method do not create the assignment section in FCIF. Therefore, GDS will not job log the order pass completely. To help the analysis of TDO orders, GDS will automatically populate the HDLGCODE field with a system-generated handling code of "TDO".

NO ASSIGNMENT SECTION FLAG - "NA"

The No Assignment Section Flag may appear in the OCTL of the planning message or the OCTL and WCTR aggregates of the assignment message. The TAG is set in the OCTL of the assignment message only when *all the WCTR aggregates* contain the NA TAG set to "Y".

If the NA TAG is set to "Y" in the OCTL of the planning message, SOAC will not send an assignment message to GDS.

On some orders, GDS will receive planning messages without the NA TAG set but the assignment messages will have the NA TAG set to "Y" in the OCTL and WCTR aggregates. This will occur when the assignment involvement is for touch tone and custom calling features. The NA TAG is set on these orders because the assignments appear in the Service and Equipment section of the service order, not the assignment section.

To help analysis of orders containing the NA TAGs, GDS will automatically populate the HDLGCODE field with a system-generated handling code of "NA".

FACILITIES NOT AVAILABLE FLAG - "FNA""

The Facilities Not Available Flag appears in the OCTL and CTL aggregates. The purpose of the FNA flag is to indicate to the receiving system that facility assignments are not available at the present time.

In the OCTL aggregate, the value of the FNA TAG will be "C" or "U". The FNA TAG will be set to "C" if the CFA TAG is set to "Y" for any circuit termination in the LFACS Assignment Request Response.

The FNA TAG will be set to "U" in the OCTL aggregate if an unsolicited assignment response from LFACS is received by SOAC and facility assignments are not yet available. This will occur on small business customers when there is a disconnect order due at a location and a New connect order for a different customer is due at the same location. If the due dates are compatible, LFACs

will assign the "N" order with the "D" order's cable and pair. However, if the "D" order customer changes the due date for disconnecting service, and LFACS cannot find facilities for the "N" order customer, an unsolicited assignment response from LFACS is sent to SOAC with the FNA TAG set to "U".

In the CTL aggregate, the value of the FNA TAG is "C" if the CFA TAG is set to "Y" on any circuit termination in the LFACS Assignment Request Response. The FNA TAG will not be set in the CTL aggregate if an unsolicited response is received from LFACS and assignments are not available.

To help in the analysis effort, GDS will automatically populate the JOBSTAT field with "PFA" and the HDLGCODE field with a system generated handling code of "FNA" if the FNA TAG is set to "U" in the OCTL aggregate only.

MANUAL ASSISTANCE - "MA"

If GDS receives a planning message from SOAC with the MA TAG set to "Y", GDS will automatically set a handling code of MA.

INCOMPLETE MANUAL ASSISTANCE -"MAI"

If GDS receives a planning message from SOAC with the INCP flag set to "Y", and the MA flag set to "Y", GDS will automatically set a handling code of "MAI".

G. Precompletion Planning Message

When a planning message is sent to GDS by SOAC, it will contain a copy of the service order image as well as certain fields from the service order that are needed by GDS as explained above. These fields are referred to as equipment and testing USOCs and FIDs. Examples of FIDs on data items that are parsed from the service order and sent to GDS are defined below:

FID	DEFINITION	S.O. SECTION
TN	Main TN	IDENT.
CLS,CLT,CKT,PSM	Common Language Circuit	S&E
SIT,SIS,DID,CKR	Identification; Service	S&E
OGO,PX,TER,TLI	Code and Modifier;	S&E
ORD	Order Type (N,T,D,F,C)	IDENT.
ORD	Order Number	IDENT.
ORD	Correction Suffix	IDENT.
CS	Class of Service	IDENT.
SCS	Circuit Class of Service	S&E
DD	Due Date/Access Info	IDENT.
SD	Sub Date/Access Info	IDENT.
SLS	Sales Origination Code	IDENT.
SLSN	Sales Origination Code	Control
NCON	Sales Origination Code	Control
ACNA	Abbreviated Access Carrier Name	INDENT.
CCNA	Customer Carrier Names Abbreviation	IDENT.

FID	DEFINITION	S.O. SECTION
ADSR	Administration of Designed Services Review	IDENT/S&E
SPO	Official Company Services Indicator	IDENT.
TDD	To Due Date	IDENT.
FDD	From Due Date	IDENT.
APP	Service Order Application Date	IDENT.
DVA	Design Verified Assigned Date	Control
FCD	Frame Continuity Date	Control
PTD	Plant Test Date	Control
RID	Records Issue Date	Control
WOT	Wired and Office Tested Date	Control
PCS	Participation Customer Status	Billing/IDENT
CRO	Complete with Related Order	IDENT.
RO	Related Order	IDENT.
SA	Service Address	LIST
ACA	Service Address	LIST
LA	Listed Address	LIST
LOC	Location	LIST
AHN	Service/Listed Address	LIST
PON	Purchase Order Number	BILLING
OCO	Overall Control Office CLLI	CONTROL
LN	Customer Name	LIST
NLST	Customer Name	LIST
NP	Customer Name	LIST
LNC	Customer Name	LIST
ACN	Customer Name	LIST
SGN	COMMON LANGUAGE Segment Number	S&E
DPA	Facilities Address and Circuit Location Number	S&E
CKL	Facilities Address and Circuit Location Number	S&E
LTI	Circuit Location Number	S&E
POI	Point of Interface	S&E
ACTL	Access Customer Terminating Location	LIST
SN	Service Name	S&E
LCON	Local Contact Name and Telephone Number	S&E
MCO	Maintenance Control Office	S&E
DSG	Design Contact Name and Telephone Number	CONTROL
BTN	Billing Telephone Number	BILLING/S&E

H. Assignment Message

The assignment message is created in SOAC after processing the service order through LFACS and COSMOS. The assignment message or NET2 consists of the facility assignments in FCIF with a copy of the assignment section of the Service Order Image. Unless an order falls out for Manual Assistance (MA) during NET1 processing, the assignment message will be received by GDS soon after receiving the planning message. When GDS receives the assignment message from SOAC, job logging begins. Job logging consists of service order screening, routing, mapping, zoning, typing, and pricing. Refer to Section 3.2 of this manual for further information concerning the job logging functions.

There are no FIDs parsed from the service order for the assignment message as is done for the precompletion planning message. There are, however, "TAGs" or data items associated with the outside plant assignments that are sent to GDS from SOAC. Some of those data items received by GDS in the assignment section are defined below:

FID	DEFINITION	S.O. SECTION
RSP	Restoration Priority	S&E
SSM	Safeguard Measures	S&E
SSP	Safeguard Measures	S&E
NCI	Network Channel Interface Code	S&E
SA,LA	USOC Address, i.e., the	
ACA,CKL	address SOAC determines to	
DPA	be associated with equipment or testing USOCs	LIST/S&E

DATA ITEM	DEFINITION
"CA"	Cable Identifier
"PR"	Pair Identifier
"TERM"	Terminal Address
"ENC"	Encapsulated Flag
"BP"	Binding Post Number
"BPCL"	Binding Post Colors
"WI"	Work Instructions
"WOL"	Wired Out Of Limits
"WOLD"	Data Associated with WOL Facility
"BCT"	Indicates a Broken Connect Through Facility
"BCF"	Indicates a Broken Connected Facility
"PGST"	Pair Gain System Type
"ADE"	Air Dryer Flag
"CPC"	Cable Pressure Contactor Flag
"CPT"	Cable Pressure Transducer Flag
"LST"	LST number
"LSTF"	LST flag
"ITM"	LST item number
"ACT"	Indicated Action to be Taken on Circuit Termination
"SSM"	Special Safeguarding Measures Flag
"SSP"	Special Service Protection Flag
"RTF"	Transmit/Receive Flag

The data items defined in this document are only the items either derived from FIDs from the service order or produced within LFACS. There are, however, several other data times or "TAGs" involved in the interface. For more information, refer to the SOAC/GDS interface specification document mentioned in the beginning of this section.

3.1.14 GDS-SOP Interface

A. Introduction

The GDS-SOP interface provides the link by which both corrected and noncorrected POTS installation orders may be completed or returned on the GDS completion screen and the completion information automatically sent back to the Service Order Processor (SOP). Corrected orders are defined as orders that require changes to the body of the service order (i.e., S&E, BILL). Noncorrected orders are those orders, both field-visit and nonfield-visit, that do not have changes to the body of the service order (i.e., S&E). Information between the two systems is transmitted via TCM. Autocomplete supplements the former completion process, requiring the manual input of a completion message retrieved from a printer into the SOP.

B. Required Table Entries

To utilize this feature the following must be available:

1. Appropriate entries must be made in the following TTS tables:

    a. **GDS OPTIONS** - The ACMP-ON field will be populated with an entry of "Y" indicating that order completion information from this center should flow to the SOP. ACMP-ON is controlled by the Feature Authorization Module (FAM), which was described earlier in Section 3. An entry in an optional field, ACMPPATH, will divide messages (in TCM) to the SOP by GDS center. This field would be useful if all messages from one center (and only that center) needed to be held.

    b. **GDS SOP EDITS** - This table will be built with the SOP as the Table Key and the FID# (01-30) as the Table Record Key. Through the information built into this table, the user-defined field names found in the Order Stat section of the completion screen can have certain characteristics assigned to them. These edit rules must be followed to result in a successful completion message flow to the SOP. This table also contains default values for non-field visit orders.

    c. **GDS SOP OPTIONS** - This table defines interface options for each SOP. Entries in this table are used to determine the TCM SEC (System Entity Code) for a SOP. The determination to send or not to send PAC orders to a SOP is also made in this table. Options for the autocompletion of corrected orders are also defined in this table.

    d. **GDS SOI PARSE** - This table will be built using the SOP as the Table Key and the parse option "AC" (AutoComplete) as the Table Record Key. The center should be blank. GDS SOI PARSE is used to determine which sections of the service order may be viewed on GDCMP2 during the completion process.

2. Entries in the GDSOP (GDS Service Order Processors) table will determine to which SOP completion information for a wire center and CSC should be sent. The "DELMIN" and "DELOFF" entries determine, respectively, the length of time a message should be held in TCM before being passed to the SOP if the order is delayed and the time of day at which completion information should be sent immediately, regardless of the DELMIN entry.

C. Completion Process

Several fields relating to the autocompletion process on the GDCOMP screen will need the appropriate entry to allow the autocompletion to occur.

1. The SOP flag determines whether a message will automatically be sent to the SOP. An entry of "Y" is required for the autocompletion process. If "N," nothing will be passed to the SOP; the completion message will be sent for manual completion. This flag defaults to the value of ACMP-ON in the GDS OPTIONS table. SOP will be "N" for manually added orders, orders that have been uncompleted, multi-term orders, and orders with NOTIFY set to no. If SOP is "Y," it can be updated to "N"; however, system generated values of "N" cannot be updated to "Y."

2. The PR flag determines whether the completion message will be printed. If PR is "Y," the completion message will be printed at the printer designated in the GDS SOC PRINTER or GDS OPTIONS table so that the order can be completed manually. This flag defaults to the opposite of the SOP flag. If the SOP flag is updated, however, the PR flag must also be updated (i.e., if SOP is updated to "N," PR must be updated to "Y" if a printed completion message is wanted for a manual completion).

3. The SOI flag determines whether the service order image will be printed with the completion message. If SOI is "Y", the service order image will be printed with the completion message. SOI defaults to "N."

4. The DELAY field entry is dependent upon the user's desire to have completion messages held in the TCM before passage to the SOP, and applies to an order only if the user indicates that it should. A "Y" entry will then take the "DELMIN" value previously established in the GDSOP table as its hold period. If an "N" is entered in the DELAY field, the completion message will be transmitted immediately. The default for this flag is "N".

5. A "Y" entry in the EDIT field will invoke the edit process (as established in the TTS table, GDS SOP EDITS) when the "COMPLETE" or RETURN command is executed. Edit errors will block completion and the field(s) in error will be highlighted. This flag defaults to "Y", and can only be changed to "N" if SOP is "N".

6. The POP (autopopulate) field is not currently being utilized.

7. A maximum of ten CHANGES flags will be displayed on the screen, one for each section defined in the GDS SOI PARSE table in the "AC" entry. If there are corrections to the service order, the sections requiring changes must be marked with a "Y." If any of the marked sections is listed in the DELAY field of the GDS SOP OPTIONS table, the message will be delayed by the number of minutes specified in the DEL MIN field in the GDSOP table. If SOP is "Y" and any of the marked sections are listed in the PG2 field in GDS SOP OPTIONS, corrections to the service order will be entered on GDCMP2.

After entering the required information on the GDCOMP screen and executing the "COMPLETE" command, the completion process begins. If all the user-defined edit rules are met, noncorrected orders will be completed at this point and ORDER STATs will be passed back to the SOP. If a corrected order is being processed, however, GDCMP2 will now be displayed providing the appropriate flags were set. Corrections must be entered for all selected sections which are also defined in PG2. After all of the required correction information is entered, the order will be completed and the order statistics and correction information will be passed to the SOP.

If a job was RETurned in GDS, it will not be completed in the SOP, but ORDER STAT information may be passed to the SOP. Edit rules will be invoked for those ORDER STAT fields that are to be passed to the SOP on a RETurn, and for any other fields that are populated. These rules must be passed before the job will be RETurned. Corrections may not be entered at the time of a RETurn.

Since an order with multiple TERMS is viewed as multiple jobs in GDS, it will not be autocompleted in the SOP. When all TERMS are complete, a completion message consisting of the JOBID and ORDER STATS for all the jobs will be sent to a printer. The completion message will be produced when either the last TERM is completed or the last open TERM is cancelled. The order must then be completed manually in the SOP.

D. Completion Information from GDS

When a job is completed or returned, GDS will pass to SOP the following information:

> JOBID (order number)
> Completion Date/Time (in GDS)
> TN/CKTID
> #CKTS (number of non-cancelled lines)
> Handling Code
> CMP/RET indicator
> SOP Code
> Correction Flags (indicate what, if anything, is corrected)
> Security Code
> ORDER STATS field names
> ORDER STATS field values
> CORRECTED flag
> The first ninety characters of the COMMENTS field
> Appropriate correction information.

The information that is passed to the SOP will be in FCIF (Flexible Computer Interface Format). The SOP will then have to process this information to complete the order.

E. Messages

1. An Autocompletion message is sent by GDS to SOP via TCM when the user executes a successful "COMP" command. This will be a message class of 3 with a scenario type of A (TCM to non-TCM).

2. SOP will send an acknowledgment message to TCM. Every Class 1 or Class 3 message passing through TCM must be acknowledged and the acknowledgment can be either positive, negative, or warning. The acknowledgment here should always be positive if SOP will provide another message back to GDS (see 3).

3. For companies wishing to maintain completion status information in GDS, an optional response message is sent from SOP to GDS via TCM. This message is sent at the same time or shortly after the acknowledgment message to TCM. The message contains the SOP's completion date and time, order status, and some descriptive text. This message will be a class 1 and scenario type of Z, which is non-TCM to TCM.

4. A TCM Acknowledgment message is generated by GDS when the SOP response message is received. The message sent will be class 2 with a scenario type of A. A negative acknowledgment will be produced by GDS if the SOP response message is missing key data or a database error is encountered. The SOP can choose whether or not to receive this acknowledgment based upon its population of control fields (EPATHID and PPATHID) in its response message.

F. Responses from SOP

Once all required data is present and valid, GDS will receive and store a status code and up to forty characters of information from the SOP. This information will be stored as an IIN event in the Log History database. Both the status code and the accompanying information will be accessible via TQS (TIRKS Query System). This message will include the following fields:

> Order Number (GDS JOBID)
> SOP code
> Completion Date/Time (in SOP)
> SOP status
> Message text

The SOP status code is a one character code and indicates what actions are to be taken with regard to the order by GDS and the status of the order in the SOP. The following values are valid:

SOP Status	SOP Action	GDS Action
1	Order Completed	Nothing
2	Order Open	Nothing
3	Order Open	Print Exception Notice
4	Order Open	Resend Completion Message
5	Order Open	Print Exception and Resend
6	Order Rejected	Print Exception

3.1.15 Data Matching in GDS (GDS Designed Data Interface)

This section describes the GDS designed data interface receiver matching algorithm. One of the primary functions of the designed data interface receiver module in GDS is to match the service order data to the design data by using a matching algorithm. GDS builds a work request from job data received off the Service Order Image from either SOAC or the SOP. The Work Request data includes order level information (customer name, billing telephone number, due date, etc.), CKL information (address, USOCS, etc.), and item information (circuit ID, facilities, etc.). GDS also receives design data (circuit end, critical dates, CLO, etc.) for special service circuits from CIMAP/DOC.

The work request database contains a work request record consisting of an order segment, multiple CKL segments, and multiple item segments. Each CKL segment is a separate work location identified by a CKL address and CKLID. Each item segment is identified by a circuit ID. The matching algorithm utilizes data in each segment type to identify the correct order-CKL-item segments to match with. The data that is involved in the matching algorithm is illustrated in the following table:

Field	Segment	SOAC FCIF TAG	TIRKS® Screen (Release 15.3)
center	order	GDS derived	GDS derived
CKL address	CKL	LA, TRAD	LOOP2 STL
CKLID	CKL	KNO	LOOP2 CKL
CKL action	CKL	ACT	LOOP2 loop A field
JOBID	CKL	ORDNO	GCOCs1 ord
circuit end	CKL		LOOP2 loop
circuit ID	ITEM	CKTID, CLT, CLS	GCOCS1 ID

The matching algorithm makes two separate attempts to identify the correct work request using the circuit ID and JOBID indices. The match process continues until a rule is met which then terminates match processing. If no match rule is met, the GDS center is identified by routing and the work request is added to the Work Request database. If a work request already exists, a new CKL/item is added to the existing order segment.

A match rule identifier has been placed in the IIN event for receipt of the data in GDLOG. The identifier consists of two characters that identify the fields used in the match process.

The match rules are presented in priority order. The name of each match rule is enclosed in parentheses.

1. JOBID, CKLID and circuit ID (W1)

    Using the entire circuit ID, the index is used to identify a possible item segment for match. If the JOBIDs are equal (order segment) and CKLIDs are equal (CKL segment), it is considered a match. The CKL action must be add or reuse for this rule. If the rule is met, the order, CKL, and item segments are updated with the design data.

2. JOBID, disconnect CKL action and circuit ID (W2)

    Since the CKLID is not provided for the disconnect end when the end has both add and disconnect activity occurring at it, an alternative match rule is used. The entire circuit ID is used. If the rule is met, the order, CKL, and item segments are updated with the design data.

3. JOBID, CKL address and circuit ID (W3)

If the CKLID is not provided, the CKL address is used as an alternative match field for the CKL segment. It must be an exact match. The entire circuit ID is used. If the rule is met, the order, CKL, and item segments are updated with the design data.

4. JOBID, circuit end, CKL action, and circuit ID (W4)

If the incoming message does not provide a CKLID and the work request also does not have a CKLID, an attempt is made to match by the existing circuit end (A or Z) and CKL action. This reduces the number of items that may be erroneously built for that CKL if the CKLID is not involved in the match. The entire circuit ID is used. if the rule is met, the order, CKL, and item segments are updated with the design data. Communication with the Status Reporter is prevented since the CKLID is a required field for the status reporter interface.

The circuit ID used via the index consists of two portions: a family portion and a segment portion. The family portion consists of the prefix, service code/modifier, area code, office, line, and extension for telephone formatted circuits, and a prefix, service code/modifier, serial number, and company code for serial number formatted circuits. The segment portion (segment ID) of the circuit identifies a particular segment of a circuit. Since the Service Order Interface only receives the family portion of the circuit ID, the designed data interface receiver module attempts to match first by the entire circuit ID, and secondly, by the family portion of the circuit ID.

The same match attempts are made with the family portion of the circuit ID only. Trailing delimiters ('/') are eliminated.

5. JOBID, CKLID and circuit ID (F1)

The family portion of the circuit ID is used.

6. JOBID, disconnect CKL action and circuit ID (F2)

The family portion of the circuit ID is used.

7. JOBID, CKL address, and circuit ID (F3)

The family portion of the circuit ID is used.

8. JOBID, circuit end, CKL action and circuit ID (F4)

The family portion of the circuit ID is used.

9. JOBID and CKL address (A)

If none of the above match rules are met, an attempt is made to add the item at the correct location (CKL). if the CKL addresses match exactly, the item is added. GDMTCH can then be used to merge the correct items.

10. Routing (R0) - If none of the above match rules are met, the message is routed to a GDS center utilizing GDICTR. If an order does not exist under that center, an order/CKL/item is added to the database. If an order already exists under that center, an additional CKL/item is added to the order segment. The CKL sequence number will be incremental from the last existing CKL segment.

If the TIRKS table is logged in GDS, the Service Order Interface will attempt to match by the following criteria (in priority order):

1. JOBID, CKLID, and circuit ID

2. JOBID, CKLID, and family portion of circuit ID

3. JOBID and CKL address

4. JOBID (a new CKL is created)

3.1.16 GDS-LMOS Interface

A. Introduction

The GDS-LMOS Interface provides the facility through which information about POTS and nondesigned special service trouble tickets, and loop testing is transferred between GDS and LMOS. The interface supports the following functions:

- Transmission of trouble ticket data from LMOS to GDS. This includes both initial and subsequent trouble reports. Note that GDS is only interested in <u>dispatchable</u> troubles. The LMOS screening function, used to determine dispatchability, continues to function as today. Once a ticket is identified by LMOS for outside dispatch, the trouble is sent to GDS via the RBOR transaction. The RBOR is initiated either automatically as part of an LMOS screening rule decision or manually by a user. Following BOR/MOR receipt, a DJI is requested to LMOS to obtain additional trouble data not available on the BOR/MOR.

- Transmission of status information from GDS to LMOS. This data is automatically sent "in the background" as the result of specified activities that occur in GDS. This provides the LMOS RSA with up-to-the-minute information about the status of trouble tickets. Additionally, data needed for TREAT processing is provided. GDS supports statusing for single jobs and stapled bundles.

- Transmission of closeout information from GDS to LMOS. This data is automatically sent "in the background" following the completion of a ticket. This provides LMOS with needed input for TREAT processing.

- Synchronization process to insure that GDS and LMOS maintain the same list of open troubles. This procedure is run automatically at user-defined intervals for a given maintenance center. The process will request the LMOS RCMD-DPJ (Display Pending Jobs) report and compare the active troubles in GDS and LMOS. For troubles open in LMOS but not GDS, an RBOR request is sent to LMOS to retrieve the relevant trouble data. Additionally, for cases where the subsequent counts of troubles open in GDS and LMOS do not match, an RBOR is requested to LMOS to obtain the most recent version of the trouble data. To utilize the synchronization feature, entries must be made in the GDCRON table and the TTS table GDS SYNCH OPTS.

- Testing support for MLT loop and full tests and PST (list) processing. For more information on automatic loop testing, see the section entitled "Automatic Loop Testing."

B. Interface Architecture

There are two alternative methods available for implementation of the GDS-LMOS Interface. Refer to Figure 3-6.

The first architecture involves the implementation of an IBM Series 1 Machine referred to as a Link Processor (LP) that sits between the LMOS FES and the GDS Host. The Series 1 contains IBM and Bellcore developed software that provides protocol and format conversion as well as message routing functionality.

The second architecture involves the implementation of DCOMM/TCIS software on the GDS Host. DCOMM/TCIS performs the same functions as the Link Processor, thereby eliminating the need for Series 1 hardware.

Both architectures require the use of the Operation Interface (OI) software module on the GDS Host. OI provides the means through which the GDS application can communicate with LMOS.

For more information on OI, refer to

- Operation Interface (OI) Administrative Guide, BR 190-539-009
- Operations Interface (OI) On-Line Message Directory, BR 190-539-401
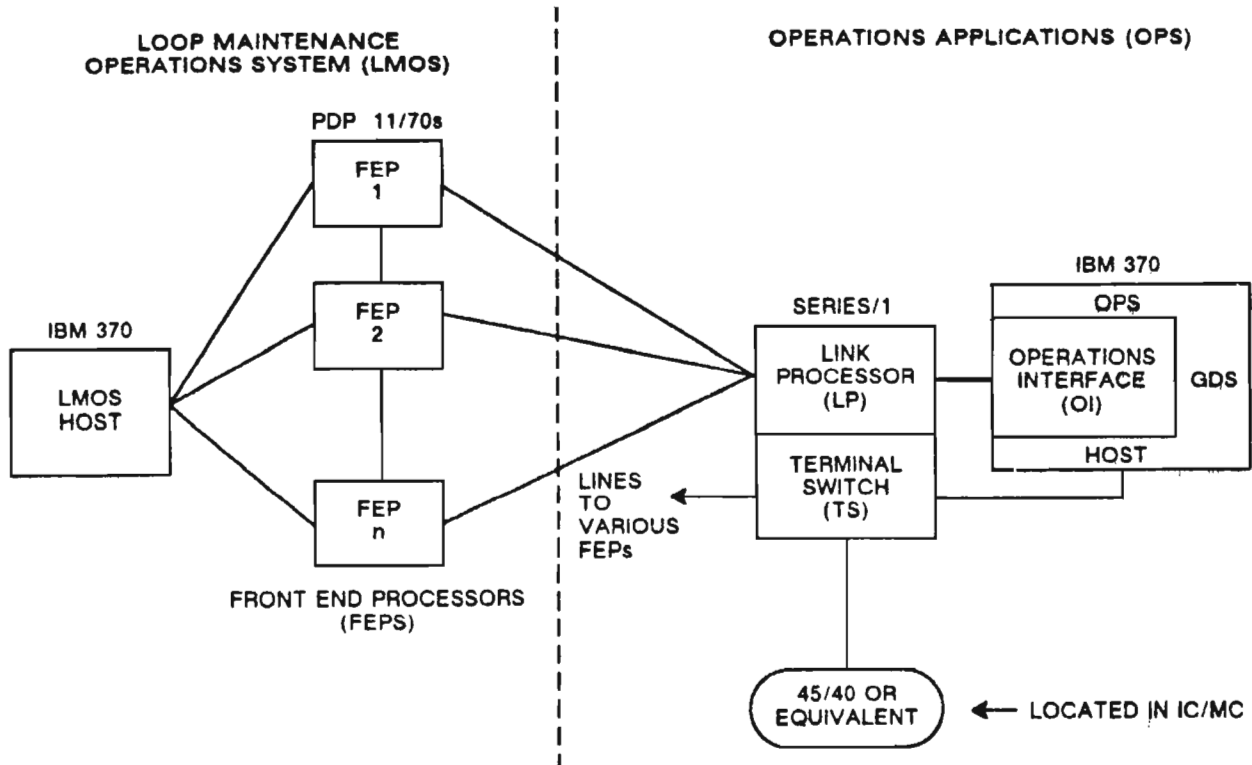
Figure 3-6. GDS-LMOS Interface Architecture

C. Trouble Ticket Data

The following lists the LMOS trouble ticket data used by GDS:

```
TTN #
UNIT #
TN/CKTID
CLASS OF SERVICE
SERVICE CODE
CUSTOMER NAME
```

CUSTOMER ADDRESS
CUSTOMER LOCATION
COMMITMENT DATE
COMMITMENT TIME
REACH CUSTOMER
REPAIR ROUTE
AFTER TIME
BEFORE TIME
ACCESS NARRATIVE
PARTY POSITION NUMBER
PRIORITY FLAGS   : UP TO 5 OCCURRENCES
TROUBLE DESCRIPTION
PRIORITY RANKING
RECEIVED DATE
RECEIVED TIME
LAST 1ST CODE
LAST IST DATE
LAST IST TIME
SCREEN RESULT CODE
SCREEN NARRATIVE
SUBSEQUENT COUNT
MLT VER CODE
MLT TEST SUMMARY
OE
WC
CABLE #
PAIR # | FOR F1 TO FZ
BP
COLOR
TERMINAL ADDRESS
CTTN
MESSAGES   : UP TO 2 OCCURRENCES
GENERIC FIDS   : UP TO 8 OCCURRENCES
OS INDICATOR
DATE RECEIVED
DATE CLEARED | FOR UP TO THE LAST
         | 3 HISTORY ENTRIES

TYPE
DISPOSITION
CAUSE
REPAIRMAN
HISTORY NARRATIVE
PSO NO
PSO DUE DATE
USOC CODES   : UP TO 12 OCCURRENCES

D. LMOS Statusing and Closeouts

In GDS, whenever an LMOS-originated work request is restatused or completed, job status updates are sent to LMOS. A request is sent to LMOS through the OI (Operations Interface) subsystem. Three different OI request types, which correspond to three different LMOS transactions, are passed for these purposes:

1. EST requests are passed when an LMOS work request is restatused in GDS.

2. CEST requests are passed when the lead job of a stapled LMOS bundle is restatused in GDS.

3. FST requests are passed when an LMOS work request is completed and a user provides FST data on the GDCOMP completion screen.

After LMOS receives the request and processes it, if a processing failure of the GDS status change occurs, it will notify OI, which will then invoke a GDS transaction to inform GDS users of the processing failure. This transaction consists of two specific features:

1. Exception notice printed to the appropriate GDS work location.

2. An entry in the GDS Status Log database

An exception notice to the appropriate work center that requested the status change will be printed. It will inform GDS users of the status failure on the LMOS front end.

An entry event will be placed on the Status Log database as an Interface Error and will be displayed on the GDLOG screen.

These functions occur "in the background" in that the user does not have to wait for LMOS to receive and process the status/closeout information before executing the next transaction.

Table 3-7 presents a summary of the data transmitted. As illustrated on the table, designated GDS commands executed on GDS screens resulting in GDS status changes are to cause corresponding status changes in LMOS. When the appropriate status changes fail to be made in LMOS, the above described transaction will occur. This transaction thereby increases the likelihood that the GDS user can overcome the problem by entering the corrected data directly on the LMOS format in a more timely fashion.

E. FAM Control

The GDS-LMOS Interface functionality is controlled via the FAM (Feature Authorizations Module). For BCCs that have not funded the POTS feature set, the following are not accessible:

- Trouble tickets with designated POTS classes of service will be prohibited from entry in GDS via the LMOS-GDS Interface.

- MLT Tests and PST (list) processing are not permitted.

For more information on FAM, refer to Section 3.1.10.

Table 3-7. GDS-LMOS Intermediate Statuses

GDS SCREEN	GDS COMMAND	GDS STATUS CHANGE FROM:	GDS STATUS CHANGE TO:	LMOS STATUS CHANGE FROM:	LMOS STATUS CHANGE TO:
GDDISP	DISPATCH	(ANY)	DSP	(ANY)	DPO
	PREASSIGN	PLD	PRE	PDO	PRD
	REJECT	DSP	PLD	DPO	PDO**
	REJECT	DSP	PRE	DPO	PRD
	REJECT	DSP	PSC	DPO	HLD
	REJECT	DSP	JEP	DPO	HLD
GDCOMP	RETURN	DSP	PLD	DPO	PDO**
	RETURN	DSP	PRE	DPO	PRD
	RETURN	DSP	JEP/PSC*	DPO	HLD
	COMPLETE	(ANY)	CMP	(ANY)	(Note 1)
GDMWR	UPDATE	(ANY)	PLD	(ANY)	PDO**
	UPDATE	(ANY)	PSC	(ANY)	HLD
	UPDATE	(ANY)	JEP	(ANY)	HLD
	UPDATE	(ANY)	CAN	No LMOS Notification	
GDTLOG	ADD	PLD	PRE	PDO	PRD
	DELETE	PRE	PLD	PRD	PDO**
GDLST	UPDATE	PLD	PRE	PDO	PRD
	UPDATE	PLD	PSC	PDO	HLD
	UPDATE	PLD	JEP	PDO	HLD
GDLOAD	PERM	PLD	PRE	PDO	PRD
	CANCEL	PRE	PLD	PRD	PDO**
GDGRP					
'G' GROUPS	ADD	PLD	GRP	PDO	PDO
	DELETE	GRP	PLD	PDO	PDO
	UPDATE	GRP	PSC	PDO	HLD
	UPDATE	GRP	JEP	PDO	HLD
'S' GROUPS	DELETE	STP	PLD	PDO	PDO
	DELETE	STP	PSC	PDO	HLD
	DELETE	STP	JEP	PDO	HLD

---

* When using the RETURN Command and the JOBSTAT: JEP or PSC on the GDCOMP screen, the user can optionally enter data in the EST line fields. For example, if the work item is NO ACCESS SUBSCRIBER, the EST fields would show WP: 0 IST: 070. The corresponding entries on the RST for that work item in LMOS would show:
   RMR (Repair Person Return)
   HLD (Hold)
   NAS (No Access Subscriber)

If the EST data is not entered, the corresponding RST entries would show:
   RMR (Repair Person Return)
   HLD (Hold)

** PDO is only one of several possible LMOS "pending dispatch out" statuses. GDS saves the original "PDO" type (PDO, PDB, PDM) and uses it whenever a status needs to revert to "pending dispatch". In the above examples, PDO is used to indicate any of the LMOS "Pending Dispatch Out" ISTs.

'L' GROUPS	UPDATE	ANY	PLD	ANY	PDO
	UPDATE	ANY	PSC	ANY	PSC
	UPDATE	ANY	JEP	ANY	HLD

Note 1:   EST status used to clear a work item in LMOS.

FST status used to close a work item in LMOS.

In GDS, the EST and FST fields are user populated on the GDCOMP screen.

3.1.17 GDS - CIMAP/SSC Interface

This section covers the Interface between CIMAP/SSC and GDS for Installation, Circuit History, and Maintenance. The Interface, for both Installation and Maintenance, provides a mechanized link between the Special Service Centers on CIMAP/SSC and the Dispatch Centers on GDS.

A. GDS CIMAP/SSC - Installation Flows

The CIMAP/SSC - GDS Installation Interface provides for the passing of CKL tracking information from GDS to the SSCs. Figure 3-7 shows the flow of information between the two systems.

1. Information Flows for a Circuit Order Issue

    • CI/DIST at ISSUE passes order issue information to CIMAP/SSC. This information includes passing the WORD document to the CIMAP WORD databases and data to prime Circuit Installation and History databases. At RID completion GOC sends GOC CKL information to the Status Reporter.

    • C1/DIST then notifies CIMAP/DOC which formats the information on the WORD into CIMAP documents for each CKL/CWL work location. CIMAP/DOC then passes the order issue information and CKL information to GDS. The information is matched with the data provided by SOAC. If it is an ESO/DSO, the data is used to build work requests.

    • On receipt of this information, GDS transmits the following CKL information to CIMAP/SSC via the Status Reporter:

        — CKL location CLLI codes for all CKLs on GDS

        — CKL ID

        — Objective report dates

        — Tracking Flag setting indicating whether GDS will be completing work at a particular work location for DVA and Due Date.

    • The users on CIMAP/SSC can view this information and make status checks via the OSSCWL screen. This format displays all CWL/CKL locations that are logged in the IA database by GOC, CC, and GDS. The CKL information is placed on the CIMAP/SSC LOG if the option is set to "Yes" in the SSC-OPTIONS table.

2. CWL/CKL Matching

    — The matcher algorithm in CIMAP is responsible for matching GDS CKLs with GOC CKLs/CWLs. See section D for details on this algorithm. As a result of the matching process, the Status Reporter knows which GOC CKL to post when a CKL completion is received from GDS.

    — The GDS users must make sure that the CKL ID logged on LOOP2 is the same as the CKL ID logged in GOC if matching of GOC/GDS CKLs is to function correctly.

3. Posting Information for CKL level dates

    — The OSSCWL screen displays the CKL jeopardies, jeopardy removals, and date completions passed by GDS to both CIMAP/SSC and GOC via the Status Reporter. After logging the CKL locations in the IA database, GDS autocompletes DVA at the CKL locations for jobs with a status of pending load (PLD) or pending auto complete (PAC). Work Requests are built in GDS and placed in a dispatch work pool. When the dispatch work is completed, GDS posts the

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CKL DD completions to the Status Reporter. The Status Reporter informs CIMAP/SSC of the completion which is displayed on OSSCWL and also sends the completion to GOC if the GDS locations are matched with a GOC CWL. LOG entries for all postings are made if the option is set to "Yes" in the SSC-OPTIONS table.

— CIMAP/SSC can manually add CKL locations on the OSSCWL format. Completions and jeopardies can be posted for these manually added locations from OSSCWL, and for GOC CKLs/CWLs that are *not* tracked by GDS.

— The SSC will post item level date completions after all work at the CKL/CWL level has been completed. Item level date completions will be blocked if there is outstanding work at the CKL/CWL level. The final step is posting DD completions after all work associated with installing the circuit is finished and the service is accepted by the customer.

— The Status Reporter notifies GDS that the circuit is In-Effect (IE). GDS then passes Circuit History information for the circuit end locations to CIMAP/SSC. This information is placed in the Operations Circuit History database. This activity is explained in detail in the next section.
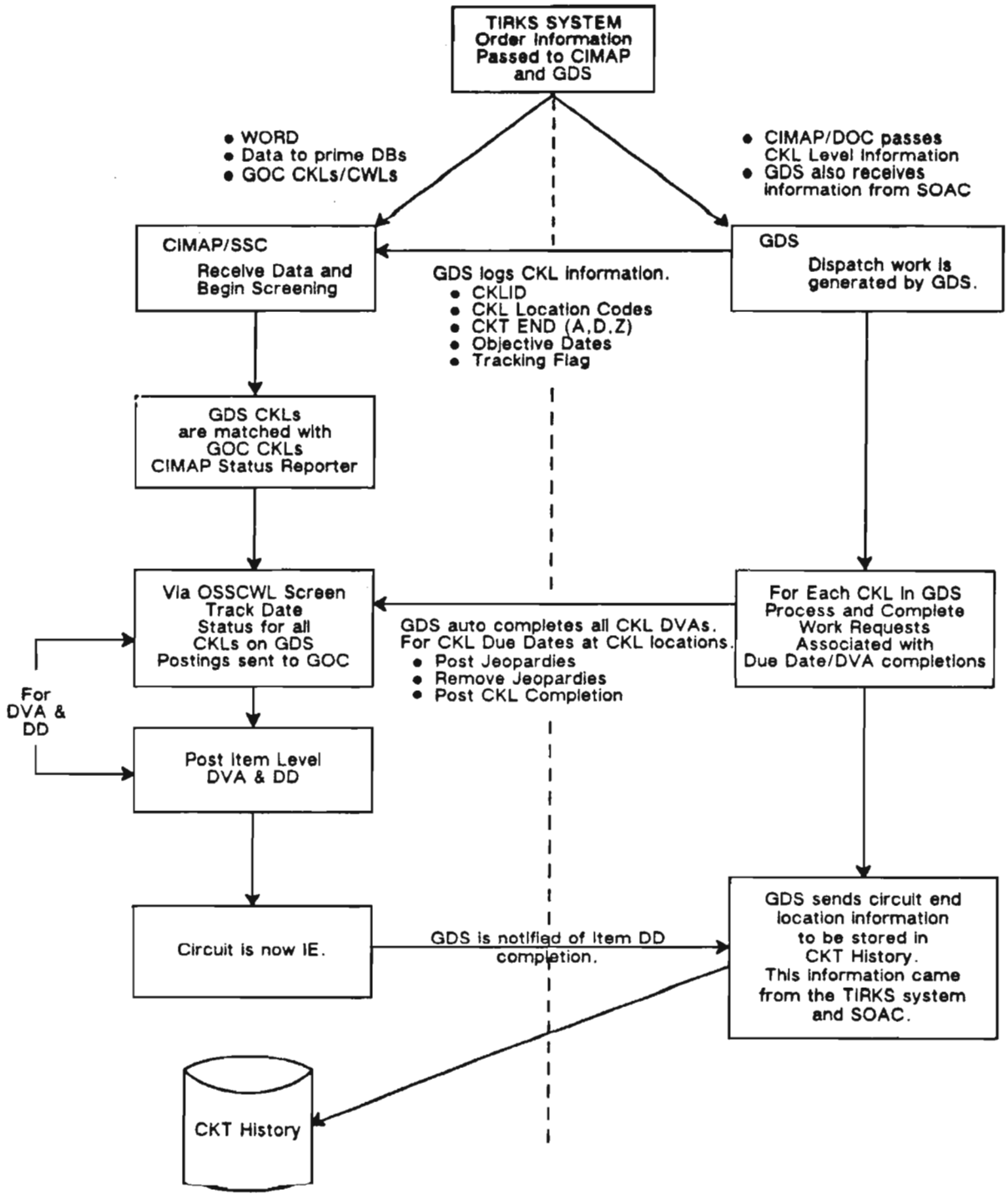
Figure 3-7. GDS-CIMAP/SSC Installation Interface

B. GDS CIMAP/SSC - Circuit History Flows

GDS receives designed special service information from both the TIRKS System and SOAC. This information is combined to produce dispatch work details for each circuit termination. When the circuit is completed in GDS and goes in-effect (IE) in SSC, GDS will pass circuit and CKL dispatch information to CIMAP/SSC. The information will be stored in the Circuit History database. GDS will perform validation to insure that the required fields are populated. These fields can be displayed on the CIMAP/SSC: Circuit History Update (OSSCHU).

When a Trouble Report is handed off to GDS, the MT in the SSC will identify the CKL (circuit termination - A or Z) at the time of the handoff. CIMAP/SSC will retrieve the appropriate circuit termination information needed by GDS for dispatch from Circuit History and append the information to the Trouble Report before sending the trouble to GDS. If any fields required for dispatch are missing, an error message will be returned to the user's terminal. HELP (PF9) lists for the user all required fields. The missing data can be updated on OSSCHU or OSSTR and the handoff can then take place. At the time of the completion of the handoff by GDS, circuit history information is returned to CIMAP/SSC with all the required fields populated. Included are any updates on the information done while the trouble was dispatched. The information is again stored in the Circuit History database.

Table 3-8 lists all the circuit history fields that are passed between CIMAP/SSC and GDS. The table includes the FID names in each system, the data source at the time of order completion, and a field description.

Table 3-8. Circuit History Fields and Primary Data Source.

SSC (OSSCHU)	GDS (GDMSWR/GDISWR)	SYSTEM SOURCE[1]	DESCRIPTION
CKT	CKTID	TIRKS	Circuit ID
CSC	CSC	(2) GDS (SOAC)	Class of Service Code (SVC/MOD)
CAC	CAC	TIRKS	Circuit Access Code
CUS NAME	BILL NAME	TIRKS	Billing Customer Name
TEL	TEL	TIRKS	Billing Telephone Number
CKLLOC	CO	TIRKS	Local Serving Office CLLI Code
RSP/TSP	TSP	TIRKS	Restoration Priority
ACNA	CNA	TIRKS	Access Carrier Name Abbr.
WC	WC	GDS (SOAC)	P1-P2 Wire Center
* CKL NAME	CKL NAME	GDS (SOAC) or TIRKS	CKL Customer Name
CKL TEL	CKL TEL	GDS (SOAC) or TIRKS	CKL Customer Telephone Number
* CKL ADDR	CKL ADDR	GDS (SOAC) or TIRKS	CKL Customer Address
LOC	LOC	GDS (SOAC)	CKL Customer Location
NCI	NCI	GDS (SOAC)	Network Channel Interface
DAA/AA	DAA/AA	GDS Area/Allocation Area	Dispatch Administration
RTE	RTE	GDS	Route Code
* FAC	FAC	GDS (SOAC)	Local Facility Identifier
* CABLE	CABLE	GDS (SOAC)	Local Facility Cable
* PAIR	PAIR	GDS (SOAC)	Local Facility Cable Pair
BP	BP	GDS (SOAC)	Local Facility Binding Post
COLOR	COLOR	GDS (SOAC)	Local Facility Pair Color
TERM ADDRESS	TERM ADDRESS	GDS (SOAC)	Local Facility Terminating Address

* Fields required in SSC to perform a handoff to GDS.

Note (1): The Source Column indicates those system(s) which are responsible for the fields that are required to build a circuit record within circuit history at time of Service Order Completion.

Either system can be the primary data source. The source is determined by the information which was received last.

(2): GDS (SOAC) indicates that the information stored in circuit history was received from GDS and GDS obtained the data from SOAC.

C. GDS CIMAP/SSC - Maintenance Flows

The GDS CIMAP/SSC - Maintenance Interface provides the means for a mechanized handoff of Special Services Trouble Reports for field dispatch. It supports a fully automated trouble handoff, update, and completion process between CIMAP/SSC and GDS. (see Figure 3-8)

This maintenance interface uses the information stored in the Circuit History database. Upon completion of a service order, a circuit record is built containing all the CKL (circuit termination location - A or Z) information necessary to perform a field dispatch.

When a handoff for dispatch (HDD) is performed by CIMAP/SSC, the CKL information is automatically retrieved from the CKT HIST database and passed to GDS, along with selected information from the customer Trouble Report.

This interface will support an automatic handoff process which includes the following:

- Passing of intermediate and final status of dispatched trouble tickets from GDS to SSC.

- A complete mechanism for trouble ticket tracking in either of the two systems.

- Mechanized closeout from either CIMAP/SSC or GDS.

The following interface message types are passed between CIMAP/SSC and GDS:

HANDOFF -   Indicates a trouble report is being handed off for a field dispatch from SSC. GDS responds back to SSC with a negative or positive acknowledgement.

UPDATE -   Used when a trouble has already been passed to GDS and an addition or change to the delayed maintenance or no access fields is made. GDS uses the update message to inform SSC of changes in job status (i.e., DSP).

REMARK -   Remarks are passed to GDS from SSC on a handoff or a DM/NA. GDS can also pass remarks to SSC by using the update function on the GDCOMM screen.

CANCEL -   Used to inform the other system of the cancellation when a trouble has been handed off to GDS for dispatch and it is cancelled by CIMAP/SSC or GDS.

TRANSFER -   Used to update information in CIMAP/SSC when a trouble ticket is moved from one GDS center to another.

COMPLETE -   Used when a trouble ticket has been completed in GDS, or completed by SSC.

D. Trouble Report Handoff (HDD)

When a special service trouble has been tested and it is determined that a field dispatch is required, the MT populates the following information on OSSTR (or OSSTGM):

1. FCT HDD	Handoff to dispatch
2. DESTINATION	The CLLI code location (e.g., center or work location) of the work group to receive the handoff. If the CLLI code is in the VALID SSDAC LOC table in CIMAP/SSC, then the HDD is a mechanized handoff to GDS.
3. END	The CKL end needed for dispatch (e.g., A/P1, Z/P2)
4. SDATE/STIME EDATE/ETIME	Start and End Dates/Times (Defaults are available).

CIMAP/SSC sends the trouble to GDS with the appropriate circuit history information for the circuit termination. GDS will first check to see if a work request exists for the JOBID and end (A or Z).

If no such work request exists, GDS checks to see if circuit history fields needed for dispatch are missing. If so, the handoff will be blocked until the fields are updated. GDS receives the trouble and builds a maintenance work request. A positive acknowledgment is returned to CIMAP/SSC with the SSDASC center responsible for fixing the trouble and the CKLW assigned within the center (either "O1" or "O2"). The center appears in the "HO Center" on the OSSTR screen. If the work request fails job logging it is placed in pending screen status (PSC); otherwise, it is placed in pending load status (PLD). For a

negative acknowledgment, no center or CKL is assigned and no work request is built. A message explaining the reason that the handoff failed is placed on the OSSLOG, and the handoff is cancelled.

If a previous work request exists for the JOBID and end, GDS will check to see if CKT FMT, CKTID, or SSC differ between the existing work request and the fields in the handoff message. If any of these fields differ, GDS will reject the handoff and send a negative acknowledgment to SSC. The negative acknowledgment will specify which field, CKTFMT, CKTID, or SSC that is different. A GDS exception notice number 311 will be sent to the printer or lterm specified in the "GDS EXCEPTIONS" TTS table for the GDS center owning the existing work request.

If CKT FMT, CKTID, and SSC match, the existing GDS work request is cancelled or completed, and the handoff destination is a different GDS center, it is treated as a new handoff and processing will continue as if GDS does not have a work request for this JOBID/end combination. If CKT FMT, CKTID, and SSC match, the existing GDS work request is cancelled or completed, and the handoff destination is the same GDS center, then all fields in the handoff message are moved to the appropriate fields in the existing work request and the "REPEAT-REPORT" flag for the work request is set to yes. The date and time received by GDS are NOT updated. The work request is job-logged using the new data values, and a normal positive or negative acknowledgment to an SSC handoff attempt is sent to SSC and displayed on OSSLOG.

If CKT FMT, CKTID, and SSC match, but the existing GDS work request is not cancelled or completed, and the work request was added manually in GDS, the "NOTIFY" flag is set to yes to enable further GDS-SSC communication, and the message "SSC HANDOFF ESTABLISHED ON MANUALLY-ADDED JOB" is placed in the work request comments field. If the work request was previously handed off, the message "SSC REESTABLISHED HANDOFF MADE PREVIOUSLY" is placed in the comments field. In both cases (a manually added or previously handed off work request), all values from the handoff message fields are moved into the work request, with the exception that the wire center and route field are only moved in when the message fields are non-blank and the work request fields are blank. Since the work request might be in any status at this time (e.g., DSP, PRE, etc.), a positive acknowledgment is sent to SSC with one of the following messages as appropriate:

"PREVIOUS SSC HANDOFF REESTABLISHED"
"HANDOFF ESTABLISHED ON JOB ADDED MANUALLY IN GDS"

SSC   **GDS**

MT DETERMINES
DISPATCH
REQUIRED

OSSTR
- DESTINATION
  CLLI CODE
  A or Z
- PERFORM HDD

GDMSWR
- BUILD WORK
  REQUEST
- STATUS 'PLD'

GDLST
- ADD TO
  TROUBLE
  TICKET WORK
  LIST

ACKNOWLEDGE
HANDOFF

OSSLOG
- LOG TROUBLE
  REPORT STATUS
  'HDD'
- GDS STATUS

GDDISP
- DISPATCH TECH
- STATUS 'DSP'

OSSTR
- REC DISPATCH
  COMPLETION
- MT COMPLETES
  THE HANDOFF
  'HDD'
- UPDATE CIRCUIT
  HISTORY

GDCOMP
- TECH
  COMPLETES
  TROUBLE
  REPORT
- COMPLETION
  INFORMATION
- STATUS 'CMP'

TR STATUS
- TROUBLE
  REPORT
  STATUS 'RPV'
  OR 'RST'

Figure 3-8. GDS CIMAP/SSC - Typical Interface Maintenance Work Flow

1. **Remarks and DM/NA Information**

Remarks and DM/NA information are passed between CIMAP/SSC and GDS during a handoff.

a. **Remarks** - At the time of the handoff, CIMAP/SSC sends up to 200 characters of remarks with the use of the "RMK" or "DMK" (Dispatch Remarks for GDS) function. Once the handoff to GDS has been accomplished, the "RMK" function will no longer pass remarks to GDS. Additional remarks may be passed to GDS using the "DMK" function. This function will pass remarks as long as the handoff of the Trouble Report has not been completed. When a DM/NA is performed in CIMAP/SSC during the handoff, the remarks associated with the DM/NA will only be passed when using the "DMK" function. These remarks will be sent to GDS and will be added to the work request comments field provided the size of that field is not exceeded. Remarks can be sent to CIMAP/SSC from the GDS format GDCOMP. The GDS users can send up to 40 to 50 characters of narrative in the RET JOB NARR field, depending on the command being performed. Only 40 characters of remarks are sent to CIMAP/SSC when performing the commands of COMP or RET on the GDCOMP format. When using the UPDATE command a total of 50 characters of remarks are sent to CIMAP/SSC. CIMAP/SSC will place the GDS remarks in the Log.

b. **DM/NA Information** - CIMAP/SSC will send GDS the DM or NA start and end times if a DM/NA is active at the time of the handoff. If a DM/NA is not currently active but there is a DM/NA that will start in the future, those start and end times will be sent. Any subsequent updates or cancels of the DM/NA in CIMAP/SSC will also be sent to GDS. On the GDMSWR format, a DM/NA interval may be established by a GDS user through an add or cancel of a work request or an update of the interval fields. On the GDMSCP format, a DM/NA interval may be established or modified by a GDS user when a job is returned or completed. The DM/NA interval may also be modified when a job is dispatched to a technician on GDMSDP.

It is recommended that CIMAP/SSC users not add both a DM and an NA on a Trouble Report, although the timers do not overlap, as GDS only has room to store one interval at a time.

While a DM/NA interval specified by a "FROM-TO" date and time pair restricts automatic dispatch, the presence of any DM/NA interval will not prevent a manual dispatch.

In order to provide better user analysis of key maintenance duration intervals of SSC jobs in GDS, the following six calculated duration fields are provided in TQS:

TQS NAME	DESCRIPTION
1. RCP_T_DSP_NA	DM time from receipt in GDS to first dispatch
2. DSP_T_CLR_NA	DM time from first dispatch to restoral
3. TOT_DMNA_TM	Total DM time from receipt in GDS to restoral
4. RCPT_TO-CLR	Time from receipt to restoral minus the TOT_DMNA_TM value
5. RCPT_TO_DSP	Time from receipt to first dispatch minus the RCP_T_DSP_NA value
6. DSP_TO_CLR	Time from first dispatch to restoral minus the DSP_T_CLR_NA value

The following No-Access Interval fields are used in calculating the previously described duration fields:

TQS NAME	DESCRIPTION
DM_NA FLAG	Flag indicating "DM" or "NA"
NA_FROM_DT	DM/NA "From" Date
NA_FROM_TM	DM/NA "From" Time
NA_TO_DT	DM/NA "To" Date
NA_TO_TM	DM/NA "To" Time

The four fields listed below are used as Interval Endpoints in the calculations of the duration fields:

TQS NAME	DESCRIPTION
GDS_RCVD_DT	Date first handoff received in GDS
GDS_RCVD_TM	Time first handoff received in GDS
RESTORED_DT	Date service restored to customer
RESTORED_TM	Time service restored to customer

Several other TQS fields are involved in the calculations:

TQS NAME	DESCRIPTION
#DSP	# times job dispatched out
RETURN_DATE	Date technician returned job
RETURN_TIME	Time technician returned job
BEGIN_DATE	Date technician started work on job
BEGIN_TIME	Time technician started work on job

The methods used for calculating and populating the SSC duration fields are detailed below. In all instances, if a DM/NA interval ends before the first handoff of a job from SSC is received in GDS, no DM/NA time will be accrued and all DM/NA interval fields will be blanked out.

When a Job is Dispatched

Several different processes occur which affect the population of the SSC maintenance duration fields.

— No DM/NA time will be accrued if the interval start time is later than the CURRENT time of the dispatch. All interval fields will be left as they are on the work request.

— If this is the first dispatch (#DSP field = 1), any portion of the interval which falls between the time the handoff was first received in GDS and the CURRENT time will be added into the RCP_T_DSP_NA field. If this is the second dispatch or greater, any DM/NA between the time the handoff was received in GDS and the time that service is restored will be put into DSP_T_CLR_NA.

— Any portion of the interval which extends past the CURRENT time will be left intact. A revised DM/NA interval results when an interval overlaps the CURRENT time because the "FROM" date/time is replaced with the CURRENT date/time, while the "TO" date/time remains the same.

— If this is a first dispatch, the RCPT_TO_DSP value will be calculated as CURRENT time minus the time the handoff was received in GDS minus any DM/NA that occurred between the receipt and the first dispatch:

RCPT_TO_DSP = CURRENT - GDS_RCVD (_DT/_TM) - RCP_T_DSP_NA

It is possible that RCP_T_DSP_NA may have a value from a previous rejected dispatch. RCPT_TO_DSP will not be allowed to be a negative value and will be zeroed in this case.

When a Job is Rejected

RCPT_TO_DSP will be zeroed if this was the first dispatch (#DSP = 0).

When a Job is Returned

Several processes occur that affect the population of the SSC calculated duration fields if a DM/NA interval is present.

— No DM/NA time will be accrued if the interval starts after the job return date/time and the interval will be left intact.

— On the first dispatch, any portion of the DM/NA interval that falls before the BEGIN_DATE/TIME will be added into the RCP_T_DSP_NA field.

— Any part of the interval that falls between the time that work is begun on the job and the time the job is returned will be added into the DSP_T_CLR_NA field.

— Any portion of the interval after the RETURN_TIME will be left on the job, with the RETURN_TIME replacing the previous "FROM" date/time, thus creating a new interval which begins at the time the tech returned the job.

When a Job is Completed by a Technician

Several processes occur that affect the population of the SSC calculated duration fields.

— As previously described under a returned job, on the first dispatch any portion of the DM/NA interval that falls before the date/time that the technician begins work on the job will be added into the RCP_T_DSP_NA field.

— The DSP_T_CLR_NA field will include any part of the interval that falls between the time that the technician begins work on the job and the time that the service is restored to the customer.

— Any portion of the DM/NA interval which falls after the RESTORED_TM will not be accrued. However, in the event that a job is reopened by SSC, this interval will be left on the job.

— The following fields will be set:

  • The total amount of DM/NA time on a job will be equal to the sum of the DM/NA time accrued between the receipt and the first dispatch and the DM/NA time accrued between the first dispatch and the restoral time.

    TOT_DMNA_TM = RCP_T_DSP_NA + DSP_T_CLR_NA

  • The RCPT_TO_CLR value will be set to the restoral time minus the handoff receipt time minus the total amount of DM/NA time between the receipt and the restoral.

    RCPT_TO_CLR = RESTORED_TM - GDS_RCVD_TM - TOT_DMNA_TM

- The DSP_TO_CLR value will be set to the RCPT_TO_CLR value minus the RCPT_TO_DSP value.

  DSP_TO_CLR = RCPT_TO_CLR - RCPT_TO_DSP

When a Non-Dispatched Job is Completed or Cancelled (via GDCOMP, GDMSWR, or an SSC interface request)

Several processes occur that affect the population of the maintenance duration fields if a DM/NA interval is present.

— If a job was never dispatched, any part of the DM interval between the handoff receipt time in GDS and the CURRENT time will be added to the TOT_DMNA_TM field. (If completed via GDCOMP, RESTORED_TM will be used instead of CURRENT time.)

— If a job had been previously dispatched, any part of the same interval will be added to the DSP_T_CLR_NA field.

— Any portion of the interval which falls after the CURRENT time will be left intact in the event that the job is reopened by SSC. (Again, if completed via GDCOMP, RESTORED_TM will be used instead of CURRENT time.)

— If the job was previously dispatched, the following fields will be set:

  RCPT_TO_CLR = RESTORED_TM - GDS_RCVD_TM - TOT_DMNA_TM
  (use CURRENT instead of RESTORED_TM if not from GDCOMP)

  TOT_DMNA_TM = RCP_T_DSP_NA + DSP_T_CLR_NA

  DSP_TO_CLR = RCPT_TO_CLR - RCPT_TO_DSP

— If the job was never dispatched, any time in RCP_T_DSP_NA (from a rejected dispatch) will be added to TOT_DMNA_TM and RCP_T_DSP_NA will be zeroed out. The RCPT_TO_CLR field will be set in this case exactly as above, using CURRENT time in its calculation if it is other than a completion from GDCOMP.

  RCPT_TO_CLR = RESTORED_TM - GDS_RCVD_TM - TOT_DMNA_TM
  (use CURRENT instead of RESTORED_TM if not from GDCOMP)

When an Update is Received Through the SSC Interface

Several processes occur that affect the population of the SSC duration fields if a DM/NA interval is present.

— The interval fields on GDMSWR will be populated with the new DM/NA interval values if no interval is present on the work request at the time of the update receipt. No other fields will be updated.

— When an interval already exists, if the update DM/NA flag value matches that of the current interval (i.e., previous interval was a DM condition and update is a DM condition or previous interval was an NA condition and update is an NA condition), the new interval values will replace the existent values in the work request interval fields. This situation could effectively cancel the previous DM or NA interval if the update contains all blanks. No other fields will be updated.

— When an interval already exists and the updated DM/NA flag value is different from the previous (e.g., old = DM and new = NA), several different processes will occur depending on whether or not the old interval has expired.

- When the old interval has expired and the job has not yet been dispatched, any portion of the old interval that falls between the handoff receipt time and the CURRENT time will be added to the RCP_T_DSP_NA field. If the old interval has expired and the job has been dispatched, that same portion of the old interval will be added to the DSP_T_CLR_NA field. The new interval fields will then be moved into the interval fields on the work request.

- In the situation where the old interval has not yet expired, the old interval will be left as is. A narrative describing the new interval will be placed in the work request COMMENTS field. The system message flag will be set to "Y" to ensure that a GDS user sees the comments by automatically jumping to the GDCOMM screen upon an attempt to dispatch or complete the job.

** When the first interval is no longer operational, the user **must manually update** the interval fields on GDMSWR with the values shown in the COMMENTS field. **However, to ensure that the first interval is accounted for in the appropriate duration field(s),** it is important that the first interval be processed using normal methods - i.e., handled at the time of dispatch, reject, return, etc. as described above.

2. **Cancellation of Handoffs**

Trouble Reports handed off to GDS may be cancelled by CIMAP/SSC or GDS. After CIMAP/SSC performs a handoff to GDS, SSC can cancel it by using the "ACN" function on the OSSTR screen. The status of the Trouble Report in SSC will revert to the status it had prior to the handoff. A message will be printed in SSDAC informing the center of the pending cancellation. When GDS receives this cancellation message and the trouble ticket has a status of PRE/PLD, the job is automatically cancelled and removed from the GDS work list. If the job is dispatched (job status of "DSP") the work request will remain in dispatch status until the job is complete and the technician's time applied to the job. GDS will send a completion message to SSC which will not be acknowledged.

When the SSC user needs to re-establish a handoff on a GDS trouble ticket with a status of "DSP" (dispatched), the SSC user should perform another handoff (HDD) on the Trouble Report dispatched in GDS. GDS will acknowledge the handoff and match the existing GDS (dispatched) trouble ticket with the new request. GDS adds a message to GDCOMM indicating that the handoff was re-instated by SSC. GDS returns to CIMAP/SSC a positive acknowledgement of the handoff which is placed in the Trouble Report's log.

GDS can cancel a handoff from SSC when it performs the cancellation message of "CAN". The handoff will be completed in SSC. The status of the Trouble Report will be its status prior to handoff. SSC will place an entry on the OSSLOG of "SDX" meaning GDS cancellation.

The third type of cancellation happens when CIMAP/SSC sends a handoff message to GDS. GDS does not accept this message and sends back to SSC a negative acknowledgement message. Upon receiving the negative response, SSC cancels the handoff to GDS. The status of the Trouble Report reverts to the status prior to handoff. The Trouble Report will be either placed in the pool for pickup or returned to the MT performing the handoff to GDS. The OSSLOG entry will be "HCN" indicating an automatic cancellation of the handoff.

E. Move to Another Center

GDS can transfer a trouble ticket from one GDS center to another GDS center after receiving it from SSC. This transaction is accomplished when a user performs a "MOVE" command on a trouble ticket. A message is sent to SSC containing the Old and New center. When SSC receives this message it

displays the new center in the "HO Center" field on the OSSTR screen, SSC will also place an entry on the OSSLOG of "SDT" indicating a transfer of centers in GDS.

F. Grouped Trouble Reports

Trouble Reports (TRs) which are grouped in CIMAP/SSC will be passed to GDS as individual trouble tickets. CIMAP/SSC will maintain the group but, due to the following reasons, the group must be unbundled before GDS will accept the handoff message:

- GDS may or may not be able to dispatch all the tickets as a group.

- Each trouble ticket has different circuit termination information. When handing off a group of TRs for dispatch, the CKL termination information must accompany each individual TR in the group.

CIMAP/SSC passes the Group ID for every grouped trouble to GDS where it is placed in the comment field of its trouble tickets for reference.

G. Handoff Completion

When the technician completes the trouble ticket, the completion information is given to the dispatcher for input on the completion format GDCOMP. The GDS work request is completed (job status = "CMP").

When GDS completes a handoff, a number of conditions exist concerning the completion process between GDS and CIMAP/SSC. The conditions are as follows:

- The trouble ticket is completed in GDS, job status becomes "CMP", a completion message is sent to SSC, and the Restored To (RST_TO) field on GDCOMP screen *is blank*. SSC completes the HDD and makes it available for pickup in the pool.

- The trouble ticket is completed in GDS, job status becomes "CMP", a completion message is sent to SSC, and the Restored To (RST_TO) field on GDCOMP screen *is not blank.*

  — There is an automatic restoral option (AUTO-RST) in the TTA OPTIONS table in CIMAP/SSC.

  — If the AUTO-RST switch is set to "Yes", indicating that an automatic restoral is allowed, the Trouble Report is restored in CIMAP/SSC, with the restoral information provided by GDS.

  — If the switch is set to "no", the handoff is completed, the TR is *not* restored, and is made available for pickup in CIMAP/SSC.

- If the field technician closes out the Trouble Report while working with a MT via a telephone call, CIMAP/SSC allows the MT to complete the handoff and restore the Trouble Report although it has a HDD status in CIMAP/SSC and a job status of DSP in GDS. The technician must still provide completion data to the dispatcher and return the job. This restoral will complete the HDD; however, CIMAP/SSC will accept any subsequent completion message from GDS and perform any required CKT/HIST updates.

H. Smart JUMP/FINDs

The Smart Jump/Find feature allows the GDS user the accessibility to both systems, CIMAP/SSC and GDS. This feature is allowed through the format access, transaction definition, and S1 security of both CIMAP/SSC and GDS software. The GDS users will have to be added to the CIMAP S1 security database using VOS1ADM before CIMAP/SSC will allow access to its format library. The GDS user will sign onto the GDS system using VGS1SIGN. The user must then sign on to CIMAP/SSC System using VOS1SIGN. The user now has access to both CIMAP/SSC and GDS. Only those fields located on

the SSC's formats which are pertinent to a GDS user will be passed to GDS. See Table 3-9 for those SSC formats accessible to the GDS user.

Table 3-9. CIMAP/SSC Formats Which A GDS User May Request Using the SMART JUMP/FIND Feature

SSC FORMAT	DESCRIPTION
OSSEVT	Event Definition
OSSAVL	Maintenance Work List
OSSWPS	Work Position Entry
OSSLAC	LMOS Work Activity
OSSCCP	CIMAP/CC Pool Work List
OSSLOG	Work Log
OSSLST	Installation Work List
OSSPND	Pending Trouble List
OSSOI	Order Information
OSSCWL	Order-CWL Information
OSSOID	Order Item Display
OSSCHI	Circuit History
OSSHMD	History Measurement Data
OSSML	Multipoint Circuit List
OSSPID	Administration Partial Circuit ID
OSSTRE	Trouble Report Entry
OSSLTR	LMOS Trouble Report/Activity
OSSIMD	Installation Measurement Data
OSSTR	Trouble Report/Activity
OSSCL	CLO Lost by Order
OSSTGS	Trouble Group Scan
OSSTGM	Trouble Group Maintenance
OTRI01	Test Details Results- Intra-LATA CKTs
OTRL01	Test Details Results- LATA Access CKTs
OTOL01	Test Details Objectives- LATA Access CKTs
OTOI01	Test Details Objectives- Intra-LATA CKTs
OSSBOR	LMOS Basic Output Report
OSSRST	LMOS Trouble Report Status
OSSCPR	Circuit Purification Reconciliation
ORAPDS	Access Point Data
OWDDOC	WORD Display
OSSCN	Circuit Notes
OSSGI	Grouping Information
OSSCHU	Circuit History Update

3.2 JOB LOGGING FEATURES

This section provides the detailed features of the GDS job logging process. It provides the names of the tables used in each part of the process, as well as the input and output data.

Figure 3-9 is the job logging process data flow.
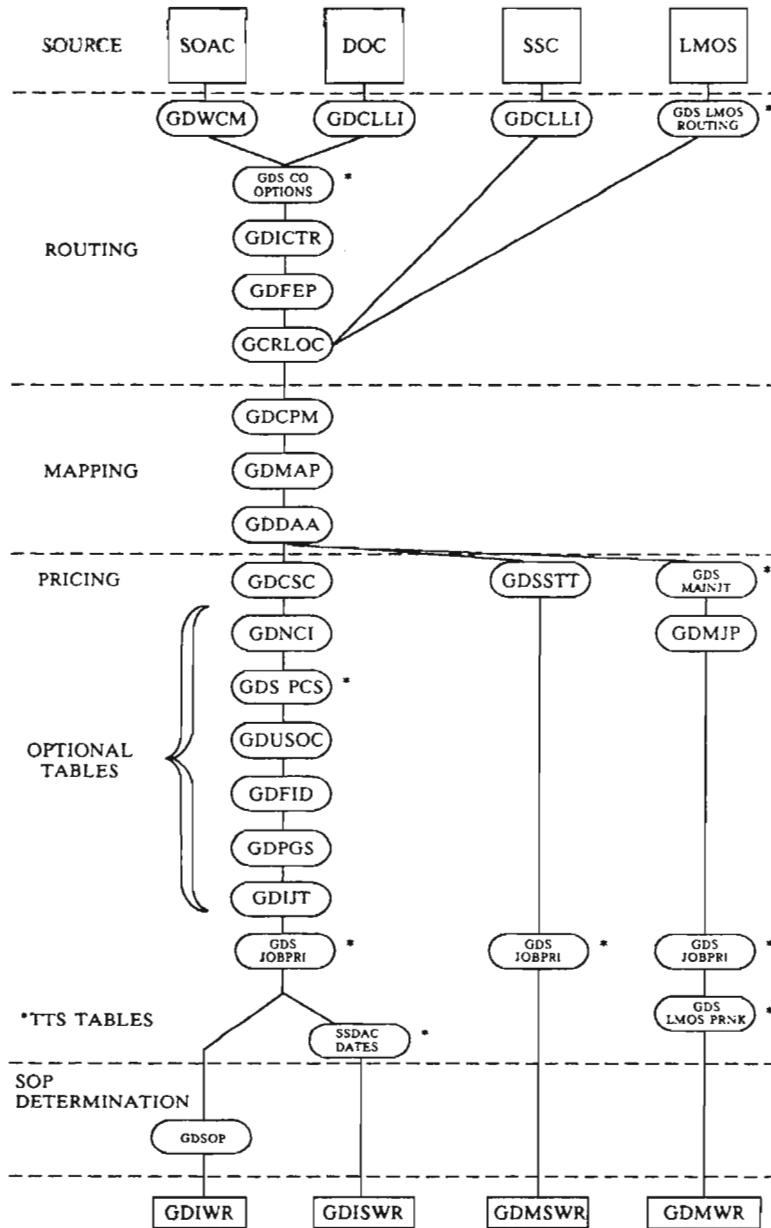
Figure 3-9. Job Logging Process

3.2.1 Auto Routing

Routing is the feature that allows the GDS user to direct work to a GDS work center based on the user entries in GDS tables. Routing differs for installation and maintenance jobs. The following paragraphs explain the process in greater detail.

Table 3-10 provides the GDS/TTS tables, and the input and output data for job routing.

Table 3-10. Job Routing

TABLES	INPUT	OUTPUT
INSTALLATION		
GDWCM	NPANNX	WIRE CENTER
GDICTR	WC, CSC/SCM, CNA, ORDTYP	POSSIBLE INSTALLATION CENTERS
LMOS MAINTENANCE		
GDS LMOS ROUTING	UNIT#	CENTER
SSC MAINTENANCE		
GDCLLI	CLLI	MAINTENANCE CENTER WIRE CENTER

A. Installation Work Routing

Routing of circuit installation work is based on four selection categories: Wire center (WC), Class of Service Code (CSC/Service Code and Modifier), Carrier Name Abbreviation (CNA), and Order type (C,N,P,D, etc.). The installation work centers that can perform work for each of the entries in a category are listed in the GDS INSTALLATION ROUTING table (GDICTR). A list of centers is retrieved for each category based on the ROUTING priorities set in the TTS table "GDS CO OPTIONS". After each retrieval the two lists are compared and a new list of centers is created from the centers in both retrieval lists. This continues for all categories or until the intersected list contains only 1 center. If the resulting center is the center TRASHCAN, the work is not placed in the database.

> **NOTE -** TRASHCAN must be placed in GCRLOC.

Jobs which fail to match to a work center are put into the work request database in a pending screen status (PSC) or pending Facility Assignment status (PFA), with a handling code of failed routing (FRT) against the default center as defined in the GDS CO OPTIONS table.

B. Maintenance Work Routing

There are two methods for routing maintenance jobs in GDS, one for jobs received from LMOS, and another for jobs received from CIMAP/SSC.

- LMOS Maintenance

  For maintenance jobs received from LMOS, the UNIT# from the Basic Output Report is used to route trouble tickets to the proper CENTER in GDS. The LMOS UNIT number is validated on the GDS LMOS ROUTING table to determine the CENTER. If this process fails, the GDS CO OPTIONS (CENTER field) is used to determine the default CENTER.

- CIMAP/SSC Maintenance

  For maintenance jobs received from CIMAP/SSC, the Destination CLLI code passed from CIMAP/SSC is mapped to the GDS MAINTENANCE CENTER entered in the GDS CLLI-WC MAPPING table (GDCLLI), and the CO CLLI code is mapped to the WIRE CENTER in GDCLLI. Two calls are made to GDCLLI for each handoff from CIMAP/SSC. If the CO CLLI code is not found in GDCLLI, the Wire Center passed in the handoff message is used. If the Destination CLLI code is not found, the work request is not put in the database and a negative acknowledgment is sent.

3.2.2 Auto Mapping, Zoning

The mapping process follows routing and provides the geographical mapping of a job. The mapping tables provide the means of deriving the key mapping information from each of a number of inputs.

The wire center (WC) and the cable and pair information are mapped to a route in GDS CA/PR - ROUTE table (GDCPM). The route plus the WC will provide the dispatch administration area, the allocation area (DAA/AA), the pricing group, and two-tech area through the GDS DAA/AA MAPPING table (GDMAP). An appointment zone (a user defined combination of DAA/AA's) is derived from ctr, and the DAA, through the GDS CENTER DAA table (GDDAA).

For maintenance jobs, where the route is provided at the time of handoff, GDS will use the route and proceed to the GDMAP table. For LMOS maintenance jobs and POTS installation jobs, the wire center is mapped back to the LMOS PST unit#, and the front end processor ID through the GDFEP table.

Table 3-11 provides the GDS tables and the input and output data for job mapping.

Table 3-11. Job Mapping

TABLES	INPUT	OUTPUT
INSTALLATION & MAINTENANCE		
GDCPM	WIRE CENTER, CABLE/PAIR	RTE
GDMAP	WIRE CENTER, ROUTE	DAA, AA, PRICING-GRP, TWO TECH AREA
GDDAA	CENTER, DAA	ZONE, LIST OF AA'S
GDFEP	WIRE CENTER	LMOS ID, PST UNIT#

3.2.3 Auto Pricing

The job pricing feature provides an automated method for calculating the amount of time (in hours and minutes) it takes to perform a work function, or a set of functions. There are five different pricing fields with which the GDS user should become acquainted. The following is a description of the pricing fields and the rules for field population:

Wiring Price -
The wiring price is the time it takes to perform the wiring task for POTS and special service installation jobs. The wiring price is the summation of the individual wiring prices from GDCSC, GDNCI, GDS PCS, GDUSOC, GDFID, and GDPGS tables.

Wiring price is found in the first field after PRICE on the following screens, GDIWR, GDISWR, GDDISP. The TQS field name is WRG_PRICE.

Testing Price -
The testing price is the time it takes to perform testing tasks for installation specials and the time to repair a maintenance trouble for POTS and specials. The testing price for installation specials is the summation of the individual testing prices from GDCSC, GDNCI, GDUSOC tables. For installation, POTS price is always zero. The testing price for POTS maintenance is taken from the GDMJP, and the price for maintenance specials is obtained from the GDSSTT table.

Testing price is found in the first field after PRICE on the following screens: GDMWR, GDMSWR, GDMDP, GDMSDP, GDTTE and in the second field after PRICE on GDISWR, and GDSOT. The TQS field name is TST_PRICE.

Technician Price -
The technician price is the price which the field technician provides when different from the estimated price. The default for technician price is the sum of the wiring price and the testing price for installation specials, the wiring price for installation POTS, and the testing price for POTS and special maintenance and is independent of changes in the wiring and testing price.

The technician price is found in the TECH PRICE field on the following screens: GDMWR, GDMSWR, GDIWR, GDISWR, GDMDP, GDDISP, GDMSDP, & GDISDP. The TQS field name is TECH_PRICE.

Calculated Price - The calculated price is the summation of the individual prices determined from the job logging process. Calculated price is not affected by changes or updates outside of the job logging process and is retained for analysis via TQS. The TQS field name is CALC_PRICE.

Estimated Price - The estimated price is used only for Net 1 joblogging of SOAC orders when a work request is statused Pending Screen (PSC), Pending-Auto-Complete (PAC), or Pending Facility Assignment (PFA). It provides partial pricing of pending jobs as input for appointment control and forecast reports via TQS. The TQS field name is EST_PRICE.

Table 3-12 provides a list of the GDS Pricing tables, and the input and output data for each.

Table 3-12. Job Pricing

TABLES	INPUT	OUTPUT
INSTALLATION		
GDCSC	CENTER, CSC/SCM DOC CODE, ORDER TYPE	VISIT, PST, JT, PRESVY THRES, ESTIMATED PRICING, WIRING PRICING, TESTING PRICING
GDNCI	CENTER, PRICING GRP, NCI	LAST CHAR OF JT, WIRING PRICE, TESTING PRICE
GDS PCS	CENTER, PCS	VISIT, PRICE
GDUSOC	CENTER, PRICING GRP, ACT, USOC	VISIT, PST, WIRING PRICE TESTING PRICE
GDFID	CENTER, PRICING GRP, ACT, FID	VISIT, PST, WIRING PRICE
GDPGS	CENTER, PRICING GRP, ACT, PGS	VISIT, PST, WIRING PRICE, PGS CAT
SSC MAINTENANCE		
GDSSTT	CENTER, PRICING GRP, CLCI/CS, WORKTYPE	JT, PRICE
LMOS MAINTENANCE		
GDMJP	CENTER, PRICING GRP, JT, SCRN RSLT	PRICE

3.2.4 Auto Screening

The automatic job screening feature mechanizes much of the manual screening process for installation jobs. It is a sub function of the pricing process and will determine if a field visit. is required (FV/NFV), if the work is on the customer premises or not (IN/OUT), and if an automatic program scan test (PST) is to be performed. The comparison is based on entries made to GDCSC, GDS PCS, GDUSOC, GDFID, and GDPGS tables (see Table 3-12). (PST and MLT testing is available only to BCC's who subscribe to the POTS functionality of GDS.) Field visit determination is based on the class of service/service code and modifier, customer, USOCs, FIDs, and pair gain system associated with an installation job.

Determination of inside (IN) or outside premise (OUT) work is based on USOCs, FIDs, and pair gain systems.

The need for a PST test is based on class of service/service code and modifier, USOCs, FIDs, and pair gain system.

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See proprietary restrictions on title page.

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3.2.5 Auto Job Typing and Priority

A. Typing

The job type is a four-character, alphanumeric code generated in the logging process during pricing. The method of determining the job type differs for installation and maintenance work. For installation jobs, the first three characters of the job type are determined by the service code and modifier portion of the CLCI code (COMMON LANGUAGE CIRCUIT IDENTIFICATION), the DOC code, and the ORDER TYPE as defined in the GDS CLCI/CSC INSTALLATION OPTIONS table (GDCSC). The service code and modifier will be used if the ADSR value is "Y". If there is no ADSR TAG, the class of service will be used.

The fourth character of an installation job type is determined by the NCI code as defined in the GDS INSTALLATION NCI OPTIONS table (GDNCI), or from the Pair Gain System (PGS) category as defined in the GDS INSTALLATION JOB TYPES table (GDIJT). The fourth character can be overridden based on order type as defined in GDCSC.

The method of determining the job type for maintenance jobs differs between jobs received from LMOS and jobs handed off from CIMAP/SSC. Job typing of LMOS jobs is determined by the LMOS class of service, and the LMOS intermediate status code (LMOS IST) as defined in the GDS MAINT JT table. Job typing for CIMAP/SSC jobs is determined by the CSC, pricing group, and work type as defined in the GDS SPECIAL SERVICE TROUBLE TICKET OPTIONS table (GDSSTT).

Table 3-13 provides the GDS/TTS tables, and the input and output data for job typing.

Table 3-13. Job Typing

TABLES	INPUT	OUTPUT
INSTALLATION GDIJT	CENTER, PGS CAT, IN/OUT IND	LAST CHAR OF JT
LMOS MAINTENANCE GDS MAINT JT	CENTER, LMOSIST, LMOSCS	JOBTYPE

Table 3-14 represents the job type definitions.

Table 3-14. Job Types

<u>First Character</u> (Predefined)

      I - Installation
      M - Maintenance
      R - Routine

<u>Second Character</u> (BCC-Defined)

      Recommended use:

      R - Residence
      B - Business
      V - Voice
      D - Data

<u>Third Character</u> (Partially Defined)

      Recommended use:

      P - POTS
      S - Designed Special
      N - Nondesigned Special
      O - Official Company Business

<u>Fourth Character</u> (BCC-Defined)

B. Prioritizing

The job priority is a numeric value which indicates the relative priority of individual jobs for loading. Job priority can be any value from 0 to 9, where 9 is the highest priority and 0 the lowest. A numeric value is entered for each priority flag setting in the GDS JOB PRIORITY table. Each priority flag is associated with a value; multiple priority flags will cause the numeric values to be summed, with 9 being the maximum value possible. For LMOS maintenance jobs, an additional prioritizing factor is used. The PRNK value from LMOS is rescaled to a value range usable in GDS through the TTS-GDS LMOS PRNK table. The job priority value derived from the GDS LMOS PRNK table is then added to the job priority value derived from PFS evaluation in the TTS-GDS JOBPRI table. This process results in a total priority not to exceed the highest possible value of 9. Table 3-15 provides the TTS tables and the input and output data associated with job prioritizing.

Table 3-15. Job Prioritization

TABLES	INPUT	OUTPUT
INSTALLATION		
GDS JOBPRI	CENTER, PFS	JOBPRI
SSC MAINTENANCE		
GDS JOBPRI	CENTER, PFS	JOBPRI
LMOS MAINTENANCE		
GDS JOBPRI	CENTER, PFS	JOBPRI
GDS LMOS PRNK	CENTER, FRM_PRNK, TO_PRNK	JOBPRI

3.2.6 Auto Date Calculation

The early start date (ESD) and the late start date (LSD) for installation jobs is automatically calculated during the job logging process. For special service installation, the critical order dates and date offsets entered in the SSDAC DATES table will generate the ESD, LSD, and the COMM date. The calculated ESD, LSD, and COMM cannot fall on weekends or holidays for special service installation orders. The START TIME is further offset by the estimated time to complete the job (PRICE). This allows the job to be started and completed in adequate time to make the critical date.

For POTS installation orders, the COMM date/time minus the estimated time to complete the job (PRICE) provides the job START TIME.

The time calculation for maintenance jobs is similar to the POTS installation. The COMM date/time minus the PRICE provides the START TIME.

3.2.7 Job Status and Handling Codes

A. Job Status

The job status is a system-generated, predefined, three-character alpha code used to denote the generational status of a given work request. It is used to trigger processes, loading, and report generation. All status codes, with the exception of CANcelled, and CoMPleted may be changed by the user through the on-line GDS screens.

Figure 3-10 represents the job status flows.
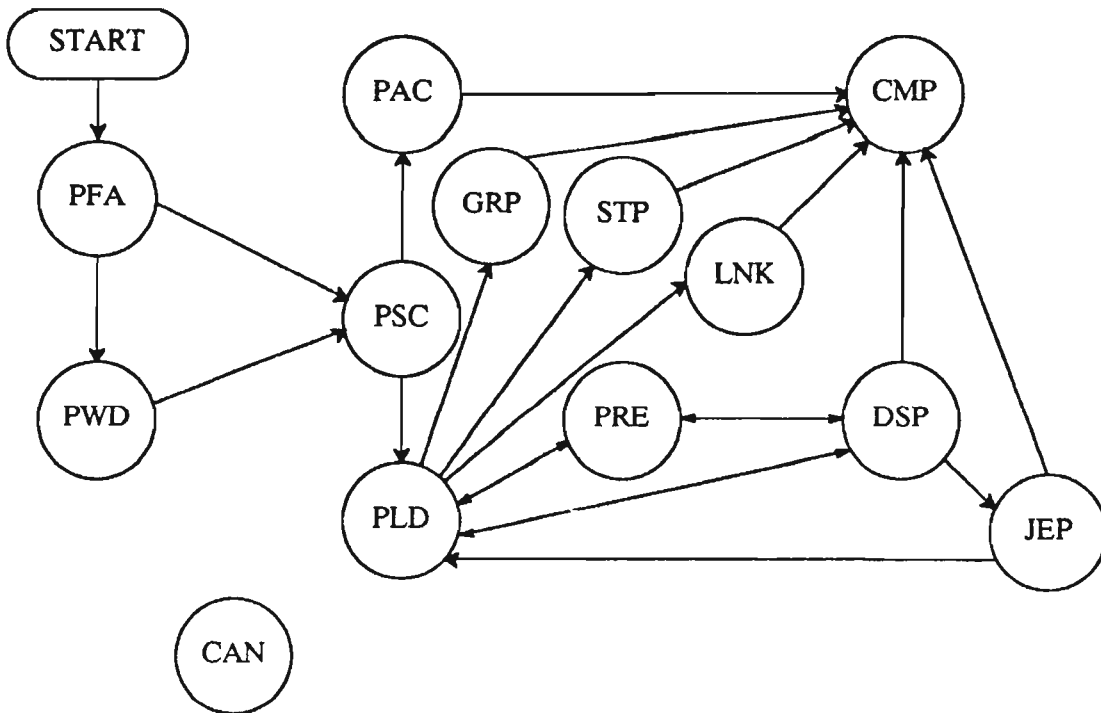
Figure 3-10. Job Status Flow

Table 3-16 is a listing of the status codes and their descriptions.

Table 3-16. Job Status Codes

STATUS	NAME	DESCRIPTION
PWD	Pending WorD	Job is waiting issue of a WORD document.
PFA	Pending Facility Assignment	Job is waiting issue of the Net 2 order.
PSC	Pending SCreen	Failed the job logging process or awaiting human attention.
PAC	Pending Auto Complete	Job is a Non-Field-Visit order awaiting automatic complete.
PLD	Pending LoaD	Job has passed job logging and is in the dispatch work pool.
PRE	PREassigned	The job is preassigned to a technician but not dispatched.
DSP	DiSPatched	Job has been dispatched to a technician and is being worked.
JEP	JEoPardy	Job is removed from dispatch pool and is non workable.
LNK	LiNKed	Job is the pseudo lead work request of an "L" (linked) group.
STP	STaPled	Job is a member of an "S" (stapled) group.
GRP	GRouPed	Job is a member of a "G" group.
CMP	CoMPlete	Job has been completed in GDS.
CAN	CANcelled	Job has been cancelled in GDS.

B. Handling Codes

Handling codes are provided to further define a job status and are used to notify other operations support systems. A set of predefined handling codes are supplied in the TTS-GDS HDLGCODE table. GOC handling codes are added to the subsystem via ISO initiated batch runs. Additional handling codes are user defined through the GDS HDLGCODE table.

Table 3-17 represents the predefined handling codes and their descriptions.

Table 3-17. Handling Codes

CODE	NAME	DESCRIPTION
FCM	Failed Commitment	Failed commitment date calculation. Critical date has passed, or table error.
FFE	Failed Front End	Job failed to map wire center to LMOS front end ID
FFV	Failed Field Visit	Failed to identify if job required a field visit
FGC	Failed GOC	Circuit ID has been changed in GOC, Circuit ID must be updated in GDS.
FJT	Failed Job Type	Failed job type during job logging process.
FMP	Failed Mapping	Failed job mapping during job logging process.
FPR	Failed Pricing	Failed job pricing during job logging process.
FRT	Failed Routing	Failed job routing during job logging process.
FSP	Failed SOP Determination	Failed SOP determination during job logging process.
FVL	Failed Validation	Non-Critical, but useful data items were missing on SSC handoff.
FZN	Failed Zoning	Failed to zone job during job logging process.
MSO	Missing Service Order	WORD has been received, service order missing.
MWD	Missing WORD Document	Service order received, and WORD is missing.
PCM	Pending Complete	Used by the GOC interface when a cancellation has been received for the last open item for a CKL with completed items. Used in conjunction with a job status of "PRE" or "DSP".
PCN	Pending Cancellation	Cancellation notice received from GOC prior to SOAC.
SVY	Field Survey Required	Presurvey threshold was exceeded, field survey required.
TOK	Test Okay	PST/MLT test completed ok

Table 3-17. Handling Code (cont'd)

CODE	NAME	DESCRIPTION
MFC	Missed Function Code	Work Request missed the DVA objective date.
MA	Manual Assistance	GDS received manual assistance planning message from SOAC.
MAI	Manual Assistance (INCP)	GDS received an Incomplete Manual Assistance planning message from SOAC.
TDO	Track and Distribute Only	Indicates that assignments were made outer loop.
CFA	Call for Assignment	Assignments were not available at the time the order was being processed by FACS. The technician must be dispatched and call FACS with the assignments.
NA	No Assignment	FACS has determined by certain criteria that no assignments are necessary.
FNA	Facilities Not Available	Indicates that facilities are not available at the time of assignment and action.
FPS	Failed PST	TN on order failed program SCAN TEST on Due Date.
NHC	No Handling Code	A handling code of NHC is assigned to a lead work request when *all* of the following occur: • Lead work request jobstat = JEP • All member work request jobstats = JEP • CKL PROP = Y for all member work requests.
NAS	No Access Subscriber	User-defined Bellcore shipped handling code.
RET	Return	User-defined Bellcore shipped handling code.
JEP	Jeopardy	User-defined Bellcore shipped handling code.

3.3 WORK FORCE ADMINISTRATION

To establish and maintain the work force for a given GDS work center, the user must populate three tables. These are

- GDSUPV: field supervisory group attributes
- GDTECH: field technician attributes
- GDPAD: technician availability schedules.

3.3.1 Supervisory Group Attributes

The GDSUPV table is used to define the field supervisory groups within a GDS work center. For each supervisory group, the following characteristics are delineated:

- Group ID   This is a unique three-character code used to identify the field supervisory group within a GDS work center.

- Supervisor's Name   This is the name of the supervisor and is used for information purposes only.

- Garage Location   This is the DAA/AA where the supervisory group's garage is located. It is used in the job selection process to determine travel distance between the garage and various candidate jobs. The DAA/AA entered here must exist in the GDDAA table.

- Garage Printer   This is the identification of the printer located in the garage where hard copies of work documents are to be routed. When the ISSUE process is initiated on the GDISSU screen, the destination printer for each supervisory group is retrieved from here.

- DAA   This is the list of DAAs (maximum of 24) that comprise the turf of the supervisory group. Each field technician assigned to the group works this turf unless modifications are made on an individual technician basis on the GDTECH screen. Any DAAs entered on GDSUPV must already exist in the GDDAA table.

- Job Type   This is the list of job types (maximum of 24) that a field supervisory group can handle. Like DAA, each technician in the group works these job types unless modifications are made on an individual basis on GDTECH. Entries in this field must already exist in the GDJTW table. Generic job types are allowed.

For details on how to maintain data entries in the GDSUPV table, refer to Section 4.0.

3.3.2 Technician Attributes

The GDTECH table is used to define the attributes of technicians assigned to each Supervisory group. Entries in this table can be entered after establishing the group data on GDSUPV. Note if a find by supervisor group is performed the group data will be displayed on the top of GDTECH screen for reference purposes so the user is aware of the group characteristics when establishing those of the technician.

For each technician, the following characteristics are delineated:

- <u>Employee Code</u>

  This is a unique three-character code used to identify a technician within a GDS work center. If the technician is receiving work from and returning status to LMOS, this code must be numeric.

- <u>Group ID</u>

  This is the three-character code of the technician's field supervisory group. This supervisory group code must exist in the GDSUPV table.

- <u>Technician Name</u>

  This is the name of the technician and is used for information purposes only.

- <u>Loadtype</u>

  This one-character code identifies how a technician is to be treated when assigning jobs through the bulk load process.

  — A "B" ('Bulk') entry will cause the technician to receive work consistent with his/her availability schedule established in the GDPAD table.

  — An "F" ('First Job') entry will result in the assignment of 1 job at the start of the schedule.

  — A "D" ('Dynamic') entry will prohibit the technician from receiving work through the bulk load process.

- <u>Load Factor</u>

  This field is used to 'adjust' the price of candidate jobs being considered for a given technician. This adjusted price displayed on the TLOG as technician consistent with his/her skill level. The formula for calculating the FACTR PRICE is:

  $$\frac{100}{LOAD\ FACTOR} \times PRICE = FACTOR\ PRICE$$

  The baseline entry is 100%. This causes no price adjustment. An entry greater than 100% results in a downward adjustment of the price. For example, 150% would cause a 60 minute job to be considered a 40 minute job for loading to that technician. Alternatively, 50% would cause an upward price adjustment such that a 60 minute job would be loaded as a 120 minute job for a given technician. This upward adjustment is useful for loading new technicians where more time may be required to complete the job.

- <u>Loan to Group</u>

  This field is used to loan a technician to another supervisory group. This is handy when a large influx of work is found in a given geographic area and additional technicians are required. The loaned technician then takes on the turf of the group to which they are loaned. The technician's job types remain the same since generally job skills are viewed as a characteristic of the technician that are not affected by the turf they are assigned. Note that once a technician is loaned to another group, they remain loaned until the user removes the LOAN TO GROUP entry from the GDTECH table. A supervisory group code entered here must exist in the GDSUPV table.

- <u>DAA</u>   This is the list of DAAs that comprise the turf to which the technician is assigned. Entries are only necessary here if the technician works a turf other than the turf established for the technician's supervisory group in GDSUPV. With this field, the user has the ability to add or exclude DAAs relative to the supervisory group or alternatively to assign a whole unique set of DAAs. (Maximum of 12 DAA exceptions per technician.) DAAs entered here must exist in the GDDAA table.

- <u>Job Type</u>   This is the list of job types that a technician can handle. Like DAA, entries are only made here when the technician's job types differ from the group characteristics set in GDSUPV. Job types can be added, excluded, or uniquely defined for a given technician. (Maximum of 12 job type exceptions per technician.) Job types entered here must exist in the GDJTW table. Generic job types are allowed.

For details on how to maintain data in the GDTECH table, refer to Section 4.0.

3.3.3 Personnel Table

In order to assign work to a technician either via the bulk or the dynamic load, an availability schedule must exist in the GDPAD table. This schedule, established for each technician on a daily basis, defines what hours are to be considered productive/nonproductive working time for job assignments. Technicians must exist in the GDTECH table prior to entry in GDPAD.

Additionally, the GDPAD table is used to estimate the amount of available future productive time for appointment control. Since appointment control aims to compare the amount of received work relative to available work force for short range forecasting, it is recommended that GDPAD be maintained for at least 1 week into the future. This is easy to do using the copy feature. See Section 4.0 for more information.

For each technician, the following characteristics are delineated:

- <u>Employee Code</u>   A unique three-character code used to identify a technician in a supervisory group of a GDS work center.

- <u>Time</u>   Time entry (HHMM [A or P]) designating the beginning of a productive/nonproductive time slot. (Maximum of 12 per technician.)

- <u>Time Type</u>   A user-defined, three-character code that describes the time slot. For example, LUN (lunch), BLK (productive bulk load time), DYN (productive dynamic load time), or MTG (meeting). The time types are defined in the TTS table GDS TIME TYPES prior to entry here.

A sample entry might look like the following:

TECH

EC	TIME	TYP	TIME	TYP	TIME	TYP	TIME	TYP	TIME	TYP	TIME	TYP
101	0800A	BLK	1200P	LUN	0100P	DYN	0400P	UNI	0500P	OFF		

According to the availability schedule, technician 101 is able to receive work through the bulk or dynamic load from 8AM until 12 noon. From noon until 1PM, the technician is at lunch. Following lunch, productive time for dynamic loading is available until 4PM. From 4PM until 5PM, the technician is at a union meeting and at 5PM, the technician is off for the day.

For details on how to maintain data entries in the GDPAD table, see Section 4.0.

3.4 INSTALLATION AND MAINTENANCE SUPPORT

3.4.1 Mechanized Work List

The mechanized work list feature (GDLST) provides the ability for the GDS user to generate a variety of work lists. Work lists may be displayed by job type (JT), geographical area (DAA), job status (JOBSTAT), start date and time, and loading priority (LOADPRI). In addition, whenever a trial load is performed, an automatic list of jobs is generated. These jobs were candidates for loading but were not loaded; they were "BYPASSED" or "LEFTOVER." A "bypassed" job is a job that was considered by the load process, but was not loaded to a technician. A "leftover" job is a job that was not considered by the load process for a technician.

Section 5 provides greater detail on the use of GDLST and the mechanized work list feature.

3.4.2 Mechanized Job Review

The mechanized job review (MJRV) feature provides an automated process for screening and correcting jobs which require manual intervention before they can be dispatched.

The mechanized job review screen (GDMJRV), is the online support tool for performing this function. Section 5 provides the detailed use of this screen.

In the course of screening and correcting jobs through MJRV, a number of conditions may be encountered. Table 3-18 provides a model set of job status, and handling codes and the recommended action to be taken.

Table 3-18. Mechanized Job Review Aid

INSTALLATION JOBS

JSTAT		HDLGCODE	ACTION TO BE TAKEN
Net one service order			
PFA			NO ACTION REQUIRED
PFA		FPR	CHECK PRICING TABLE, GDCSC, TO ENSURE ORDER ACTIVITY, CSC, CLCI CODE OR DOC IS IN TABLE
PFA		SVY	INDICATES SURVEY OF WORK REQUEST NEEDED SINCE JOB EXCEEDED PRESURVEY THRESHOLD ESTABLISHED IN GDCSC
PFA		FRT	CHECK GDICTR FOR ALL FOUR CATEGORIES WIRE CENTER, ORDER TYPE, CSC AND CNA
Net two service order/word receipt			
	PWD		NO ACTION REQUIRED
PSC		FRT	CHECK GDICTR FOR ALL FOUR CATEGORIES WIRE CENTER, ORDER TYPE, CSC AND CNA
PSC	PWD	FFV	CHECK GDCSC TO ENSURE ORDER ACTIVITY, CLCI, CSC OR DOC IS IN TABLE AND THAT FIELD VISIT IS SET TO "Y" OR "N"
PSC	PWD	FMP	CHECK GDCPM, AND GDMAP TO ENSURE CABLE/PAIR INFO, WIRE CENTER, ROUTE, DAA/AA IS CORRECT
PSC	PWD	FZN	CHECK GDDAA TO ENSURE ZONE INFO IS BUILT
PSC	PWD	FPR	CHECK PRICING TABLE, GDCSC, TO ENSURE ORDER ACTIVITY, CSC, CLCI CODE OR DOC IS IN TABLE.
PSC	PWD	FCM	CHECK VGTDSO, SSDAC DATES, FOR PROPER ENTRIES. (COMMITMENT DATE AND TIME, AND ORIGINAL OR SUBSEQUENT DUE DATE MUST BE POPULATED.)
PSC	PWD	FFE	CHECK GDFEP FOR WIRE CENTER LMOS ID CORRELATION
PSC		FSP	CHECK GDSOP TO ENSURE WC AND MAIN CS ARE ENTERED.
	PSC	MSO	RESEND SERVICE ORDER
PLD	PLD		WORK REQUEST READY TO BE LOADED
PAC	PAC		NO ACTION REQUIRED

Table 3-18. Mechanized Job Review Aid (cont.)

JSTAT	HDLGCODE	ACTION TO BE TAKEN
PSC	FPS	THIS HANDLING CODE IS ASSIGNED WHEN THE TEST RESULTS OBTAINED FROM LMOS DO NOT MATCH ENTRIES IN THE GDPST TABLE OR THE NEW JOBSTATUS TO BE ASSIGNED IS EITHER PSC OR JEP.

SSC TROUBLE TICKETS

JSTAT	HDLGCODE	ACTION TO BE TAKEN
PSC	FRT	CHECK GDCLLI TO ENSURE CLLI CODE TO WIRE CENTER CORRELATION
PSC	FVL	CERTAIN DATA FIELDS WERE NOT HANDED OFF FROM SSC
PSC	FMP	CHECK GDCPM, AND GDMAP TO ENSURE CABLE/PAIR INFO, WIRE CENTER, DAA/AA IS CORRECT
PSC	FZN	CHECK GDDAA TO ENSURE ZONE INFO IS BUILT
PSC	FPR	CHECK GDSSTT FOR CLCI CODE AND JT
PLD		WORK REQUEST READY TO BE LOADED
PAC		NO ACTION REQUIRED

Table 3-18. Mechanized Job Review Aid (cont.)

MAINTENANCE JOBS

JSTAT	HDLGCODE	ACTION TO BE TAKEN
LMOS TROUBLE TICKETS		
PSC	FRT	CHECK GDS LMOS ROUTING FOR GDS LMOS UNIT#
PSC	FMP	CHECK GDCPM, AND GDMAP TO ENSURE CABLE/PAIR INFO, WIRE CENTER, DAA/AA IS CORRECT
PSC	FZN	CHECK GDDAA TO ENSURE ZONE IS BUILT
PSC	FPR	CHECK GDS MAINT JT AND GDMJP TO ENSURE JT AND PRICE BUILT
PSC	FJT	CHECK GDS MAINT JT AND GDJTW TO ENSURE JT IS BUILT
PLD		WORK REQUEST READY TO BE LOADED
PAC		NO ACTION REQUIRED

3.4.3 Automatic Loop Testing

NOTE: POTS FEATURE RESTRICTIONS AS DEFINED IN SECTION 3.1.10 (FAM) APPLY TO THIS FEATURE.

The automatic testing feature provides a number of loop tests which may be started automatically by the system or manually by the user. All tests are performed by the Mechanized Loop Test System (MLT), through the GDS - LMOS interface.

Automatic test options are defined by the user on a work center basis in the GDS Job Type Weights table (GDJTW), and in the TTS table GDS Options. The user determines the job types that require test, selects the type of test to be performed ("Full" or "Loop"), and determines if an automatic test is to be performed predispatch, precompletion, or both.

In addition, the GDS user may initiate a test at any time, through the on-line screen GDTEST.

For installation, the user has the option to invoke PST (list) processing.

A. Automatic Testing

Two tables control the initiation of automatic MLT tests:

GDS OPTIONS: Contains two master switch settings by GDS work center that determine whether automatic testing is initiated prior to dispatch and completion. These are "MLT-DISP" for the GDDISP screen, and "MLT-COMP" for the GDCOMP screen. An "F" (full) entry causes a full test to be run automatically, an "L" (loop) entry initiates an automatic loop test, and an "N" (none) entry prohibits automatic testing.

GDJTW: Contains switch settings by job type for each GDS work center that control whether automatic testing is initiated prior to dispatch and completion. A "Y" entry turns on automatic testing for the specific job type where an "N" entry turns automatic testing off. Note that the entries in the GDS OPTIONS table override the settings in GDJTW.

If the automatic test feature is being utilized, a test will be initiated following the dispatch of a job on GDDISP, and prior to the completion on the return of a job by a technician on GDCOMP. By issuing a "DTR" command, the user can view a summary version of the test results on the bottom of their screen.

If the user needs access to the detailed test results, he/she can jump to the GDTEST screen where the most recent set of test results are displayed.

B. Demand Testing

The user has the ability to request that a loop test be run at any time during the life cycle of a job. This can be accomplished in either of the following ways:

- Following the display of a job on GDDISP or GDCOMP, issue a "TEST" command followed by a "DTR" command to view the test results summary at the bottom of the screen. The detailed test results can be displayed on the GDTEST screen. A full test will always be executed regardless of the settings of the MLT-DISP and MLT-COMP flags in the TTS table GDS Options or the PREDISP TEST?/PRECOMP TEST? in GDJTW.

- Initiate the test directly from the GDTEST screen using the "TEST" command followed by PF2 to view the test results.

C. PST Testing

The automatic PST process applies to installation jobs only. It enables the user to submit both field visit and non-field visit jobs to PST and (for non-field visit orders only) to interpret the test results received.

To effectively utilize this feature, the following must be available for each work center:

(1) Appropriate entries must be made in the GDFID, GDUSOC, and GDPGS tables. During job logging, these tables are accessed to determine whether the presence of specified FID, USOC, and PGS data indicate the need for PST.

(2) The GDCRON table must be populated to indicate when the PST lists are to be submitted. Generally, this is done during off-hours when systems utilization is reduced. Two types of lists are submitted - one for non-field visit jobs and one for field visit jobs. The rules used in determining which PST list a job is to be placed under are as follows:

Non-Field Visit	Field Visit
Start Date $<=$ Today	Start Date $<=$ Today
Job Status = PAC	Job Status = PLD, PRE or PSC
Visit Flag = No	Visit Flag = Yes
PST_TEST = Y	PST TEST = Y
Job Type = I...	Job Type = I...
PST Unit $\neq$ Blanks	PST Unit $\neq$ Blanks
FEPID $\neq$ Blanks	FEPID $\neq$ Blanks
Valid CKTID (10 N)	Valid CKTID (10 N)

If a Work Request violates <u>any</u> rule, it will not appear on the PST List.

(3) An entry must be made in the PST-SIZE field of the TTS table GDS OPTIONS. This field is equal to the number of telephone numbers sent to LMOS per invocation of the VGGDTEST (PST) transaction.

Example 1: PST-SIZE = 10; in one running of VGGDTEST, 10 TNs can be processed (one list of ten, two lists of five, etc.).

Example 2: PST-SIZE = 50; maximum sent to LMOS in one list is 45, so in one invocation of VGGDTEST, 50 TNs can be processed (one list of 45 and one list of five, four lists of ten and two lists of five, etc.).

(4) When the test results are received, they are stored with the job in the work request database for subsequent user display. For non-field visit orders only, the user has the option to determine 'interpretation rules'. These rules, entered in the GDPST table, specify actions to be taken based on the test results returned from PST. Jobs can be flagged for automatic completion, screening, jeopardy, retest via PST, or pending load.

3.5 LOADING

One of the major system features of GDS is the ability for users to select automatically the "best" job for the best technician at a given time. This can be done either in a bulk load, which involves multiple job assignments, or in a dynamic load, i.e., one job assignment at a time, or for first job assignment.

In selecting a job, GDS takes a number of factors into account, e.g., what types of work is the technician qualified for, where is the job located, and if the work can be completed prior to the time promised to the customer. The user can influence the outcome of the selection process through numerous table settings.

3.5.1 Overview of the Job Selection Process

The goal of the job selection process is to analyze all of the pending load jobs available for the technician(s) involved in loading, and assign the highest numeric technician/job combination. To do this, GDS calculates what is referred to here as "job suitability". The total job suitability is a measure of a job's weight relative to other potential jobs for a given technician.

For Dynamic dispatch, each job within the dispatch pool has a suitability factor for the technician being dispatched, provided the job is in the correct supervisor group, correct job type, etc.

For Bulk loading, all jobs (within the pool defined by the GDS LOAD PARMS table for B_#WRMAX) have a suitability for all technicians (providing turf, job type, etc. qualify) available for loading. The bulk load analyzes the suitability factors for all the technician/job combinations, and selects the technician/job combination with the highest suitability for the first job assignment.

After the first job is assigned through bulk loading, the system replaces the assigned job with a job from the secondary pool defined by the B_WR#AVL field in the GDS LOAD PARMS table. After the assigned job is replaced, the suitability of the new job is calculated with respect to the first technician assigned (he is now in a different location within the supervisor group) and the remaining unassigned technicians. The suitability values for the unassigned technician/job combinations do not change after the first assignment. This is because nothing has changed with respect to the unassigned technicians and the unassigned jobs.

JOB SUITABILITY = (DIST TO TECH) + (TIME TO COMMIT) + (JOB PRIORITY) + (MISSED COMMIT) + (BULK LOAD EVENLY) + (DIST TO GARAGE) + (MEET APPOINTMENTS) + (OUT OF SERVICE) + (SUBSEQUENT REPORTS) + (REPEAT REPORTS) + (JOB TYPE)

We will discuss in detail how each of the above components is determined.

To understand the process, we can follow a three step procedure:

1. Determine what jobs are potential candidates for a given technician.

2. Calculate the job suitability for each, using the above formula.

3. Assign the most suitable job/technician combination.

Before the job selection process is examined in more detail, the user may wish to examine the following brief abstracts of the available tables.

3.5.2 User Control of the Load Selection Process

The user can influence the outcome of the job selection process through the use of table options. There are three primary tables of interest:

1. GDADW: This table allows the user to specify the relative importance of various job components to the job selection process. This is done by assigning a dispatch weight (a numeric between 0 and 99 -- 0 representing least importance, 99 representing most importance) to each parameter. Parameters are established on a work center basis and can, at user option, be differentiated on the basis of "pricing group". Four separate tables are built via GDADW corresponding to a LOAD KEY of "I"nstallation or "M"aintenance and a LOAD TYP of "B"ulk or "D"ynamic. All four tables (I/B, I/D, M/B, M/D) must be built for each GDS Work Center. A pricing group is a unit of geography defined to be one or more DAAs and is determined during mapping. If the user opts to utilize this feature, the pricing group for a given job is determined at job entry time. The user can then establish different dispatch weights based on the location, i.e., the pricing group of the job. A default pricing group (designated by the "*") must also be established in the ADW table. This is accessed when the user opts not to utilize the pricing group feature, as well as cases where the feature is being utilized but the pricing group could not be established at job entry time due to a problem encountered during job entry.

2. GDJTW: This table allows the user to specify the importance that the job type should play in the job selection process. Again, a weight (0-99) is assigned to each job type. The table is set up on a work center basis.

3. GDS LOAD PARMS: This table allows the user to define a number of parameters used in the job selection process, such as the number of candidate jobs to consider when picking a job for a technician and the number of days into the future to select work from. This table is also defined on a work center basis.

The role of each of the above tables in the job selection process is discussed further in subsequent sections.

3.5.3 STEP 1: Determine the Candidate Jobs

As outlined earlier, there are three basic steps in the job selection process. The first is to establish the pool of candidate jobs.

To be considered for assignment to given technician, a job must first meet the following set of criteria:

1. The DAA of the job must match at least one of the DAAs defined for the technician in the GDTECH table.

2. The job type of the job must match at least one of the job types for the technician as defined in the GDTECH table.

3. The job must have a job status of "PLD" (pending load) indicating that it is ready to be assigned to a technician.

4. The job must have a commitment date equal to or less than the date on which the job is to be assigned. If future work is to be considered, it must have a commitment date equal to or less than the boundary established in the #DAYSFWD field of the GDS LOAD PARMS table. For example, if #DAYSFWD is '2', then work due the day the work is to be assigned or earlier plus two days into the future will be considered as part of the candidate job pool. See the discussion on the LOAD PARMS table for more information.

5. A routine maintenance job (identified by an "R" in the first character position of the job type) will only be considered for selection when the DISP TYPE field on the GDDISP/GDCOMP screen is populated with an "R" prior to initiating the dynamic dispatch function. Routine jobs are never considered when bulk loading.

6. The technician must have a schedule in the GDPAD table for the date in which the job is to be assigned.

7. The technician must be able to receive work. That means that relative to the technician's current location, whether it be a garage or another work location, the technician must be able to travel to the location of the candidate job and arrive within a user defined period of time in relation to the access window. These formulas for determining the access windows are discussed in the section on GDS LOAD PARMS. This section defines access windows when there is an APPT on the work request or the A and B fields are populated.

A. Preferred Craft

The preferred craft feature allows the user to RETURN work requests and automatically re-load the returned work requests to the technicians who were dispatched originally.

To utilize the preferred craft feature, the user executes an UPDATE on the work request to populate TECH EC field. Once the TECH EC field is populated, the load algorithm will select the job for the technician for the next load date.

This feature is very beneficial and efficient, particularly on delayed maintenance or no accessed jobs. In the manual environment, the ICC/SSDAC personnel must take returned jobs and "save" them manually for the original technicians to do the following day. With GDS, when the job is returned to pending load, for example, at 0500p, and GDLOAD is executed at 0530p, the load process will select the returned jobs and assign them to the original technicians' TLOGs for the load date. Preferred technicians are selected if the work request meets the technician's normal loading conditions, i.e., DAA, SUPV GRP, JOBTYPE and PRODUCTIVE TIME on GDPAD. The selection of preferred technicians occurs before the normal bulk load algorithm begins. It is therefore recommended that technicians have no more than one work request that will be assigned on a preferred basis.

Another function this feature provides allows the user to accomplish the re-loading of returned work without manually preassigning the work for the next day. The preferred craft feature eliminates the manual task of preassigning deferred work while insuring the deferred work is reassigned to the original craft along with the remainder of the next day's work.

3.5.4 STEP 2: Determine the "Job Suitability"

The next step is to determine the job suitability. To understand this process, the reader is referred to the worksheet in Table 3.19 in conjunction with the following discussion. The user is also encouraged to use the worksheet as a tool in the calculation of the suitability for a given job.

As noted earlier, a number of components must be analyzed for each job and a numeric value assigned to each.

The following components are considered:

1. Travel distance from the technician to the candidate job.

2. The time left relative to the commitment time of the candidate job.

3. The priority of the candidate job.

4. Whether the job is a missed commitment.

5. Whether the candidate jobs are to be distributed evenly across the available work force.

6. Travel distance between the potential job(s) and the garage location.

7. Whether the work request has an APPT.

8. For LMOS maintenance only, whether the customer associated with the candidate job is out of service.

9. For LMOS maintenance only, whether subsequent reports have been received against the candidate job.

10. For both LMOS and SSC maintenance, whether the candidate job is repeat report.

11. The job type of the candidate job.

Each component is assigned a component value. This section provides an in depth discussion of how each component is analyzed to determine the component value. The component value is then multiplied by a "normalization coefficient". The normalization constant was determined by Bellcore and the operating companies as part of the GDS development and testing process. It is the "reasonable maximum" that could ever be expected for the given item. It is used to insure that each component contributes equally to the total job suitability. The product of the component value and normalization coefficient for each component is then multiplied by the corresponding weight from the GDADW table. The individual component suitabilities are then summed. The sum of the component suitabilities is then added to the jobtype weight. The final factor in this formula is the addition of an arbitrary value of "1000". This addition of 1000 is mathematically needed for internal processing. The final sum represents the "total suitability" of the job and for a given technician.

The following provides a discussion of how the value of each component is determined.

A. Distance To The Technician

This factor represents how important it is to the user that travel time between jobs be minimized. This is accomplished by determining the travel time between the technician's current location, whether it be a garage or a job, and the location of the candidate job.

The travel time information is derived from the GDDATR (inter-DAA travel times) and the GDAATR (inter-AA travel time within a DAA) tables. If the two locations are in the same DAA, then the GDAATR table is referenced to get the inter-AA travel time. The travel time is assumed to be zero if the two locations are in the same AA. If the two locations are in different DAAs, then the GDDATR table is consulted to get the inter-DAA travel time. If one or both of the locations are not in the GDDATR/GDAATR tables, then the maximum travel time of 4 hours (or 240 minutes) is assumed.

The value of the travel time component is expressed in terms of whole and fractional hours. For example, if the travel time to the job is 45 minutes, the component value is .75. If the time is 1 hour and 20 minutes, the component value would be 1.33. The component value is then multiplied by the normalization coefficient of .25, and the product of the two is then multiplied by the weight in the ADW table for DIST TO TECH.

It makes sense that as the travel time decreases, the job becomes more suitable. To account for this, the travel time component is viewed as a negative contributor to job suitability.

Therefore, the product arrived at through the calculation will always be converted to a negative number. The smaller the travel distance, the smaller the product, and subsequently the smaller the number that is subtracted from the job suitability.

As an example, let's assume we are comparing two jobs that are equal in all respects except for travel time. For Job 1, travel is 0 minutes. For Job 2, travel is 60 minutes. With a weight in the ADW table of 90, we get the following results:

JOB	VALUE	NORM CONSTANT	ADW WEIGHT	COMPONENT SUITABILITY
1	0	.25	90	0
2	1.0	.25	90	-22.5

Everything else being equal, Job 1 would be more suitable relative to Job 2, since it results in a smaller decrement to the total job suitability.

B. Time to Commitment

This component indicates how important it is for the user, in job selection, to consider the time left until the customer commitment. The closer the current time gets to the commitment date and time, the more the component suitability will be increased.

The VALUE for this component is calculated using the following formula:

```
----
|
|    - MAX
|    + COMMITMENT TIME
|    - FACTORED TECH PRICE
|    - AVAILABLE TIME FOR TECH
|    - TRAVEL TIME TO JOB
|    - (N X 24) DAYS DIFFERENCE ;  N MAY BE POSITIVE OR NEGATIVE
----
```

The above components are defined as follows:

- Reasonable Maximum for the interval, always expressed as a **negative 8.** (The negative 8 represents the 8 hr. shift.)

+ Commitment time. (A **positive value,** i.e., 0120p expressed as +13.33.)

- FACTORED TECH PRICE x LOAD FACTR (A **negative** value, 0230 expressed as -02.50.)

- Technician available time. (A **negative** value. If the technician is dispatched at 0930A, the value is expressed as -09.50.)

- Travel time to the job. (A **negative** value. A travel time to a job of 30 minutes would be expressed as -.50.)

- The number of days difference between the commitment date and the dispatch date, multiplied by 24 hours. Note the values illustrated below:

  a. Commitment date is equal to Dispatch/Load Date: If the dispatch date and the commitment date are equal, the formula is calculated as -(0 x 24) = 0. In this case, this calculation is not used in determining the component suitability for Time to Commitment.

  b. Commitment date is greater than Dispatch/Load Date: If the dispatch date is 04/23/88 and the commitment date is 04/24/88, the formula is expressed as -(-1 x 24) = +24.

    c. Commitment date is less than Dispatch Date: If the dispatch date is 04/23/88 and the commitment date is 04/22/88, the formula is expressed as -(+1 x 24) = -24.

The component value that is ultimately derived is multiplied by the normalization constant of .125. The product is subsequently multiplied by the weight in the GDADW table for the TIME TO COMMIT.

As an example, one can consider a Dynamic dispatch where two jobs are equal in all respects except for the time to commitment.

For purposes of Illustration, assume that the dispatch date and the commitment date are equal, and the D_#CR value is 0.

	JOB 1	JOB 2	
Maximum	-8	-8	
Commitment	+12.00	+15.00	
Tech Price	-2.00	-2.00	(Assume LOAD FACTR = 100%)
Available Time of Tech	-08.00	-08.00	
Travel Time	-.50	-.50	
Days Difference	-(0 x 24)	-(0 x 24)	

The result of the above calculations is as follows:

$$\text{JOB 1} \qquad \text{JOB 2}$$

$$-(-6.5) = +6.5 \quad -(-3.5) = +3.5$$

The result (e.g., 6.5 and 3.5), whether positive or negative, it is multiplied by the norm constant and the weight in the GDADW table to determine the suitability component for time to commitment.

For DYNAMIC LOADING, the algorithm steadily increases the amount of component suitability beginning three days before the COMMITMENT date and time, and stops increasing the value three days after the COMMITMENT date and time. The component value for time to commitment does not drop to zero for the technician being dispatched. However, if the D_#CR field has a value of greater than 1, the value for time to commitment will drop to zero for the competing craft. By dropping to zero for competing craft, this prevents jobs whose commitments are in jeopardy of being missed from being "held" for other qualified technicians.

For BULK loading of technicians with LOAD TYPE of B, time to commitment is handled differently. The algorithm determines whether the technician is capable of traveling to the job and completing the work. If the technician is unable to complete the work before the commitment time, the value for time to commitment is reduced to zero. To determine whether to drop the value of time to commitment to zero, the following formula is used:

Load Time + Travel Time + Tech Price - ACC+/- = "X"

If "X" is greater than the commitment time, the value is dropped to zero. If it is less than the commitment time, begin the formula for time to commitment. The use of ACC+/- is only used to determine whether to drop the value for time to commitment to zero. If, by the use of this calculation, it is determined not to drop time to commitment to zero, continue with the normal calculation for time to commitment.

For BULK loading of technicians with LOAD TYPE of F, a third scenario is used. The algorithm will load the earliest shift of technicians on GDPAD (e.g., 0700a) before loading next shift of technicians (e.g., 0800a). For LOAD TYPE F technicians being loaded via the GDLOAD screen, the time to commitment continually increases from three days prior to three days after the commitment.

JOB	VALUE	NORM CONSTANT	ADW WEIGHT	COMPONENT SUITABILITY
1	6.5	.125	90	64.1
2	3.5	.125	90	39.3

Since Job 1 adds the most weight, it is a more suitable choice.

C. Job Priority

Each candidate job is given a "job priority" represented by a numeric value between 0 and 9 (0 being lowest priority, 9 being highest priority). For maintenance jobs, the priority is set automatically at the time of initial job entry based on the presence of priority "flags" (i.e., AMR, CH, I, FE, etc) on the trouble ticket and the corresponding value set in the GDS JOBPRI table. For LMOS maintenance jobs, an additional prioritizing factor is used. The PRNK value from LMOS is rescaled to a value range usable in GDS through the TTS-GDS LMOS PRNK table. The job priority value derived from the GDS LMOS PRNK table is then added to the job priority value derived from PFS evaluation in the TTS-GDS JOBPRI table. This process results in a total priority not to exceed the highest possible value of 9. Note that job priority will not be reset on subsequent reports for the same trouble ticket. The user also has the ability to update the priority via the GDMSWR screen. For installation jobs, the priority is set to "0" upon job entry unless the restoration priority flag is set. The GDISWR may be used to manually set the priority for installation jobs.

In considering a job for assignment, the priority component will be set to a value between 0 and 9, corresponding to the job priority. The component value is then multiplied by the normalization

constant of 1.0. The product is then multiplied by the weight for JOB PRIORITY in the ADW table.

As an example, assume we have two jobs equal in all respects excluding job priority. One has a priority of 0 and the second a priority of 9, and the weight for the ADW table is 50. The calculations would be as follows:

JOB	VALUE	NORM CONSTANT	ADW WEIGHT	COMPONENT SUITABILITY
1	0	1.0	50	0
2	9	1.0	50	450.0

Therefore, all else equal, Job 2 has a greater suitability relative to Job 1.

D. Missed Commitment

This component represents how important it is to the user that missed jobs be selected for assignment. Determination of a "miss" is done in either of the following ways.

- For bulk loading, the algorithm compares the start date and time of the work request to the earliest GDPAD start time for the selected technicians being loaded via the GDLOAD screen. If the start date is greater than the commitment date and time, the work request is considered a missed commitment.

  For dynamic loading, when an installation or maintenance job is being considered for selection, if the current time is after the start time of the job, then it is considered a miss.

  Note: The start time does not include travel time for the calculation of the missed commitment. At the time of determining the missed commitment, travel times are not accessible to the algorithm.

- A job can also be considered a miss if the missed appointment flag is set to "Y". This flag is populated differently for installation and maintenance jobs. For maintenance jobs, the flag is set automatically based on the following rules: If a subsequent report with a new commitment date/time is received after the current commitment date/time, the job is considered to be a miss for dispatch and the missed appointment flag is set to "Y". Alternatively, if the subsequent report is received prior to the commitment date/time, the job is not a miss and the flag is left blank regardless of a change received in commitment date/time. For installation jobs, the flag is set by the user when returning the job via the GDCOMP screen.

If a miss is detected by either of the above rules, the value of the missed appointment component is set to 1. The component value is multiplied by the normalization constant of 1.0 and then multiplied by the weight for MISSED COMMITMENT from the ADW table.

As an example, if two jobs are being considered for assignment and they are equal in all respects but one is determined to be a miss and the other is not, then the calculations are as follows. Assuming an ADW weight of 80,

JOB	VALUE	NORM CONSTANT	ADW WEIGHT	COMPONENT SUITABILITY
1	0	1.0	80	0
2	1.0	1.0	80	80

Job 2 would be selected prior to Job 1, since its contribution to the job suitability is larger.

E. Bulk Load Evenly

This factor represents how important it is to the user that work be distributed in equal amounts among the available work force. The net effect aims to prevent one technician from receiving all of the "hot" jobs. This component will always be taken into account when the bulk load is performed. Note, however, that this component will have no effect on dynamic selection if the D_#CR field in the GDS LOAD PARMS table is set to "0" or "1".

The effect of this component is evaluated differently relative to the other components discussed up to now. Previously, we were interested in comparing weights for different jobs for a given technician. Here we are interested in comparing weights of the same job but for more than one equally qualified technician.

The component value is determined by calculating the amount of time left on a technician's schedule, expressed in terms of whole and fractional hours. The component value is then multiplied by the normalization constant of .1094, and the product of the two is then multiplied by the weight for BULK LOAD EVENLY in the ADW table.

As an example, if two technicians determined to be equal in all respects are being compared, and a weight of 80 in the ADW table is established, and additionally technician 1 has 1 hour left on his/her schedule and technician 2 has 6 hours left on the schedule, the calculations would be as follows:

TECH	VALUE	NORM CONSTANT	ADW WEIGHT	COMPONENT SUITABILITY
1	1.0	.1094	80	8.752
2	6.0	.1094	80	52.512

In this case, all else equal, technician 2, who has more time left relative to technician 1, would receive the job.

F. Distance to The Garage

This factor indicates how important it is to the user that the travel time between the technician's location and the garage be minimized as the technician approaches the end of the shift. The net effect is to draw the technician back to the garage as the day comes to a close. Here we are interested in the distance between the candidate job and the garage location. The travel time is determined in the same manner as for the component "distance to technician" using the GDAATR/GDDATR tables. Refer to that previous section for more detail.

The formula for determining the Component Value for Distance to Garage is illustrated by the following:

End of Shift $-$ Current Time $=$ X
   X $-$ Travel Time to Job $=$ Y
$$\frac{\text{Travel Time from Job to Garage}}{Y} = \text{Component Value}$$

Where

End of Shift $=$ 0500p or 17
Current Time $=$ 0100p or 13
X $=$ 4
Travel Time to Job $=$ 10 minutes or .166
Travel Time from Job to Garage $=$ 15 minutes or .25

Inserted in the above formula, the following Component Value will be determined:

$17 - 13 = 4$

$4 - .166 = 3.83$

$$\frac{.25}{3.83} = .065$$

The Component Value is .065. You can see that as the technician gets closer to the end of his/her shift, the Component Value will increase. This gradual increase will "draw" the technician back to the garage in the afternoon.

The component value is expressed in terms of whole and fractional hours. For example, a component value of 30 minutes is .5 versus a component value of 1 hour which is 1.0. The component value is multiplied by the normalization constant of .25 and then multiplied by the weight for the DIST TO GARAGE in the ADW table. Again, it is logical that the smaller the distance, the more suitable the job. Therefore, this factor is considered to be a negative contributor to job suitability and the resulting value will be treated as a negative number in the calculation.

As an example, if two jobs equal in all respects are being compared and one has a 60 minute component value to the garage and the second has a component value of ten minutes, the calculations would be as follows with an ADW weight of 80.

JOB	VALUE	NORM CONSTANT	ADW WEIGHT	COMPONENT SUITABILITY
1	1.0	.25	80	-20.0
2	.166	.25	80	-3.32

In this case again, the smaller the negative number, the greater the suitability. Therefore, Job 2 is considered more suitable relative to Job 1.

G. Meet Appointments

This component indicates the emphasis that users place on meeting appointments. It is important to realize that the MEET APPOINTMENT component is an "appointment" factor and not a "commitment" factor. This component uses two formulas to calculate the suitability of the work request when there is an appointment time involved as well as manage the dispatch time to insure that the arrival of the technician corresponds with the window established by the algorithm. The first formula determines the "window" or technician availability. If the work request meets the edits of the first formula, i.e., the technician being dispatched is capable of arriving within the "window," the work request is subjected to the second formula, component suitability. This formula determines the additional weight to be added to the work request's overall suitability component. In calculating the formulas, segments of hours will be expressed as fractions. For example, 90 minutes is converted to 1.5 hours. This weight is in addition to any weight already added to the total suitability (distance, missed commitment, etc.).

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The first formula, Technician Availability, is calculated below for both maintenance and installation work.

Technician Availability (Installation)

(APPT TIME) - (WIRING PRICE) + (ACC+/-) + (APPT+/-) = WINDOW

WHERE:

APPT	=	01:00P	OR	13.00
WIRING PRICE	=	00:45		.75
ACC+/-	=	00:15		.25
APPT+/-	=	00:15		.25

E.G.   13.00 - .75 = 12.25

12.25 +/- .5 (sum of ACC+/- and APPT+/-) = window

In this case, the "window" is from 11.75 to 12.75 OR
11:45 to 12:45. The calculations are illustrated below:

```
                     _____WINDOW_____
                    |                                  |
TECH                 ACC+/-   APPT+/-   APPT+/-  ACC+/-
AVAILABLE
TIME                 00:15    00:15     00:15    00:15              APPT
(11:15)__|_____|_____|_____X_____|_____|_____(01:00)|
                                        |
                                        |_____|
                                           APPT - PRICE = X
```
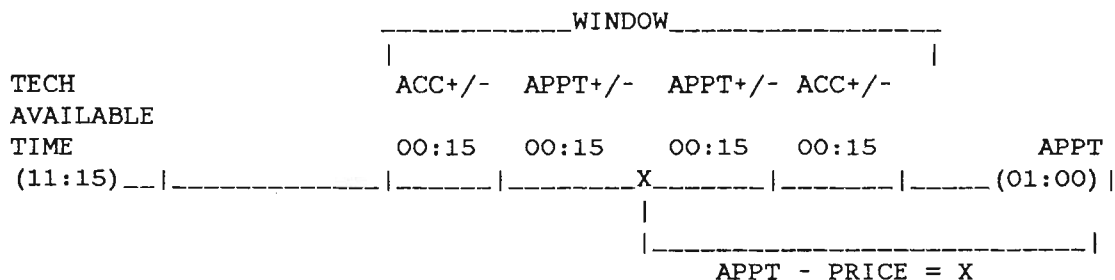
Technician Availability (Maintenance)

```
                     _____WINDOW_____
                    |                                              |
TECH                 ACC+/-  APPT+/-              APPT+/- ACC+/-
AVAILABLE
TIME                 |                   APPT
(11:15)_____|_____|_____|___
                    12:30             01:00                   1:30
```
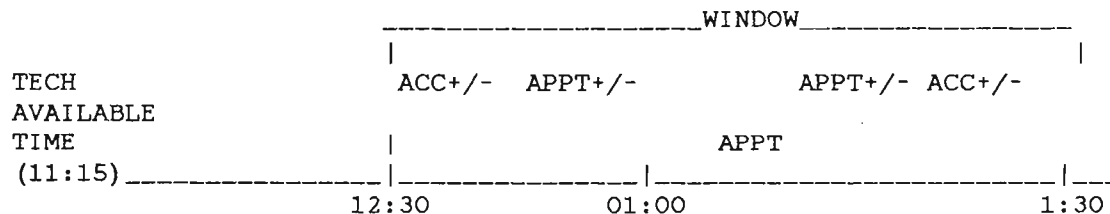
For maintenance work, wiring price is '00:00'. The window is established with the APPT+/- and ACC+/- on either side of the APPT on the maintenance work request. If the technician cannot arrive within the "WINDOW", the job will not be dispatched on the APPT. date.

If the technician will arrive outside the established window, <u>the work request is not considered to be a candidate for the technician.</u> If the technician can travel to the work location, and arrive within the "window" established by the calculation, the work request is considered to be a candidate for the specific technician being dispatched. The restriction created by the appointment window is valid on or before the appointment date. If the work request is not dispatched by the <u>appointment date,</u> i.e., the dispatch date is greater than the appointment date, the window restriction is removed. It must be recognized that if an APPT is missed, the user must establish a new appointment time for the work request.

Suitability Value

After the work request is determined to be a suitable job for the given technician, the suitability value must be determined. This value is multiplied by the normalization constant. The result of this transaction is then multiplied by the weight in the ADW table for MEET APPOINTMENTS. The following formula is used to arrive at the suitability value:

Normalization Constant - (Available Time - APPT Time - Wiring Price)

WHERE:

Normalization Constant = maximum number of hours between Available Time and Appt Time (4)

Available Time = Time when technician is being considered for dispatch (11:15)

APPT Time = APPT field on GDISWR (01:00)

Price = Wiring Price of work request (00:45)

ADW WT = User defined weight on GDADW (99)

When performing the mathematical functions, the algorithm uses the "absolute value" of Available Time, APPT, and Price. The absolute value of this subtraction process is always expressed as a positive value.

To calculate the suitability value of this situation, we could substitute the factors used in the previous formula to illustrate the following:

STEP 1
$$4 - (11.25 - 13.00 - 00.75)$$

STEP 2 $4 - 1 = 3$

Now that the suitability value has been determined, we can use the standard formula illustrated throughout this section to arrive at the total suitability factor.

JOB	VALUE	NORM CONSTANT	ADW WEIGHT	COMPONENT SUITABILITY
1	3.0	.25	99	75.0

You can see that the closer the Available Time is to the APPT, the higher the "suitability value" is, and therefore more weight will be produced for the job in question. The more weight or component suitability a job has, the sooner it will be dispatched.

H. Out of Service

This component applies only to LMOS maintenance jobs and represents how important it is to the user that out of service jobs be selected for dispatch prior to affecting service jobs. The job will be flagged as out of service/affecting service at the time of job entry based on the first character entry in the SCRN RSLT field. If it is a "1", then an out of service flag is set to "Y". If it is a "9", the flag is set to "N". The default value is "N".

If the job is out of service, the value of the out of service component is set to "1". Otherwise, it is set to "0". The component is then multiplied by the normalization constant of 1 and the product is subsequently multiplied by the weight for OUT-OF-SERVICE in the ADW table.

As an example, if there are two jobs being compared for assignment and they are equal in all respects except that one is out of service and the other is not, the calculations would be as follows (assume an ADW weight of 60):

JOB	VALUE	NORM CONSTANT	ADW WEIGHT	COMPONENT SUITABILITY
1	0	1.0	60	0
2	1.0	1.0	60	60

Job 2 (out of service) has a greater suitability relative to Job 1.

I. Subsequent Reports

This component is applicable to LMOS maintenance jobs only and affects how the presence of subsequent reports influences a job's selection. Each time GDS receives a trouble ticket from LMOS for the same active work request in GDS, the "Pending" field on the BOR is checked. GDS increments the subsequent counter by the actual number of subsequents received in LMOS.

The component value ranges between 0 and 99 and is equal to the number of subsequent reports. The component value is then multiplied by the normalization constant of .25 and the resulting product is then multiplied by the weight for SUBSEQUENT REPORT in the ADW table.

As an example, assume there are two jobs of interest and they are equal except for their subsequent counters. Job 1 has a count of 8 while Job 2 has a count of 1. With an ADW weight of 70, the following numbers are derived:

JOB	VALUE	NORM CONSTANT	ADW WEIGHT	COMPONENT SUITABILITY
1	8.0	.25	70	140.0
2	1.0	.25	70	17.5

Job 1 has a higher suitability, in this case, relative to Job 2.

J. Repeat Reports

This component represents how important it is to the user that repeat reports be selected for assignment. A repeat report applies only to LMOS maintenance work and is defined to be a trouble report that had a previous report cleared within 30 days. It is determined at job entry time by comparing the current date to the last cleared date.

For Special Service trouble tickets from SSC, the Repeat flag is set if GDS completes the trouble ticket to SSC and SSC resends the same trouble ticket to GDS after determining that a second dispatch is necessary.

The component is given a value of 1 if it is a repeater. Otherwise, it is 0. The component value is then multiplied by the normalization constant of 1.0. The resulting product is then multiplied by the weight for REPEAT REPORT in the ADW table.

As an example, if two jobs of equal qualifications for selection are compared, and one is a repeater and the other is not, then, with a weight of 90, we would derive the following numbers:

JOB	VALUE	NORM CONSTANT	ADW WEIGHT	COMPONENT SUITABILITY
1	0	1.0	90	0
2	1.0	1.0	90	90

The second job has a greater suitability relative to the first.

K. Job Type

This factor represents how important the user considers jobs of various types to be for job selection. The value of this component carries a constant of "1". It is multiplied by the normalization constant of 1.0 and the resulting product multiplied by the weight in the JTW table.

As yet another example, two jobs of different job types would contribute the following to their respective suitability. With a weight of 40 for Job 1 and 80 for Job 2, then

JOB	VALUE	NORM CONSTANT	JT WEIGHT	COMPONENT SUITABILITY
1	1.0	1.0	40	40
2	1.0	1.0	80	80

Again, Job 2 has the greater suitability.

Following analysis, the numeric values of each component are summed. A constant of '1000' is added to the total. The end result is the job suitability.

For each technician being considered for work, the suitability for each candidate job is calculated. The job with the greatest suitability for the technician of interest is then assigned.

The reader is referred to Tables 3-20 and 3-21 for examples of job suitability calculations.

L. Summary

The GDS job assignment process is a very powerful tool. Through the use of table options, the user can control, to a great extent, how the process works for a given work center. The remainder of this section is dedicated to loading procedures and work document distribution. During the loading process, both bulk and dynamic, the previously defined algorithms are used.

Table 3-19. Job Suitability Worksheet

COMPONENT	COMPONENT VALUE	NORM CONSTANT	ADW WEIGHT	COMPONENT SUITABILITY
DIST TO TECH (HRS)		.25		
TIME TO COMMIT (HRS)		.125		
JOB PRI (0-9)		1.0		
MISSED COMMT (0-1)		1.0		
LOAD EVENLY (HRS)		.1094		
DIST TO GAR (HRS)		.25		
MEET APPOINTMENTS (HRS)		.25		
OUT OF SERV (0-1) (LMOS)		1.0		
SUBQ RPTS (0-99) (LMOS)		.25		
REPEAT RPTS (0-1) (LMOS)		1.0		
JOB TYPE (1)		1.0		

+CONSTANT   +1000

JOB SUITABILITY

Table 3-20. Sample Job Suitability Calculation

TWO JOBS EQUAL EXCEPT FOR TIME TO COMMIT

COMPONENT	JOB 1	JOB 2	NORM CONSTANT	ADW WEIGHT	JOB 1 SUITABILITY	JOB 2 SUITABILITY
DIST TO TECH (HRS)	.3	.3	.25	00	0	0
TIME TO COMMIT (HRS)	1.5	3.0	.125	90	16.875	33.75
JOB PRI (0-9)	0	0	1.0	30	0	0
LOAD EVENLY	NA*	NA*	.1094	99	0	0
MISSED COMMT (0-1)	0	0	1.0	70	0	0
DIST TO GAR (HRS)	.50	.50	.25	00	0	0
MEET APPOINTMENTS	3	3	.25	99	75	75
OUT OF SERV (0-1) (LMOS)	1.0	1.0	1.0	05	5.0	5.0
SUBQ RPTS (0-99) (LMOS)	0	0	.25	15	0	0
REPEAT RPTS (0-1) (LMOS)	0	0	1.0	03	0	0
JOB TYPE (1.0)	1.0	1.0	1.0	20	20	20

+ CONSTANT   +1000   +1000

JOB SUITABILITY   1116.875   1133.75

* Assumes that on a dynamic job selection D_#CR in GDS LOAD PARMS table is set to "0" or "1".

Table 3-21. Sample Job Suitability Calculation

TWO JOBS EQUAL EXCEPT FOR MISSED COMMITMENT

COMPONENT	JOB 1	JOB 2	NORM CONSTANT	ADW WEIGHT	JOB 1 SUITABILITY	JOB 2 SUITABILITY
DIST TO TECH (HRS)	.3	.3	.25	00	0	0
TIME TO COMMIT (HRS)	1.0	1.0	.125	90	11.25	11.25
JOB PRI (0-9)	0	0	1.0	30	0	0
MISSED COMMT (0-1)	1.0	0	1.0	70	70	0
LOAD EVENLY (HRS)	NA*	NA*	.1094	99	0	0
DIST TO GAR (HRS)	.50	.50	.25	00	0	0
MEET APPOINTMENTS	3	3	.25	99	75	75
OUT OF SERV (0-1) (LMOS)	1.0	1.0	1.0	05	5.0	5.0
SUBQ RPTS (0-99) (LMOS)	0	0	.25	15	0	0
REPEAT RPTS (0-1) (LMOS)	0	0	1.0	03	0	0
JOB TYPE (1)	1.0	1.0	1.0	20	20	20

+ CONSTANT   +1000   +1000

JOB SUITABILITY   1181.25   1111.25

* Assumes that on a dynamic job selection D_#CR in GDS LOAD PARMS table is set to "0".

3.5.5 Loading Procedures

There are two methods of loading technicians in GDS - dynamic and bulk. Dynamic loading consists of loading technicians with one job at a time. This usually occurs during the day after the first jobs are completed in the maintenance environment and after the bulk loads are completed in installation. Bulk loading is the process of loading technicians with a "first job" or an entire load for the next day. This section will describe the processes involved to accomplish loading technicians with work using both methods.

3.5.5.1 Bulk Loading

A. Bulk Loading Procedures

To initiate the bulk load process, the user will request the GDLOAD screen. The bulk load is generated via two commands - TRIAL and PERM. The trial segment of the load process allows the user to view the loads that are generated and make any necessary changes before making the loads permanent if "DEBUG" field in the GDS LOAD PARMS table is set to "Y". When the TRIAL command is executed, a screen providing the user with information concerning the technicians that had productive time in the GDPAD table, the number of hours of work they were loaded with, and the total travel time for loaded technicians will return. After viewing this screen, press the ENTER key. The GDLOAD screen will return with a message, giving "total" information concerning the trial load. At this point, the JOBIDs that were rejected may be viewed by requesting the GDLST screen. The view of the "BYPASSED"/"LEFTOVER" work requests may only be seen from the terminal that created the trial load. From the loading terminal, the user may "JUMP/FIND" to the GDLST screen to view the "BYPASSED" JOBIDs, or from a clear screen, request the GDLST format and execute the "previous" transaction via the PF7 key. If the first trial load is not acceptable, additional TRIAL loads may be created. The new TRIAL load will overwrite the original trial load. When the new trial load is considered acceptable, the command "PERM" may be executed on the GDLOAD screen (Figure 3-12). The command "PERM" changes the JOBSTAT from "TRL" to "PRE" on the TLOGS of technicians that were loaded. Non-productive time is indicated by a "JOBSTAT" of "***" following the PERM command. If, after the bulk load is permanent, the user is not satisfied with the load, it can be cancelled by the "CANCEL" command. This command cancels the load and returns all preassigned jobs made "pre" through a trial load to the "PLD" JOBSTAT.

> **NOTE** - CANCEL will cancel all trials for the
> specified center.

By selecting or rejecting supervisor groups and individual technicians, the user can specify who is to be loaded. Jobs can be selected or rejected by DAA and jobtype. These select/reject options are used together. For example, a load that consists of specific jobtypes can be built for all of SUPV GRP A except TECH EC OD1 (who is in SUPV GRP A). Note that if the user does not specifically select or reject a factor, all of that factor is selected. If the reject option is used for a factor, then all but those specifically rejected are selected. If the select option is used for a factor, then ONLY those specifically selected are considered. So if SUPV GRP A is selected, a TECH EC from SUPV GRP B cannot be rejected.

B. Tables

When executing the bulk load process on the GDLOAD screen, the load algorithm visits several tables in order to create a bulk load desired by the user. The following lists the functions provided by the user defined tables:

• **GDPAD**

The GDPAD table is used to input the technician's available hours. These hours are subdivided into productive and non-productive times. The technician must have productive time (time type "B") to be considered available for bulk loading.

• **GDS Time Types**

The purpose of this table is to allow the user to define which time types will be used by the system, and whether they will be productive or non-productive. Any time type may be used in the GDPAD table if it is a valid time type in the GDS TIME TYPES table. There are three valid entries in the PROD/NON field of the GDS TIME TYPES table. They are as follows:

B - An entry of "B" will allow the time type associated with it to be selected for either bulk or dynamic load. For instance, if a technician has a time type that is to 12:00, he is capable of being bulk loaded or dynamically loaded during this time.

D - An entry of "D" will allow the time type associated with it to be selected for dynamic loading only. For instance, if a technician has a time type that is associated with a "D" on his GDPAD schedule for 08:00a to 12:00, he is capable of dynamic loading only (one job at a time).

N - An entry of "N" will not allow the time type associated with it to be selected for bulk or dynamic dispatch. These time types are usually expressed as "LUN", "VAC", "OFF".

• **GDTECH**

The GDTECH table is used in the bulk loading process to determine the DAAs, JOBTYPEs, SUPV groups, and LOAD TYPES for technicians with productive time in the GDPAD table. When the users create a "bulk" load via the GDLOAD screen, the GDTECH table is accessed by the algorithm to insure the technician is loaded in the proper DAA, in the proper SUPV group, and with the correct JOBTYPEs. Another important function the GDTECH table performs is determining LOADTYPE. The LOADTYPE determines whether the technician will be loaded via the GDLOAD process with one job, an entire day's work, or not loaded at all. The entries for LOADTYPE are "F", B, and D. They are defined as follows:

F - A technician can be loaded via GDLOAD for one job only if the technician has a LOADTYPE of "F" in the GDTECH table and bulk time available on GDPAD.

B - A technician can be loaded for an entire day's work providing the technician has a LOADTYPE of "B" and bulk time available on GDPAD. If the technician's last entry on GDTLOG is "PRE," their remaining productive hours will also be bulk-loaded.

D - A technician with LOADTYPE of "D" is never considered for the bulk load via GDLOAD process. If the LOADTYPE of "D" is used, the technician can be loaded through the dynamic (one job at a time) process only.

• **GDS LOAD PARMS**

— The B_WR*AVL field specifies the total amount of candidate jobs to be considered when bulk loading, with a system maximum of 3000 candidate jobs per load. The number in this field is multiplied by the total number of available technician hours to get the total number of jobs. For example, if 10 technicians are being bulk loaded and each works an 8 hour shift, and the value in B_WR*AVL is 10 then 10 * 8 * 10 or a maximum of 800 jobs will be considered when bulk loading. The default is "10". The user must always set the value of B_WR*AVL to "99".

— The B_#WRMAX field specifies number of candidate jobs (1-999) to be considered simultaneously during the bulk load when assigning work to one technician. The default is "0". The user must always set the value of B_#WRMAX to '999'. After every job assignment, the job pool specified here is replenished with a new job. The value for the new job and the technician assigned work are recalculated.

— The #DAYSFWD field (0-9) specifies the number of days to look forward when selecting jobs for evaluation by either the bulk or dynamic load. A "2" entry extends the candidate job pool to jobs due two days beyond the load date. The default is "0".

— The APPT+/- field is used to expand the "start time" of work requests when there is an APPT on the work request. The algorithm uses this formula:

APPT time - wiring price + (APPT+/-) = window

This window is the time period in which the technician must be capable of arriving at the work location. Remember, there is no wiring price on maintenance work (wiring price = 00.00).

— The ACC+/- field is used on four occasions. The first occasion, when there is an APPT time on the work request, the ACC+/- time is added to the APPT+/- time to further expand the "window". In the example above, if the ACC+/- field is populated on the GDS LOAD PARMS table, the formula would be calculated as follows:

APPT time - wiring price + (APPT+/-) + (ACC+/-) = window.

The second occasion is on work requests where there is not an APPT and the "A" and "B" fields are populated. In this instance, the time in the ACC+/- field is simply subtracted from the "A" field and added to the "B" field. For instance, if the A field is 01:00p, the B field is 03:00p, and the ACC+/- field is 00:30, the window in which the technician could arrive at the customer's premises is between 12:30p and 03:30p. If there is an APPT time and populated A and B fields, the algorithm overwrites the A and B windows and uses this formula to recalculate the window.

The third occasion is when there is a delayed maintenance or no-access condition on the work request. In this instance, the ACC+/- field is used to reduce the DM/NA window. For instance, if the DM/NA field is from 0100p to 0300p, and the ACC+/- field is populated with 00:30, the work request will not be available for dispatch from 0130p to 0230p.

The fourth occasion is when the time to commitment formula is calculated (for loading for load type B only). If the current time, plus travel to the job, plus price of the job, minus the value of ACC+/- extend past the commitment date and time, the value for time to commitment is dropped to zero.

All jobs that do not meet the above qualifications are not considered for assignment to the given technician. The remaining jobs are then sorted in order of the "start time". The start time is calculated by the system at the time of job assignment to be equal to the current commitment time promised to the customer minus the estimated time needed to complete the work, i.e., the price and the travel time to the candidate job. This applies to both installation and maintenance jobs. The start time represents the latest possible time that the candidate job can be started in order that the work be completed prior to the commitment time promised to the customer.

3.5.5.2 Dynamic Loading

A. Dynamic Loading Procedures

Dynamic loading is the process of dispatching technicians on one trouble/service order at a time. To initiate the dynamic dispatch, the user will request the GDDISP screen. The command "DIS", CENTER, and TECH EC are required to initiate the dispatch. The user can "manually" dispatch a technician by typing in a JOBID in the "manual JOBID" field. Any technician can be manually dispatched on any JOBID regardless of SUPV GROUP, JOBTYPE, or access data. This feature provides flexibility for special situations that may arise during the course of the day.

GDS provides another feature in the dynamic dispatch scenario. When completing a work request on the GDCOMP screen, if the technician still has productive time on the GDPAD, and DISPATCH TYPE N is not used, GDS will automatically dispatch the technician on another work request. The user will see an automatic screen change from GDCOMP to GDDISP with a message "DISPATCH SUCCESSFUL" at the bottom. If the GDJTW table has the PREDISP TEST flag set to "Y", GDS will automatically request a MLT test at the same time. Approximately 30 seconds later, the command "DTR" may be used to view the MLT VER CODE and SUMMARY.

B. Tables

During the dynamic load process, the load algorithm visits many of the same tables used by the bulk load process. The following lists the functions provided by the user-defined tables:

- **GDPAD**

  The GDPAD table separates the work shift into productive and non-productive intervals of time. For a technician to be considered available for the dynamic process, there must be a productive time type in the GPDAD. GDS will dispatch a technician after the GDPAD and time (dynamic only).

- **GDS Time Types**

  There are three valid entries in the PROD/NON field of the GDS TIME TYPES table. They are B, D, and N. For the purposes of dynamic dispatch, entries of B and D can be used. Any interval of time on the GDPAD associated with a non-productive time type (N) eliminates the technician from being dynamically dispatched.

- **GDTECH**

  The GDTECH table is used for dynamic dispatch in basically the same way as for the bulk load process. For dynamic dispatch, the LOADTYPE can be any one of the three options, B, D, or F.

- **GDS LOAD PARMS**

  — The D_#WR field specifies the maximum number of candidate jobs (1-999) to be considered in selecting a job for dynamic assignment. The system assumes a default value of 100 if the field is not populated. The user must always use a value of "999".

  — The #DAYSFWD field (0-9) specifies the number of days forward from the date that work is to be assigned, i.e., the load date, that the system should look at when selecting the candidate jobs. A "0" entry restricts the candidate job pool to jobs due on the day work is to be assigned, or earlier than that date. The default is "0".

  — The D_#CR field is used to indicate the number of qualified technicians that should be taken into account when selecting a job for a given technician. A technician is equally qualified if he/she has at least one job type and/or one DAA in common with the technician that is receiving

work.

It is important to understand that the D_#CR field indicates the total number of craft competing for the job in question. For instance, if the D_#CR field is populated with a "1", the load program will ignore other technicians. If the D_#CR field is populated with a "3", the load program is making the load decision of best craft using the technician being dispatched, plus two additional competing technicians, for a total of 3. In some cases, the net effect is to take a job that one would think should be assigned to the technician receiving work and to "save" it for another equally qualified technician. This is desirable in situations where, for example, the equally qualified technician is "next door" to a job and is free to receive a new assignment in 5 minutes verses the technician receiving work who needs to travel 25 minutes to get to the same job.

An entry of "0" or "1" in this field will cause (1) all other technicians to be ignored in dynamic job selection and (2) the BULK LOAD EVENLY component on ADW to be non-effective on dynamic job selection. The default is "10".

— The D_HRSFWD is used in conjunction with the D_#CR field to establish an "availability range" for equally qualified technicians. In other words, if this field is set to "01:00", in order for the equally qualified technician to be considered for assignment to a particular job, he/she must be free to accept work within one hour's time. Otherwise, the equally qualified technician is not considered for assignment to that job. The field must contain a time in the format HH:MM. The default is "01:00".

— The APPT+/- field is used to expand the "start time" of work requests when there is an APPT on the work request. The algorithm uses the following formula:

APPT time - wiring price + (APPT+/-) = window

This window is the time period in which the technician must be capable of arriving at the work location. It is important to remember that maintenance work has no wiring price.

— The ACC+/- field is used on four occasions. The first occasion when there is an APPT time on the work request, the ACC+/- time is added to the APPT+/- time to further expand the "window". In the example above, if the ACC+/- field is populated on the GDS LOAD PARMS table, the formula would be calculated as follows:

APPT time - wiring price + (APPT+/-) + (ACC+/-) = window.

The second occasion is on work requests where there is not an APPT and the "A" and "B" fields are populated. In this instance, the time in the ACC+/- field is simply subtracted from the "A" field and added to the "B" field. For instance, if the A field is 01:00p, the B field is 03:00p, and the ACC+/- field is 00:30, the window in which the technician could arrive at the customer's premises is between 12:30p and 03:30p. If there is an APPT time and populated A and B fields, the algorithm overwrites the A and B windows and uses this formula to recalculate the window.

The third occasion is when there is a delayed maintenance or no-access condition on the work request. In this instance, the ACC+/- field is used to reduce the DM/NA window. For instance, if the DM/NA field is from 0100p to 0300p, and the ACC+/- field is populated with 00:30, the work request will not be available for dispatch from 0130p to 0230p.

The fourth occasion is when the time to commitment formula is calculated (for BULK loading for load type B only). If the current time, plus travel to the job, plus price of the job, minus the value of ACC+/- extend past the commitment date and time, the value for time to commitment

is dropped to zero.

3.5.6 Work Document Distribution

One of the labor-intensive work operations within maintenance and installation centers is building and distributing the next day's work loads to the outside technicians. The task of building the loads has been simplified by the bulk load procedures described in the previous section. The purpose of this section is to describe the distribution of these loads to the technicians via the GDISSU screen.

A. GDISSU

The normal scenario within a CENTER environment is to create a bulk load (complete bulk loads or individual first jobs). After completing the GDLOAD process, the user will request the GDISSU screen by entering /FOR GDISSU. An example of this screen can be seen below. Valid commands are as follows:

FIND	- Returns only ONE document for a specific job issue
ISS	- Starts the issue process
CAN	- Cancels the issue that is in progress
REFRESH	- Clears screen of existing data
HELP	- Provides the user with on-line information if there was an error message during a process
OVERRIDE	- Issues ALL documents; ignores SUPPRESS feature.

GDISSU is a center based facility which gives the user a significant amount of flexibility in determining the types of documents to be distributed as well as the printer locations.

The first step for the user is to determine which type of documents will be distributed. Documents are selected for distribution by entering an "X" in the selection fields. An example of the GDISSU screen and select document section is illustrated below:

```
COMMAND: --------         GDS:  ISSUE  (GDISSU)              /FOR --------
                                                            12/22/89 15:30:46
CENTER:  ----------  SOI PARSE OPTION:   --

SELECT DOCUMENTS:
  POTS INST:   IWR: -   SOI: -
  LMOS MAINT:  MWR: -

  SS INST:    ISWR: -   SOI: -    WORD: -
  SSC MAINT:  MSWR: -   WORD: -


  TECHNICIAN LOG:
  SUMMARY ROUTE SHEET: -

SPECIFIC ISSUE: JOBID: ------------ --     PRTR: --------

BULK LOAD ISSUE: ISSUE DATE: -- -- --   SEND TO GARAGE: -  PRTR: --------
  SELECT/REJECT: -
  SUPV GRP: --- --- --- --- --- --- --- --- --- --- --- --- --- --- ---


  SELECT/REJECT: -
  TECH EC:  --- --- --- --- --- --- --- --- --- --- --- --- --- --- ---
```

Figure 3-11. GDISSU

The user will select the specific documents by placing an "X" in all selection fields desired. An "X" in the WORD document fields produces the parsed WORD, while a "W" in the same field results in the unparsed/whole WORD document. If the SOI PARSE OPTION field is populated, and an SOI field is marked with an "X", the TTS table GDS SOI PARSE is checked to determine which sections of the Service Order Image are to be issued. Otherwise, the whole SOI will be issued when it is one of the selected documents.

The next part of the SELECT DOCUMENTS section allows distribution of the TECHNICIAN LOG and/or the SUMMARY ROUTE SHEET. These two documents can be requested only if the BULK LOAD ISSUE is being used. To select a document, simply type an "X" in the field being requested.

The third section of the GDISSU screen is SPECIFIC ISSUE. This section allows the user to reroute individual JOBIDs to user-specified printers. If the JOBID field is populated, the PRTR field must be populated with any user-specified printer.

The fourth section of the GDISSU screen is the BULK LOAD ISSUE. This section allows the user to distribute the bulk loads or "packages" consisting of documents selected in the first section to garages and/or a unique printer. This distribution can consist of simply the IWR, ISWR, MWR, or MSWR. However, the packages or loads can become quite complex if several document types, TECHNICIAN LOG, and SUMMARY ROUTE SHEET are selected. This section also consists of the SELECT/REJECT options on SUPV GRP and TECH EC. If an "S" is input in the SELECT/REJECT field, and a valid supervisor group number is typed in the SUPV GRP field, only that supervisor will receive loads via the GDISSU. If an "R" is typed in the SELECT/REJECT field and the SUPV GRP field is populated with a valid supervisor group number, all supervisor groups in the center but this one will receive loads via GDISSU. The same logic applies to the TECH EC field. Remember, if you use the

select option and the reject option on the same GDISSU screen, whatever item you reject must be in the originally selected group. For example, if you select SUPV GRP A, any TECH ECs that are rejected must be in the selected SUPV GRPs.

> **NOTE** - The bulk issue process is used in conjunction with the SUPPRESS field in the GDS ISSUE OPTS TTS table. When SUPPRESS is set to "Y", a document will not be reissued if nothing has changed on the work request since the last time the document was issued. The only changes/updates tracked by the issue process are SOP/SOAC passes, TIRKS messages, GOC messages, and a change in TECH EC. When SUPPRESS is set to "N", a document will be issued whether or not changes were made to the work request.

To issue the loads for a center, the algorithm selects all JOBIDs on the TLOGS with job status of "PRE", "DSP" or '***' for the ISSUE DATE and gathers the selected documents via two programs, VGG025T1 and VGG027T1. The VGG025T1 gathers just the GDS specific documents, i.e., TLOGS, IWR, ISWR, MWR, MSWR, and SOIs. The VGG027T1 is only used when issuing a load that contains the WORD document. The issue program then distributes the documents according to the SEND TO GARAGE or PRTR fields. If the SEND TO GARAGE field is selected with a "Y", the documents will be sent to the printers that correspond to the PRTR field in the GDSUPV table. If the SEND TO GARAGE field is not selected, the PRTR field must be populated. The PRTR field can be any valid printer within the system.

When the "ISS" COMMAND is used, the user will see a message at the bottom of the screen. Examples of these messages are as follows:

"SPECIFIC ISSUE SUCCESSFUL AND COMPLETE"
"BULK ISSUE SUCCESSFUL AND IN PROGRESS - 6 SUPV GROUPS 102 TOTAL CRAFT

The phrase "AND IN PROGRESS" is used when the selected documents will contain the WORD document.

> **NOTE** - If any ITEMs associated with an issued JOBID are cancelled or completed, this information will be displayed as the last part of the ITEM information.

B. TSEND Device Type Table - GTSDEV

The GTSDEV table is used to define the printer "type" when distributing documents to Destination Access Codes (DACS) via the GDISSU screen.

To access the GTSDEV table, the entry is /FOR GTSDEV. This entry will produce the following example:

```
COMMAND:        TSEND DEVICE TYPE TABLE (GTSDEV)        /FOR
                                  PRTR:          04/20/87 08:48


C DAC      TYPE    C DAC      TYPE    C DAC      TYPE    C DAC      TYPE
- --------- -      - --------- -      - --------- -      - --------- -
```

To add new devices or printer locations, valid entries are as follows:

<div align="center">

C - type "a"
DAC - type DAC id, e.g., P225
TYPE - type either "I" (IMS) or "N" (NON-IMS)_

</div>

When utilizing the GDISSU screen to send documents to a printer, particularly a non-IMS printer, if the printer is not defined in the GTSDEV table, the issue process will not be successful.

3.6 DISPATCH AND COMPLETION

This section provides the general information on the features associated with the dispatch and completion functions. The on-line screens that support the dispatch and completion process are explained in detail in Section 5.

3.6.1 Dispatch

The dispatch feature allows the GDS user to dispatch a technician through a single automatic function. When a dispatch is performed, the system will either select a job from the Tech's TLOG, dynamically select a job from the pending load pool of jobs, or the user may manually assign a specific job to the technician.

Work may be PREassigned to a technician. Work may be preassigned through the bulk load process, or by manually preassigning a job to a specific technician. Upon dispatch, the system will load the technician with his/her preassigned work.

A technician may be designated the preferred technician for a particular job. This is accomplished by updating the work request with the technician's employee code (EC). At dispatch, the system will attempt to assign the job to the preferred technician if available. If the preferred technician is not available, the job is loaded to another technician.

Technicians may be dispatched to work a job, or dispatched as a helper.

3.6.2 Completion

The completion feature allows the GDS user to complete work automatically through a single function. It allows the technician to complete a job or return a partially complete job, and to apply completion information and comments in a single operation.

When a job is completed by a technician, the system will calculate the time worked on the job, it will invoke an automatic notification of the work completion to the proper operations support systems, and dispatch the next job to the technician.

CONTENTS

4.0 BUILDING THE DISPATCH CENTER

Considerable thought and preparation are required before the actual building of the CENTER. For the system to ROUTE work requests to the correct location, it must be able to identify the center location through its associated NPA/NNX, WIRE CENTERS, CLLI CODE, and LMOS UNIT #. When the system attempts to MAP work requests, it must be able to identify a specific cable/pair (CP) and WIRE CENTER and subsequently use them to determine the appropriate RTE, DAA/AA, LMOS ID and PST UNIT #. When PRICING work requests, the system considers numerous factors before determining the value of a job. The Class of Service, Job Type, FID, Network Interface, Type of Trouble, and Job Priority are a few items that must be considered.

These criteria are based solely on the inherent needs of the particular center, and should reflect the environment and objectives of local management. For that reason it is suggested that a local forum of supervisors, representing both field and administrative concerns, contribute to the development of the tables that will control the center.

Although all tables must be populated to build the center, the dependence and interplay of one table with another suggests a reasonable table population sequence. Some tables, like those currently establishing the users DAA/AAs and RTEs may be downloaded from another system, and then enhanced. (More of this will be discussed in Section 4.1, Load Programs.) Others will require initial development. Attached is a recommended Table Population Sequence the user may wish to follow as they begin to build the center.

The process for building the Dispatch Center can be divided into three basic functions.

The Security tables are the first series which should be established. General suggestions for determining security levels will be discussed in Section 4.2, Security tables, but the GDS Security Administrators Guide, BR 190-539-003, details the step-by-step process that will allow entry into the system.

The TTS (TIRKS Table System) tables are the next series which must be addressed. Section 4.3, GDS-TTS Tables, provides detailed definitions of the fields, but generally TTS is a subsystem of GDS which allows validation, passback, and interpretation of data to GDS. These tables can be accessed using the format /FOR VGTDSO and by specifically requesting a table in the TABLE NAME field.

The Center tables are the last group to be populated. These tables define the specific parameters of the user's center. They will further determine the TYPE of job and associated PRICING. Some will identify supervisor groups and individual technicians' attributes. Others will specify the travel time between various locations. The Center tables section will explain each table and define the associated fields.

TABLE POPULATION SEQUENCE

TABLE NAME	DESCRIPTION	CHECKLIST
VGTDSO	GDS CO OPTIONS	
VGTDSO	GDS LMOS ROUTING	
VGTDSO	GDS HDLGCODE	
VGTDSO	GDS JOBCLASS	
VGTDSO	GDS JOBPRI	
VGTDSO	GDS LMOS PRNK	
VGTDSO	GDS LOAD PARMS	
VGTDSO	GDS MAINT JT	
VGTDSO	GDS EXCEPTIONS	
VGTDSO	GDS OPTIONS	
VGTDSO	GDS ISSUE OPTS	
VGTDSO	GDS PCS	
VGTDSO	GDS SOC PRINTER	
VGTDSO	GDS TIME TYPES	
VGTDSO	SSDAC DATES	
VGTDSO	GDS SYNCH OPTS	
VGTDSO	MAIL GROUPS	
VGTDSO	GDS VALID FMT	
VGTDSO	GDS SOAC ACCESS	
VGTDSO	GDS SOI PARSE	
VGTDSO	GDS SOAC PFAIL	
VGTDSO	GDS ACTL VISIT	
VGTDSO	GDS SOP EDITS	
VGTDSO	GDS SOP OPTIONS	
GCRLOC	GDS LOCATION REFERENCE	
GDWCM	NPA/NNX TO WIRE CENTER TO SSDAC ROUTING	
GDCLLI	CLLI TO WIRE CENTER ROUTING	
GDICTR	INSTALLATION CENTER ROUTING	
GDCPM	CABLE/PAIR TO ROUTE MAPPING	
GDDATR	INTER-DAA TRAVEL TIME	
GDAATR	INTER-AA TRAVEL TIME	
GDMAP	DAA/AA MAPPING	
GDDAA	DISPLAY CENTER DAAs	
GDADW	ASSIGN DISPATCH WEIGHTS	
GDJTW	JOB TYPE WEIGHTS	
GDFEP	FRONT END/UNIT# TABLE	
GDCSC	INSTALLATION CSC OPTIONS	
GDNCI	INSTALLATION NCI OPTIONS	
GDUSOC	INSTALLATION USOC OPTIONS	
GDFID	INSTALLATION FID OPTIONS	
GDPGS	INSTALLATION PAIR GAIN OPTIONS	
GDIJT	INSTALLATION JOB TYPES	
GDMJP	LMOS MAINTENANCE JOB PRICING OPTIONS	

TABLE POPULATION SEQUENCE

TABLE NAME	DESCRIPTION	CHECKLIST
GDSSTT	SSC TROUBLE TICKET PRICING OPTIONS	_____
GDPST	PST OPTIONS FOR NFV ORDERS	_____
GDSOP	SERVICE ORDER PROCESSORS	_____
GDSUPV	SUPERVISOR GROUP ATTRIBUTES	_____
GDTECH	TECHNICIAN ATTRIBUTES	_____
GDPAD	PERSONNEL AVAILABILITY - DAILY	_____
GTSDEV	TSEND DEVICE TYPE TABLE	_____

4.1 LOAD PROGRAMS

There are three load processes provided by the Customer Assistance Development District (CAD) of Bellcore to assist the BCC in building the necessary work center data that is required for turn up of GDS. Refer to the GDS Installation Guide (BR 190-539-004) for additional details. This section provides information on each of the load programs.

The load processes consist of the circuit history database (CHI) load and maintenance, the cable and pair mapping table load (CPM), and the DAA/AA mapping table load (MAP).

4.1.1 Circuit History Database Load Program

For CIMAP/SSC to handoff a maintenance trouble ticket to GDS for field dispatch, it must provide fielded information about the customer work location (CKL) along with the trouble report. Prior to CIMAP Release 3.1 there was no place to store the information required by GDS. With CIMAP Release 3.1 the Circuit History database (CHI) has been enhanced to handle this information. On an on-going basis, GDS will provide this information to CIMAP/SSC as part of the circuit record data upon completion of the special service circuit installation order. Circuits which are in effect and reside in CHI without CKL information will fail when a mechanized handoff is attempted. The purpose of the CHI load software is to populate the CKL information to existing special service circuit records in the CIMAP/SSC CHI database, and to provide ongoing maintenance until a mechanized maintenance update facility is installed.

The CHI load process will load the following CKL information:

<div align="center">

LOAD LOOP DATE

A or Z LOCATION
WIRE CENTER
NCI
CKL LOCATION
DAA/AA
ROUTE
NUMBER OF FACILITIES
FACILITY DATA
    FACILITY IDENTIFIER
    CABLE
    PAIR
    BINDING POST
    COLOR
    TERMINAL ADDRESS

</div>

The CHI load program will gather existing facility information from LFACS (Loop Facility Assignment and Control System) and SOAC (Service Order Analysis and Control) for new service orders and maintenance updates via the common update facility. The three sources are combined and placed in a Cable and Pair database.

LEIS™ extracts are processed over a period of time, one run per wire center. The Cable and Pair database is used to accumulate cable and pair information from each extract until all wire centers have been completed.

All of the in-effect circuits in the CIMAP/SSC CHI database are extracted, and a BASH by circuit ID is performed between the in-effect circuits from CHI and the circuits in the Cable and Pair database. Circuits which find a match are placed on a CHI DB load tape and loaded back into the CHI database, the unmatchable circuits are placed on a tape and a printout is generated of circuits for manual resolution.

Figure 4-1 is a high level diagram of the CHI load process.
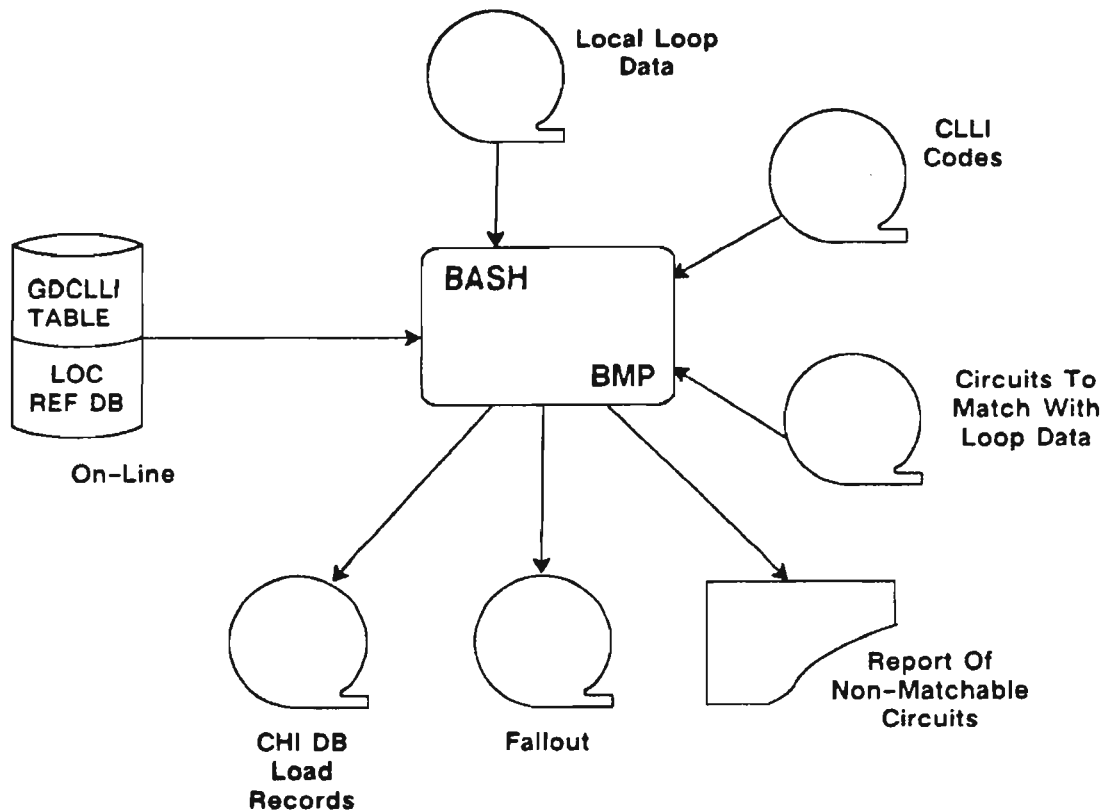
Figure 4-1. CHI Load Process

4.1.2 Cable and Pair Mapping Table Load

The cable and pair mapping table (CPM) load program uses a print program to extract information from the LMOS (Loop Maintenance Operations System) host. This information is reformatted and loaded into the GDCPM table.

LEIS is a trademark of Bellcore.

The following is the information provided through the CPM load program:

WIRE CENTER
CABLE
HIGH PAIR
LOW PAIR
ROUTE

4.1.3 DAA/AA Mapping Table Load

The DAA/AA mapping table (MAP) load program uses a print program to extract information from the LMOS (Loop Maintenance Operations System) FE. This information is reformatted and loaded into the GDMAP table.

The following is the information provided through the MAP load program:

WIRE CENTER
ROUTE
DAA
AA

4.1.4 DAA Travel Distance Table

The DAA travel distance load program uses a print program to extract information from the LMOS FE. This data is reformatted and loaded into the GDDATR table to provide average travel times between DAAs.

FROM DAA
TO DAA
DIST

4.1.5 AA Travel Distance Travel Load

The AA travel distance load program uses a print program to extract information from the LMOS FE. This data is reformatted and loaded into the GDAATR table to provide average travel times between AAs within a specified DAA.

The following information is provided:

FROM DAA AA
TO AA
DIST

Note that for the DAA and the AA travel distance load program an option is provided to convert the travel time units used in LMOS to the hours/minutes format used in GDS.

4.2 SECURITY TABLES

The Generic Security System was created to provide for general security within GDS beyond that which is provided by IMS. The ability now exists to set security at the BCC by Logical Terminal (LTERM) or by optional user password. It is the BCC Security Administrator who, together with center managers, must set up security groups, grids, sign-ons, and passwords. A detailed description of the action that must be taken when setting-up security for GDS can be found in GDS Security Administrator's Guide, BR 190-539-003.

The Security Administrator must decide how or if center personnel will be allocated. GROUPS must be established based on the degree of functionality which is desired. For instance, the Security Administrator may be in a GROUP that allows access to every screen and format, as well as perform every associated function (e.g., ADD, UPDATE, DELETE, etc.). Another GROUP may consist of CENTER Supervisors and selected non-management/vocational employees. This GROUP may be able to ADD and DISPLAY all screens/formats, but be restricted in UPDATING items, such as the TTS tables. Perhaps a third GROUP is established for all Field Supervisors and the remaining CENTER personnel. This GROUP may be able to ADD and DISPLAY, but be restricted from DELETING or UPDATING any function. A final GROUP, technicians, may be restricted to DISPLAY only. When the GROUPS are defined, each Logical Terminal (LTERM) must be associated with a specific GROUP.

Once the GROUPS/LTERMs have been established, the Security Administrator must ADD each GROUP to the SUBSYSTEMs and GRIDs within which there should be functionality. For instance, if it is determined that one clerical person/position will be responsible for the distribution of work requests and interoffice memos, this person/position/GROUP/LTERM should be ADDed to the MAIL SUBSYSTEM COMMAND GRID.

Although an LTERM may belong to only one GROUP at a time, the establishment of appropriate SIGN-ONs and PASSWORDs allow a user to move temporarily into another GROUP to perform different functions.

In general, the purpose of Security is to protect the user's database. Not every individual should have access to every function. The establishment of GROUPs and the restrictions in functionality ensure that accidental or intentional changes to the tables, screens, and formats are minimal.

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See proprietary restrictions on title page.

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Once security is established and the user wishes to proceed in building the Center, the GCRVAL screen format should be displayed. This screen will validate the specified LTERM which will enable the user to display the first Center building screen, GCRLOC.

/FOR GCRVAL (ENTER)

LTERM/CENTER Validation (GCRVAL)

```
C1/INV VALIDATION
 LTERM
    ADMIN AREAS--AREAS WHOSE CIRCUITS CAN BE
                     UPDATED FROM THE GIVEN LTERM.
```

Add New Entries into the GCRVAL

1. Perform a FIND, press PF1 key.

2. Enter the valid LTERM ID in the LTERM field.

3. Enter ↑ 6 (shift six) in the ADMIN AREAS field.

4. Press the PF4 key.

The system will validate the LTERM and allow continuation of the CENTER building.

4.3 GDS-TTS TABLES

GDS-TTS BASICS

Some of the tables in GDS are built and maintained using a specialized on line table system called TTS. From a user's perspective, the only difference between the GDS tables in TTS and the other GDS tables is the way in which the table is displayed and maintained.

Each GDS-TTS table is identified by a TABLE NAME, and, optionally, a TABLE KEY. The TABLE KEY allows the user to create multiple versions of the same table, each with a unique TABLE KEY. For example, the GDS OPTIONS table has a table key equal to a work center ID. This allows you to create a different GDS OPTIONS table for each GDS work center.

Each table is comprised of one or more entries or table records. Each table record can contain one or more data fields. Each data field is identified in the table record by a FIELD NAME and associated FIELD VALUE. For each record, one or more of the data fields can be designated to be the TABLE RECORD KEY. The table record key is used to uniquely identify and retrieve a TABLE RECORD for display.

Table 4-1 provides a listing of the table name, table key (if applicable), and TABLE RECORD key (if applicable) for each GDS-TTS table.

If further information about the GDS-TTS tables is required, the user should reference the following documents:

- GDSR Reference Data TTS Encyclopedia, BR 190-539-007
- GDSR Reference Data TTS Field Dictionary, BR 190-539-008.

Table 4-1. GDS-TTS Tables

TABLE NAME	TABLE KEY	TABLE RECORD KEY
GDS CO OPTIONS	-	-
GDS LMOS ROUTING	-	LMOS Unit No., e.g., 22100001
GDS HDLGCODE	Work Center ID	Hdlgcode, e.g., NAS
GDS JOBCLASS	Work Center ID	Job class, e.g., LOG, NET, TRK
GDS JOBPRI	Work Center ID	PFS, e.g., AMR
GDS LMOS PRNK	Work Center ID	FRM_PRNK value
GDS LOAD PARMS	Work Center ID	-
GDS MAINT JT	Work Center ID	LMOS IST & LMOS CS, e.g., PDORES
GDS EXCEPTIONS	Work Center ID	FROM_MSG value, e.g., 101, 351, 831
GDS OPTIONS	Work Center ID	-
GDS ISSUE OPTS	Work Center ID	-
GDS PCS	Work Center ID	PCS, e.g., P
GDS SOC PRINTER	Work Center ID	SALES ORG
GDS TIME TYPES	-	Time Type, e.g., LUN
SSDAC DATES	Work Center ID	Order Type, e.g., N
GDS SYNCH OPTS	Work Center ID	LMOS MC Code & FEP ID, e.g., 162AA1
MAIL GROUPS	-	Mail-ID, e.g., DSPTCHRS
GDS VALID FMT	-	Format Name, e.g., GCRLOC, GDTLOG
GDS SOAC ACCESS	Work Center ID	Access Indicator
GDS SOI PARSE	SOP Code	PARS-OPT & CENTER, e.g., ASNJB1
GDS SOAC PFAIL	Work Center ID	FID or ********
GDS ACTL VISIT	Work Center ID	-
GDS SOP EDITS	SOP Code	FID Number, e.g., 01,02,03
GDS SOP OPTIONS	SOP Code	-

```
                        GDSR-TTS DATA SCREEN (VGTDSO)

COMMAND --------  * * *   GDSR-TTS DATA SCREEN  * * *              /FOR ------


TABLE NAME: -----------------  TABLE KEY: ---------------  ADMIN AREA: --
TABLE RECORD KEY: -------------------------   # OF RECORDS: ----
NOTE: -----------------------------------   REL/LEV: ----      MOD: -
     FIELD      FIELD
     NAME       VALUE

  -         ---------------------------------------------------------------

  -         ---------------------------------------------------------------

  -         ---------------------------------------------------------------

  -         ---------------------------------------------------------------

  -         ---------------------------------------------------------------

  -         ---------------------------------------------------------------

  -         ---------------------------------------------------------------

  -         ---------------------------------------------------------------

  -         ---------------------------------------------------------------

  -         ---------------------------------------------------------------

  -         ---------------------------------------------------------------

  -         ---------------------------------------------------------------

  -         ---------------------------------------------------------------

  -         ---------------------------------------------------------------

  -         ---------------------------------------------------------------
```

Figure 4-2. GDSR-TTS Data Screen (VGTDSO)

PF1	PF2	PF3	PF4	PF5	PF6	PF7	PF8	PF9	PF10	PF11
FIND	FORWARD	BACK	ADD	UPDATE	NEXT		REFRESH		DELETE	HELP

DESCRIPTION

The GDSR-TTS data screen (called VGTDSO) is used to display and maintain the table data in all of the GDSR-TTS tables.

FUNCTIONS

Display a Blank Screen

1. From a cleared terminal screen, enter "/FOR VGTDSO" and press the ENTER (S/R) key.

2. If the user is already on a GDS screen, enter "VGTDSO" in the /FOR field (in the upper right part of the screen) and press the ENTER (S/R) key.

3. If the user wants to clear all of the data currently displayed on the VGTDSO screen, they press the PF8 (REFRESH) key.

Display a Table Record

1. Enter the table name in the TABLE NAME field.

2. Enter the table key, if applicable, in the TABLE KEY field.

3. Enter the table record key, if applicable, in the TABLE RECORD KEY field.

4. Press the PF1 (FIND) key.

If the user does not know the table record key, they can perform steps 1, 2 and 4 above and then press the PF6 (NEXT) key. If the first table record key in the table is not blank, this action will return data for the first table record in the table. The user can then use successive NEXT functions to page through each entry in the table until the desired table record is found.

Page Forward Through a Multi-page Table Record

To display the second page of a table record, press the PF2 (FORWARD) key. A subsequent FORWARD function will return the first page of the table record. Note that a table record can have a maximum of two pages.

Page Backward Through a Multi-Page Table Record

To display the first page of a table record that has two pages, press the PF3 (BACK) key.

Display Subsequent Table Records

Following the display of a table record, press the PF6 (NEXT) key. This will display the next table record (in alphanumeric sequence) in the table. When the user reaches the last record in the table, the NEXT function will return the first table record.

Display the Table Record Keys for a Table

This is useful when the user wants to display a particular table record and cannot recall the table record key.

1. Enter "SCAN" in the COMMAND field.

2. Enter the table name in the TABLE NAME field.

3. Enter the table key, if applicable, in the TABLE KEY field.

4. Press the PF1 (FIND) key.

If there is more than one page of table record keys, the user can display the next page by simply pressing the PF2 (FORWARD) key. If the user wants to display the previous page of table record keys, they press the PF3 (BACK) key.

Once the user has successfully displayed the table record keys for a given table and wants to display a specific table record, they can do either of the following:

a. enter the table record key of the desired table record in the TABLE RECORD KEY field and press the PF1 (FIND) key or

b. press the PF6 (NEXT) key and display the first record in the table. Subsequent NEXT functions can then be used to display each record in alphanumeric sequence until the desired table record is located.

Display the Table Keys for a Table

This is useful when the user wants to find a particular table key and cannot recall the table key name.

1. Enter "SCANT" in the COMMAND field.

2. Enter the table name in the TABLE NAME field.

3. Press the PF1 (FIND) key.

If there is more than one page of table keys, the user can display the next page by pressing the PF2 (FORWARD) key. If the user wants to display the previous page of table keys, they press the PF3 (BACK) key.

Once the user has successfully displayed the table keys for a given table and wants to display a specific table record, they can enter the table key for the desired table record in the TABLE KEY field and press the PF1 (FIND) key.

Add a Table Record

1. Enter the table name in the TABLE NAME field.

2. Enter the table key, if applicable, in the TABLE KEY field.

3. Press the PF1 (FIND) key.

4. Adjacent to each FIELD NAME, enter the associated field value in the column labeled FIELD VALUE. The asterisk (*) that is displayed for each field value denotes the maximum length for the field value. When entering in a field value, do not alter the asterisk. This may cause the table record to be stored incorrectly in the table when the user performs the ADD function.

5. Press the PF4 (ADD) key.

If there is more than one page in the table record, the user must display the next page (press the PF2 key) and repeat steps 4 and 5.

Update a Table Record

1. The user must first display the table record to be updated.

2. Enter a "C" in the column to the left of each FIELD NAME that the user wishes to update. Note that the table record key cannot be updated. If the table record key must be changed, then the user must first delete the table record and then re-add it.

3. Add, overtype, or remove data in the FIELD VALUE column. Do not alter the asterisk (*) that is displayed in the FIELD NAME column. This causes the table record to be stored incorrectly when the user performs UPDATE function.

4. Press the PF5 (UPDATE) key.

Delete a Table Record

1. The user must first display the table record to be removed.

2. Press the PF10 (DELETE) key.

Remove an Entire Table

1. Enter "REMOVE" in the COMMAND field.

2. Enter the table name in the TABLE NAME field.

3. Enter the table key, if applicable, in the TABLE KEY field.

4. Press the PF10 (DELETE) key.

This action will remove the entire contents (all table records) of the table identified by the table name and table key.

Obtain a Paper Copy of All Existing GDS-TTS Tables

1. Enter LISTT in the COMMAND field.

2. Press the ENTER (S/R) key.

Obtain a Paper Copy of All GDS-TTS Table Descriptors

1. Enter LISTD in the COMMAND field.

2. Press the ENTER (S/R) key.

Obtain a Paper Copy of All GDS-TTS Table Names and Table Keys

1. Enter LISTG in the COMMAND field.

2. Press the ENTER (S/R) key.

The following sections describe each GDS-TTS table in detail. For each table, a sample table record, table description, plus a description of each data field in the table are provided.

Automatic Jump to Help

If the user attempts to enter an invalid entry in a TTS field, the system automatically jumps to the error message help screen. This only applies to fields controlled by GDS, and does not include commands and the TABLE NAME and TABLE KEY fields.

> NOTE - ___* is a valid field value, and therefore the system will not automatically jump if a field is left blank.

4.3.1 GDS Company Options (GDS CO OPTIONS)

```
COMMAND ------         *** GDSR-TTS DATA SCREEN ***        /FOR --------


TABLE NAME:  GDS CO OPTIONS     TABLE KEY: ---------------    ADMIN AREA: --
TABLE RECORD KEY: ------------------------     # OF RECORDS: 0001
NOTE:  GDS COMPANY OPTIONS                      REL/LEV:          MOD: Y
       FIELD      FIELD
       NAME       VALUE
       CENTER     -----------*
       PRINTER    --------*
       TTE-SIM    -*
       CNA-P      -*
       ORDTYP-P   -*
       WC-P       -*
       CSC-P      -*
       MCO/OCO    -*
       SEC        --------*
       TCM-PATH   --------*
       CMAP-REL   ------------*
```

Figure 4-3. GDS Company Options (GDS CO OPTIONS)

DESCRIPTION

The GDS CO OPTIONS table has no TABLE KEY or TABLE RECORD KEY.

The GDS CO OPTIONS is used to specify the following:

- The GDS default work center to be used when routing fails during job logging.

- A default printer location for the receipt of routing failure notifications.

- Whether the user wishes to simulate job logging for trouble tickets entered to GDS from the GDTTE screen. If this option is set to "N", then a trouble ticket will not be successfully entered to GDS from GDTTE until all data is entered correctly and job logging is successful. If this option is set to "Y", the system will log the job entered from GDTTE in the same manner as a job entered from LMOS. If the information entered in the job is not correct, GDS will still store the job but will status the job to indicate a logging failure. This field should be set to "N" except when testing GDS.

- The criteria assigned to the Carrier Name Abbreviation for routing selection when routing fails during job logging.

- The priority assigned to the Order Type for routing selection when routing fails during job logging.

- The priority assigned to the Wire Center for routing selection when routing fails during job logging.

- The priority assigned to the Class of Service Code for routing selection when routing fails during job logging.

- The controlling office, either Overall or Maintenance Control.
- The system entity code associated with GDS control region.
- The path ID associated with error routing from GOC.

FIELD DESCRIPTIONS

The following table describes the fields in the GDS CO OPTIONS table:

FIELD NAME	DESCRIPTION	LENGTH	VALID ENTRY
CENTER	Identifies the default GDS work center to be used when a job has failed routing	to 11	Must be a valid work center ID in GCRLOC
PRINTER	Identifies the printer location where failed routing notifications are sent	to 8	Must be valid IMS printer
TTE-SIM	Indicates whether the user wishes to simulate LMOS job logging for trouble tickets entered to GDS from the GDTTE screen	1	Y-Yes or N-No
CNA-P	Indicates the routing priority for the Carrier Name Abbreviation	1	*0,1,2,3,4
ORDTYP-P	Indicates the routing priority based on the order type	1	*0,1,2,3,4
WC-P	Indicates the routing priority based on the Wire Center	1	*0,1,2,3,4
CSC-P	Indicates the routing priority based on the Class of Service Code/Service Code and Modifier	1	*0,1,2,3,4
MCO/OCO	Identifies whether the control office is maintenance or overall control office	1	M or O
SEC	Identifies the System Entity Code associated with GDS control region should be equal to SEC in "TCM USER CONTROL"	to 8	VOIT1SEC
TCM-PATH	The path ID associated with error routing from GOC	to 8	
CMAP-REL	CIMAP Release	12	O03.01.00.00

* 0= Will not be used in routing
  1= Highest priority
  4= Lowest priority

4.3.2 LMOS TT Routing (GDS LMOS ROUTING)

```
COMMAND --------          ***  GDSR-TTS DATA SCREEN  ***              /FOR ----


TABLE NAME:  GDS LMOS ROUTING    TABLE KEY:                    ADMIN AREA:
TABLE RECORD KEY:                                # OF RECORDS:
NOTE:  GDS CENTER ROUTING BY UNIT#            REL/LEV:            MOD Y
     FIELD      FIELD
     NAME       VALUE
     UNIT #     ---------*
     CENTER     ----------*
```

Figure 4-4. GDS LMOS TT Routing (GDS LMOS ROUTING)

DESCRIPTION

GDS LMOS ROUTING has no TABLE KEY; the TABLE RECORD KEY is the LMOS Unit Number.

For maintenance jobs received from LMOS, the UNIT# from the Basic Output Report is used to route trouble tickets to the proper CENTER in GDS. The LMOS UNIT number is validated on the GDS LMOS ROUTING table to determine the CENTER. If this process fails, the GDS CO OPTIONS (CENTER field) is used to determine the default CENTER.

FIELD DESCRIPTIONS

The following table describes the data fields in GDS LMOS ROUTING.

FIELD NAME	DESCRIPTION	LENGTH	VALID ENTRY
UNIT#	LMOS Unit Number	8	Must match LMOS Unit No. on trouble ticket input to GDS from LMOS
CENTER	Identifies the GDS work center the trouble ticket is to be routed to	to 11	Must be a valid work center ID in the GCRLOC table

4.3.3 GDS Handling Codes (GDS HDLGCODE)

```
COMMAND                    ***  GDSR-TTS  DATA  SCREEN  ***                /FOR


TABLE NAME:     GDS HDLGCODE      TABLE KEY:              ADMIN AREA:
TABLE RECORD KEY:                            # OF RECORDS: 0030
NOTE: GDS HANDLING CODE BY CENTER            REL/LEV: 5.1.1.2  MOD: Y
     FIELD     FIELD
     NAME      VALUE
     HDLGCODE  ---*
     CKL-PROP  -*
```

Figure 4-5. GDS Handling Codes (GDS HDLGCODE)

DESCRIPTION

The TABLE KEY for the GDS HDLGCODE table is the work center ID; the TABLE RECORD KEY is the handling code.

- The handling code (or hdlgcode) is used in GDS to provide the user with additional information concerning the operational status of a job. For example, a job could have a hdlgcode of "FPR" indicating that the job failed pricing during job logging and requires human attention. Some hdlgcodes are defined by GDS. The user also has the option to establish a unique set of hdlgcodes. The GDS HDLGCODE table is used to create and validate the user's set of hdlgcodes.

- Indication when item jeopardies should be propagated to CKL level jeopardy.

FIELD DESCRIPTIONS

The following describes the fields in the GDS HDLGCODE table:

FIELD NAME	DESCRIPTION	LENGTH	VALID ENTRY
HDLGCODE	Identifies a handling code	to 3	FFV, SVY
CKL-PROP	Indicates if the hdlgcode is important to GOC. If all items under a CKL are jeopardized with an important GOC hdlgcode, the CKL job status will be jeopardized.	1	Y=Yes N=No

4.3.4 GDS Job Class (GDS JOBCLASS)

```
COMMAND                    ***  GDSR-TTS DATA SCREEN  ***              /FOR

TABLE NAME:  GDS JOBCLASS         TABLE KEY:              ADMIN AREA:
TABLE RECORD KEY:                         # OF RECORDS:
NOTE: GROUP JSTAT AND HDLCS INTO JOBCLASS   REL/LEV:        MOD:
    FIELD      FIELD
    NAME       VALUE
    JOBCLASS   ---*
    JSTAT      ---*
    HCODE1     ---*
    HCODE2     ---*
    HCODE3     ---*
    HCODE4     ---*
    HCODE5     ---*
    HCODE6     ---*
    JSTAT2     ---*
    HCODE7     ---*
    HCODE8     ---*
    HCODE9     ---*
    HCODE10    ---*
    HCODE11    ---*
    HCODE12    ---*
```

Figure 4-6. GDS Jobclass (GDS JOBCLASS)

DESCRIPTION

The TABLE KEY for the GDS JOBCLASS table is the work center ID; the TABLE RECORD KEY is the job class.

- The GDS Jobclass table provides the user with the ability to define a series of handling codes in order to simplify the GDMJRV screening function.

- The Jobclass entry can represent any category of jobs, i.e., FRT - failed routing, FJT - failed job type, FZN - failed zoning.

- The JSTAT entry further describes the current status of a particular job and may or may not be associated with specific handling codes. A job statused PFA indicates that the job is Pending Facility Assignment.

- The handling code will further define the reason for the PFA. A FPR (Failed Pricing) handling code may require a manual check of GDCSC to insure CSC or CLCI code is in the table. A PFA jstat without a handling code may indicate no problem exists, the job is simply waiting for assignment. It is possible to associate up to 12 handling codes with any one job status. If you go beyond 6 handling codes, the jstat2 field must match the original jstat.

FIELD DESCRIPTIONS

The following table describes the fields in the GDS JOBCLASS table.

FIELD NAME	DESCRIPTION	LENGTH	VALID ENTRY
JOBCLASS	Indicates any category of jobs the user wants to group to ease the GDMJRV screening function	3	User option
JSTAT	Indicates current status of a job	3	Any valid jobstats (i.e., PFA, PSC, JEP)
HCODE 1-6	Indicates handling code	3	Any validated handling code
JSTAT2	Indicates current status of job	3	Any valid jobstats (i.e., PFA, PSC, JEP)
HCODE 7-12	Indicates handling code	3	Any validated handling code

4.3.5 GDS Priority Flags (GDS JOBPRI)

```
COMMAND                      *** GDSR-TTS DATA SCREEN ***                    /FOR


TABLE NAME:  GDS JOBPRI            TABLE KEY:                   ADMIN AREA:
TABLE RECORD KEY:                            # OF RECORDS:
NOTE: PFS/TSP PRIORITIES                     REL/LEV:            MOD:  Y
    FIELD     FIELD
    NAME      VALUE
    PFS         *
    JOBPRI      *
```

Figure 4-7. GDS Priority Flags (GDS JOBPRI)

DESCRIPTION

The TABLE KEY for the GDS JOBPRI table is the work center ID; the TABLE RECORD KEY is the PFS.

This table establishes a center job priority value based on priority flags for I&M.

The GDS Jobpri is accessed during the job logging function on maintenance troubles and installation jobs.

- The PFS -- Priority Flags are system/user determined highlights to indicate that special attention is required. Irate customers (I), chronic complainers (CH), and Accelerated Maintenance Restoral circuits (AMR); indicating that a customer is paying for quick response, Customer Commented (CC), Customer Irate (CIR) are examples of items that require priority treatment.

- The Jobpri indicates the numeric priority assigned to a specific PFS.

FIELD DESCRIPTIONS

The following table describes the fields in the GDS JOBPRI table.

FIELD NAME	DESCRIPTION	LENGTH	VALID ENTRY
PFS	Indicates the Priority flag designation	up to 3	AMR, CH, I, ESL, PRI, CC, CIR
JOBPRI	Identifies the numeric value of the priority	1	0-9

4.3.6 GDS LMOS Priority Ranking Table (GDS LMOS PRNK)

```
COMMAND ------   ***  GDSR-TTS DATA SCREEN  ***                    /FOR --------


TABLE NAME:  GDS LMOS PRNK     TABLE KEY: ---------------   ADMIN AREA: --
TABLE RECORD KEY:  -------------------------   # OF RECORDS: 0000
NOTE: GDS LMOS PRI RANK CALCULATION BY CENTER  REL/LEV:        MOD:
    FIELD      FIELD
    NAME       VALUE
    FRM_PRNK  ---*
    TO_PRNK   ---*
    JOBPRI    -*
```

Figure 4-8. GDS LMOS Priority Ranking Table (GDS LMOS PRNK)

DESCRIPTION

The TABLE KEY for the GDS LMOS PRNK table is the work center ID; the TABLE RECORD KEY is the FRM_PRNK value, or the low range of an LMOS priority ranking value.

The GDS LMOS PRNK table is used to set a JOBPRI value based on the PRNK value received from LMOS. In order to incorporate the PRNK value (which ranges from 0 to 255 in LMOS) into the GDS JOBPRI calculation, the value of PRNK must be "rescaled" to values ranging between 0 and 9.

The JOBPRI value derived from this table is then added to the value of JOBPRI calculated in the TTS-GDS JOBPRI table, not to exceed a maximum of 9. In this way, users can further control the influence or weight of job priority on job suitability calculation by adjusting this factor in the GDADW table.

Job priority is recalculated for the initial as well as each subsequent receipt of a trouble report. However, the JOBPRI calculation will not be decreased by subsequent reports with lower JOBPRI values. The initial or "old" JOBPRI remains unchanged.

FIELD DESCRIPTIONS

The following table describes the fields in the GDS LMOS PRNK table.

FIELD NAME	DESCRIPTION	LENGTH	VALID ENTRY
FRM_PRNK	Establishes the low end of a priority ranking range to be used in establishing the job priority.	to 3	0 - 255
TO_PRNK	Establishes the high end of a priority ranking range to be used in establishing the job priority.	to 3	0 - 255, but greater than or equal to FRM_PRNK
JOBPRI	The number assigned to a particular range of PRNK values received from LMOS, to be added to JOBPRI calculated in TTS-GDS JOBPRI table.	1	0 - 9

4.3.7 GDS Load Parameters (GDS LOAD PARMS)

```
COMMAND ------          *** GDSR-TTS DATA SCREEN ***          /FOR --------


TABLE NAME:  GDS LOAD PARMS        TABLE KEY: ---------------   ADMIN AREA: --
TABLE RECORD KEY: -------------------------------   # OF RECORDS: 0000
NOTE: GDS LOAD SOFTWARE PARAMETERS            REL/LEV:        MOD:
    FIELD     FIELD
    NAME      VALUE
    B WR*AVL  --*
    B #WRMAX  ---*
    D #WR     ---*
    #DAYSFWD  -*
    D #CR     --*
    D HRSFWD  -----*
    DEBUG     -*
    APPT +/-  -----*
    ACC +/-   -----*
    LST LIFE  -----*
    LST #WRS  ----*
    D_OVTC    -*
```

Figure 4-9. GDS Load Parameters (GDS LOAD PARMS)

DESCRIPTION

The TABLE KEY for the GDS LOAD PARMS table is the work center ID; there is no TABLE RECORD KEY.

The GDS LOAD PARMS table is used to set, and modify, parameters used by the bulk and dynamic job loading algorithms. Each work center has its own LOAD PARMS table.

The settings of the values in this table can have a dramatic effect on the efficiency of the bulk and/or dynamic load algorithms. Users should exercise great care in setting and changing values in this table.

In most cases, management dispatch priorities are controllable from GDADW and GDJTW screens through the assignment of "weights" to various dispatch factors.

Any field left blank will be populated with the default value for that particular field. The default will be used even if the table is partially populated with some of the values.

FIELD DESCRIPTIONS

The following table describes the data fields in the GDS LOAD PARMS table.

FIELD NAME	DESCRIPTION	LENGTH	VALID ENTRY
B WR*AVL	Determines how much pending work will be evaluated by the bulk load process. This number is multiplied by the total available technician bulk-load hours. For example, if 3 bulk-technicians are available for 8 hrs each (24 hrs) and B_WR*AVL = 10, then 10*24, or 240 pending work requests will be included for evaluation by the bulk load algorithm.	2	**ALWAYS USE 99 DO NOT USE ZERO!**
B #WRMAX	Maximum number of work requests to be included in one "cycle" of the bulk loading algorithm. After one cycle (one technician is loaded with a single job), the assigned job is replaced by one in the WR_AVL pool. Suitabilities are recalculated for this one job and the one technician assigned. This is NOT the total number of work requests that may be evaluated in any given TRIAL or PERM run of the bulk load process, since that can be an impact on both bulk load optimization and the speed of the overall process. A higher number here increases the chance for an optimal bulk load but can require considerably more CPU-time.	3	**ALWAYS USE 999 DO NOT USE ZERO!**
D #WR	Maximum number of jobs to be evaluated by the dynamic load algorithm when selecting a job for a specific technician.	3	**ALWAYS USE 999 DO NOT USE ZERO!**
#DAYSFWD	Number of days to look forward when selecting jobs for evaluation by either the bulk or dynamic load. For example, a value of 2 causes the algorithm to include job with start dates (late start dates) as late as two days beyond the load-date for evaluation. A setting of zero would restrict the algorithm to jobs due no later than the load date.	1	A number between zero and nine. Default value = 0.

FIELD NAME	DESCRIPTION	LENGTH	VALID ENTRY
D #CR	Total number of technicians to consider when making a dynamic job selection for a specific technician. This "total" number of technicians includes the technician being considered for dynamic dispatch. In other words, if this field is set to "1", no other technicians will be considered. If the field is set to "3", the technician being dispatched plus two other possible competing technicians will be considered for the total of 3. The technicians that will compete with a technician for a job are the technicians who can work the job type and DAA of the technician under action. The number of competing technicians to consider is defined by the numeric setting of this field. Competing technicians are moved into the load program based on their EST_CMP time. For instance, if a total of 20 technicians could compete with the technician, but D #CR is set to 2, the two technicians with the earliest EST_CMP will be selected to compete. Competing technicians must have an EST_CMP that falls into the window established by current time + D HRSFWD. When dynamic dispatch occurs, and D #CR is populated with a number greater that 1, the load program gets jobs *based on the attributes of all techs (including the competing craft)*. The number of jobs that are considered is equal to the D #WR field. The candidate jobs are brought into the load process based on earliest start date and attributes of not only the technician being dispatched but the competing craft also.	2	A number between 0 and 99: a setting of zero or 1 will cause the algorithm to ignore other technicians. Default value = 10.

FIELD NAME	DESCRIPTION	LENGTH	VALID ENTRY
	For instance: Technician being dispatched: JT = MVS1

Competing techs: JT = MVS1, MVS2, MVS3, IVS1, IVS2, IVS3

Because the D_#WR is set to 100, the load program will bring 100 jobs (based on start date) of JT = MVS1, MVS2, MVS3, IVS1, IVS2, IVS3. What if the first 100 start dates from this pool does not include JT=MVS1 ANSWER: The tech under action does not get loaded.

Therefore: BE CAREFUL WITH THE SETTINGS OF D #CR AND D #WR. IF D #CR IS SET TO A HIGH VALUE AND D #WR IS SET TO A LOW VALUE, IT IS POSSIBLE FOR THE LOAD PROGRAM TO CONSIDER ONLY JOBS FOR THE COMPETING CRAFT AND NONE FOR THE TECHNICIAN YOU ARE DISPATCHING! | | |
| D HRSFWD | When the dynamic algorithm considers other technicians, this factor specifies which technicians should be included by virtue of when they are next expected to be available, e.g., if set to one hour (01:00), only technicians expected to become available within one hour are considered as other possible technicians for a dynamic job selection. | 5 | A time value in format (HH:MM).

Default value = 01:00. |

FIELD NAME	DESCRIPTION	LENGTH	VALID ENTRY
DEBUG	Determines whether a second page of output is provided when a bulk load is built via GDLOAD. This second page provides load information on all loaded techs and can be helpful in evaluating the effects of loading criteria, such as job weights, etc.	1	Either "Y" (yes) or "N" (no). Default value = N.
APPT +/-	Appointment time plus or minus indicates the Center's emphasis on completing the wiring portion of the work request within a "window" established by the algorithm. The window is established by the following formulas: 1. **Special Service Installation** APPT - Wiring Price = X After the point in time "X" is established the value in the field "APPT +/-" is added to and subtracted from the value "X" to determine the "WINDOW". ex. X = 10.00 /APPT +/- = 00:30 WINDOW = 9:30 to 10:30 2. **Special Service Maintenance** There is not a wiring price for Special Service Maintenance. Therefore, "X" is the actual "APPT TIME" on the work request. The window is determined by adding and subtracting the value in "APPT +/-" to the "APPT TIME" on the work request.	5	A time in the format of HH:MM. Default value = 00:15.

FIELD NAME	DESCRIPTION	LENGTH	VALID ENTRY
	ex. APPT - 10:00 APPT +/- = 00:30 WINDOW = 9:30 to 10:30 **NOTE:** The "APPT WINDOW" is further expanded by the value in "ACC +/-". See the section on "ACC +/-". The purpose of the "APPT +/-" field on the GDS LOAD PARMS table is to allow the user to adjust the "window" in which the jobid will be dispatched in relation to the APPOINTMENT and not the COMMITMENT time. This allows the user to expand the window by the amount of time input in the "APPT +/-" field.		
ACC +/-	This field allows the user to modify access windows. There are four occasions that can be modified. They are: 1. MODIFYING THE A AND B FIELD WINDOW If the "A" time is 02:00pm and the "B" time is 04:00pm, the "ACC +/-" field is set at 00:30, the jobid will be available for dispatch between 01:30pm and 04:30pm. 2. MODIFYING THE APPT WINDOW If the A and B windows are populated, <u>and</u> the "APPT +/-" field is populated, the A and B window formula described above is overwritten by the following formula: APPT - Wiring Price + (APPT +/-) + (ACC +/-) = Window	5	A time in the format of HH:MM. Default value = 00:15.

FIELD NAME	DESCRIPTION	LENGTH	VALID ENTRY
	3. MODIFYING THE DELAYED MAINTENANCE/NO ACCESS WINDOW If a work request is in delayed maintenance or no-access condition from 01:00pm to 04:00pm, the work request involved is not available for dispatch during the specified time. If the "ACC +/-" field is populated with 00:30, the window is trimmed by a total of one hour. Therefore, the work request is not available for dispatch from 01:30pm to 03:30pm. 4. TIME TO COMMITMENT For bulk loading (load type of B), the value for time to commitment is dropped to zero if the technician is unable to drive to the job and complete the work before the commitment date and time. However, the algorithm will subtract the value of "ACC +/-" from this formula before dropping the value to zero. Expressed in mathematical terms, the formula can be viewed as follows: Load time + Travel to Job + Total Price - ACC +/- = X		

FIELD NAME	DESCRIPTION	LENGTH	VALID ENTRY
	If the value "X" is greater than the commitment date/time, the value for time to commitment is dropped to zero. If "X" is less than the commitment date/time the normal time to commitment formula should be calculated. Notice that "ACC +/-" is only used to determine whether to drop the value to zero. It is not used for the actual time to commitment calculations.		
LST LIFE (LIST LIFE)	This value is expressed in the HH:MM format. This field is used to determine the amount of time one can view a given list of work requests on the GDLST screen. For instance, if a list is viewed at 10:00a with a LST LIFE of 00:30, if the user attempts to view the GDLST at 10:31, an error message will appear directing the user to refresh the screen before executing any further transactions. If the user executes a "find" at 10:29a, the same date will appear on the GDLST screen as on the first screen and the user will have an additional 00:30 minutes to view the data.	5	A time value of HH:MM between zero (00:00) and 15 minutes (00:15) is recommended. Default value = 01:00.
LST # WRS	This value determines the number of work requests that will be selected according to the sort criteria on the GDLST screen. Only the top 205 work requests can be viewed on the GDLST screen.	4	A number between 0 and 3000. Default value = 3000.

FIELD NAME	DESCRIPTION	LENGTH	VALID ENTRY
D_OVTC	Determines whether to allow or disallow dynamic dispatch when current time exceeds the technician's GDPAD endtime. If set to "D" and dynamic dispatch is attempted when current time is greater than the technician's endtime on GDPAD, dispatch will not be allowed and message "DISPATCH DISALLOWED, TECH SHOULD BE OFF" will be shown. If set to "A" and dynamic dispatch is attempted when current time is greater than the technician's endtime on GDPAD, the dispatch will be allowed and the highlighted field "EXTIME" and its value will appear on the screen.	1	A = allow dispatch D = disallow dispatch Default value = D.

4.3.8 GDS Maintenance Job Types Table (GDS MAINT JT)

```
COMMAND --------          ***  GDSR-TTS DATA SCREEN  ***              /FOR ------


TABLE NAME:    GDS MAINT JT      TABLE KEY: -----------    ADMIN AREA:
TABLE RECORD KEY:  ------------------------    # OF RECORDS: 0012
NOTE: MAINTENANCE JOB TYPES BY CENTER         REL/LEV:        MOD: Y
    FIELD     FIELD
    NAME      VALUE
    LMOSIST   ---*
    LMOSCS    -----*
    JOBTYPE   ----*
```

Figure 4-10. GDS Maintenance Job Types Table (GDS MAINT JT)

DESCRIPTION

The TABLE KEY for the GDS MAINT JT table is the work center ID; the TABLE RECORD KEY is the LMOS IST and LMOS CS. If, for example, the LMOS IST is PDO and the LMOS CS is RES, the TABLE RECORD KEY would be PDORES.

The GDS MAINT JT table is used to define job types for LMOS maintenance jobs. The job type is a 4-character code used to categorize each job. The first character (M) is for maintenance or (R) for routine. The second character can be used to indicate whether the job is Business (B), Special (S), Voice (V), Data (D), Residence (R), or Coin (C). The third character indicates whether the job is POTS (P) or special service (S). The fourth character is user-defined and can be used to specify the technician skill level.

The maintenance job type is based on the combination of the LMOS IST code, e.g., PDO, and the LMOS CS, e.g., RES. There will be one GDS MAINT JT table for each GDS work center.

FIELD DESCRIPTIONS

The following describes the data fields in the GDS MAINT JT table:

FIELD NAME	DESCRIPTION	LENGTH	VALID ENTRY
LMOSIST	Identifies an LMOS IST code	3	Must match values on maintenance jobs input from LMOS or the GDTTE screen.
LMOSCS	Identifies an LMOS CS code	to 5	Must match values on maintenance jobs input from LMOS or the GDTTE screen.
JOBTYPE	Identifies maintenance job type	4	First character must be "M" or "R". Second character is recommended to be either "B", "S", "V", "D", "R", or "C"; Third character must be a "P" or "one user defined alpha character"; Fourth character is user-defined (alpha or numeric). Wildcard jobtypes CANNOT be entered.

4.3.9 GDS Exceptions Table (GDS EXCEPTIONS)

```
COMMAND                    * * *   GDSR-TTS DATA SCREEN   * * *              /FOR


TABLE NAME:    GDS EXCEPTIONS        TABLE KEY:                 ADMIN AREA:
TABLE RECORD KEY:                              # OF RECORDS:
NOTE: GDS EXCEPTION NOTICE CONTROLS            REL/LEV:        MOD: Y
    FIELD     FIELD
    NAME      VALUE
    FROM MSG  ---*
    TO MSG    ---*
    SEND FLG  -*
    DEST      --------*
```

Figure 4-11. GDS Exceptions Table (GDS EXCEPTIONS)

DESCRIPTION

The TABLE KEY for the GDS EXCEPTIONS table is the work center ID.

The GDS Exception table provides the user with the ability to control the generation of exception notices derived from various interfaces.

- Using the following Exception Notice numeric categorization list, the user can specify the FROM and TO range of the message:

<div align="center">

Exception Notices

001-100	Company level exceptions only
101-400	**INTERFACE MESSAGES**
101-150	SOAC Interface
151-200	TIRKS Interface
201-250	GOC Interface
251-300	LMOS Interface
301-350	SSC Interface
351-375	Job Logging
376-400	SOP Autocompletion
401-600	**CRON PROCESSES**
401-420	Appointment control synchronization
421-440	Autodispatch
441-460	Autosynchronization
461-480	Autocompletion
481-500	Missing Word
601-700	**MISCELLANEOUS**
601-620	Issue
701-800	**DATABASE ERROR REPORTS**
701-730	Work Request Accessor
731-740	Log History
741-750	Service Order
761-770	GDS Tables
801-900	**NOTIFICATION MESSAGES**
801-810	SOAC
811-830	Status Reporter
831-850	SSC
851-860	LMOS
861-900	Other
901-999	**UNUSED**

</div>

- The user can specify one of five (5) Send Flags: (N) No message - suppress, (A) Abend and produce a dump, (P) Print message on printer, (M) Mail to user's mailbox, or (W) Write message immediately to a user's terminal.

- A Destination to which the message can be sent (e.g., IMS printer, mailbox, or terminal) is then specified.

- The user is not restricted to the ranges defined in the previous listing.

- Exception notice range may be viewed on-line from VGHELP screen against NBR: GDX000E.

FIELD DESCRIPTIONS

The following describes the fields in the GDS Exceptions table:

FIELD NAME	DESCRIPTION	LENGTH	VALID ENTRY
FROM MSG	Defines the first number of a range on an exception notice. **Note:** For a single exception notice FROM MSG = TO MSG.	3	001 or 901
TO MSG	Defines the last number of a range on an exception notice	3	100 or 999
SEND FLG	Defines the course of action for an exception notice	1	N - None A - Abend P - Print M - Mail W - Write
DEST	Defines the destination to which the message can be sent	8	A valid IMS Printer Mailbox or Terminal location

4.3.10 GDS Work Center Options Table (GDS OPTIONS)

```
COMMAND ------   ***  GDSR-TTS DATA SCREEN   ***              /FOR --------


TABLE NAME:  GDS OPTIONS      TABLE KEY: ---------------      ADMIN AREA: --
TABLE RECORD KEY: -------------------------      # OF RECORDS: 0001
NOTE: GDS OPTIONS BY CENTER                      REL/LEV:          MOD: Y
     FIELD     FIELD
     NAME      VALUE
     MLT-DISP  -*
     MLT-COMP  -*
     LMOS-UPD  -*
     SR-UPD    -*
     TIME FMT  -*
     DVA CMP   -*
     JEP FLAG  -*
     IWR VIEW  -*
     DEBUG     -*
     CLOCK+/-  ----*
     PST-SIZE  ----*
     PST#CMP   ----*
     ROUTECBL  -*
     AC-DAYS   --*
     SO-COMP   --------*
```

Figure 4-12. GDS Work Center Options Table (GDS OPTIONS) (Sheet 1 of 2)

```
┌──────────────────────────────────────────────────────────────────────────────┐
│ COMMAND ------   ***   GDSR-TTS DATA SCREEN   ***              /FOR --------    │
│                                                                                │
│                                                                                │
│ TABLE NAME:  GDS OPTIONS        TABLE KEY: ---------------    ADMIN AREA: --    │
│ TABLE RECORD KEY:  --------------------------    # OF RECORDS: 0001             │
│ NOTE: GDS OPTIONS BY CENTER                      REL/LEV:          MOD: Y       │
│     FIELD    FIELD                                                              │
│     NAME     VALUE                                                              │
│     PRINTER  --------*                                                          │
│     PRC PCS  -*                                                                 │
│     PRC USOC -*                                                                 │
│     PRC FID  -*                                                                 │
│     PRC PGS  -*                                                                 │
│     PRC NCI  -*                                                                 │
│     PRC IJT  -*                                                                 │
│     USER-VER -*                                                                 │
│     GRP-VER  -*                                                                 │
│     ACMP_ON  -*                                                                 │
│     ACMPPATH --------*                                                          │
│     CRAS     -*                                                                 │
│     GRP LIFE -----*                                                             │
│                                                                                │
└──────────────────────────────────────────────────────────────────────────────┘
```

Figure 4-13. GDS Work Center Options Table (GDS OPTIONS) (Sheet 2 of 2)

DESCRIPTION

The TABLE KEY for the GDS OPTIONS table is the work center ID; there is no TABLE RECORD KEY.

The GDS OPTIONS table specifies various options to be used in the processing of installation and maintenance jobs. From this table the following decisions are made:

- Type of MLT test (loop, full, or none) that should be initiated when performing an automatic pre- and post-dispatch test. Note that the GDJTW table allows the user to specify, by job type, whether the automatic pre- and/or post-dispatch test is to be run. If the values in the GDS OPTIONS table are set to "N" (indicating no test should be executed) then the values set in GDJTW are ignored.

- Whether the user wishes to update status and completion to LMOS

- Whether GOC updates from Status Reporter (SR) are to be received

- Whether LMOS or SSC time format will be used

- Whether DVA completions will be updated to SSC and sent to GOC

- Which jeopardy flags will be posted in SSDAC from GOC

- How provisioning will be viewed (POTS, Specials, Both)

- LMOS clock offset

- The number of telephone numbers to be tested for each PST transaction

- The number of work requests to complete before restarting the PSTNFV run

- Which cable, F1 or FZ, should be used when mapping the cable and pair to a route (GDCPM) during job logging. The route will be determined for all installation jobs and for those maintenance jobs that are entered to GDS without a route.

- Number of days to be included in appointment control

- Designation of default printer for completion notifications

- Identification of printer where screening failures are to be sent

- Flags to indicate whether various tables should be used when screening and pricing installation jobs. A separate flag is set for GDS PCS, GDUSOC, GDFID, GDPGS, GDNCI, and GDIJT.

- Whether the user wishes to autocomplete back to the SOP and optionally designate a unique TCM SEC (System Entity Code)

> NOTE - Authorization to autocomplete is restricted by FAM (see Section 3.1.10).

- Whether the center is using CRAS to control the sending of FST data to LMOS

- How long an active completion list is valid before expiring.

One GDS OPTIONS table is built per GDS work center. There are two pages in the GDS OPTIONS table.

FIELD DESCRIPTIONS

The following table describes the fields in the GDS OPTIONS table.

FIELD NAME	DESCRIPTION	LENGTH	VALID ENTRIES
MLT-DISP	Specifies the type of MLT test to be run prior to dispatch	1	L-Loop, F-Full, or N-None
MLT-COMP	Specifies the type of MLT test to be run prior to completion	1	L-Loop, F-Full, or N-None
LMOS UPD	Determines if EST and FST are sent back to LMOS	1	Y = Yes N = No
SR-UPD	Determines if CKL Jeps and ITEM Completions are sent back to SSC	1	Y = Yes N = No
TIME FMT	Determines which time format is used, LMOS or SSC	1	LMOS = L (i.e., 0530P) SSC = S (i.e., 17:30)
DVA-CMP	Determines if completion on DVA will be sent back to GOC	1	Y = Yes N = No
JEP FLAG	Specifies whether DVA and/or DD Jeopardies will be posted in GDS from the TIRKS System	1	N - Post None D - Post Due Date only B - Both DVA and Due Date
IWR VIEW	Specifies whether installation jobs are to be treated as POTS, Specials, or both (controlled by FAM)	1	P - Treat all provisioning as POTS S - Treat all provisioning as Specials B - Both, depend on ADSR flag
DEBUG	Used in installation job logging to determine whether SOAC interface is on or off	1	"Y" or "N"
CLOCK+/-	Indicates the offset hours and/or minutes of the LMOS machine time from the GDS machine time. An entry of +002 would add 2 minutes to GDS clock time.	4	+/-HMM, where H = hours and MM = minutes. Examples would include +002, +015, -130.

FIELD NAME	DESCRIPTION	LENGTH	VALID ENTRIES
PST-SIZE	Specifies the maximum number of TNs to be processed for each PST message queued. The maximum entry is 493. If 493 is entered in this field, GDS will build PST lists of 45 TNs each until 493 TNs have been submitted to LMOS. When 493 TNs have been processed, the PST message will be re-inserted on the IMS queue and the process will begin again. If an entry such as "12" is entered in this field, GDS will build one list of 12 TNs, end the PST processing, re-insert the message to the IMS queue and begin the process again. This cycle continues until all the candidate CKLs with PST=Y are submitted for testing. **NOTE:** In the above example (with "12"), if the current number of TNs on the PST list is 11, and the next TN qualifying for PST is subordinate to a CKL with five TNs, all five TNs will be added to the list for a total of 16 TNs on the PST list. The actual size of the PST list will exceed the table entry for PST_SIZE only if the total TNs are less than 45. GDS will never build one PST list with more than 45 TNs.	to 4N	To a maximum of 493. Examples include 1, 20, 300, 493.

FIELD NAME	DESCRIPTION	LENGTH	VALID ENTRIES
PST#CMP	This field determines the number of PAC work requests (CKLs/TERMs) that will go to CMP status for each PST message queued when the PSTNFV CRON run executes. An internal counter increments each time a CKL with JOBSTAT=PAC, and PST=N is converted to CMP status. When the total number of CKLs completed equals the PST#CMP field entry, the PST processing will stop, re-insert the message to the IMS queue, and continue the process until all candidate CKLs are completed. Each time a message is processed, an exception notice is produced. The PST#CMP total is displayed on the exception notice. The number of work requests completed with each PST message will never exceed the value in the PST#CMP field.	to 4N	0-9999
ROUTECBL	Specifies cable to be used when determining the RTE for a given cable and pair (GDCPM)	1	1-F1 or Z-FZ cable
AC-DAYS	Specifies number of working days to be considered for appointment control	to 2	Must be numeric between 0 and 30
SO-COMP	Identifies default printer where S.O. completions/missed appt notifications are to be sent if not specified in GDS SOC PRINTER	to 8	Must be valid IMS printer
PRINTER	Defines a default printer where screening failure notifications are to be sent	to 8	Must be valid IMS printer
PRC PCS	Indicates whether the user wishes to screen installation jobs by PCS (GDS PCS) and price, if PRC USOC = N	1	Y=Yes or N=No
PRC USOC	Indicates whether the user wishes to screen and price installation jobs by USOC (GDUSOC) if set to "N" and PRC PCS is "Y", the PCS price will be used	1	Y=Yes or N=No
PRC FID	Indicates whether the user wishes to screen and price installation jobs by assignment FIDs (GDFID)	1	Y=Yes or N=No

FIELD NAME	DESCRIPTION	LENGTH	VALID ENTRIES
PRC PGS	Indicates whether the user wishes to screen and price installation jobs by Pair Gain System (GDPGS)	1	Y=Yes or N=No
PRC NCI	Indicates whether the user wishes to screen and price installation jobs by using Network Channel Interface (GDNCI)	1	Y=Yes or N=No
PRC IJT	Indicates whether the user wishes to job type by pair gain system using Installation Job Type (GDIJT)	1	Y=Yes or N=No
USER-VER	Controls whether user will be reminded when CKL updates will affect status of multiple items	1	Y=Yes or N=No
GRP-VER	Indicates whether group verification is required for bulk operations.	1	Y=Yes or N=No
ACMP_ON	Indicates if the center is using the portion of the autocompletion interface which transmits messages to the SOP (controlled by FAM)	1	Y=Yes or N=No
ACMPPATH	Optional field in which the user can designate a unique TCM SEC (System Entity Code) for autocompletions for the center.	to 8	Any A/N characters
CRAS	Indicates whether the center is using CRAS (Cable Repair Administration System). This option controls the sending of FST (final status) data to LMOS.	1	Y=Yes or N=No
GRP LIFE	Indicates the time an 'ACTIVE LIST' will remain active.	5	HH:MM where HH=hours and MM=minutes.

4.3.11 GDS Issue Options Table (GDS ISSUE OPTS)

```
COMMAND ------  ***  GDSR-TTS DATA SCREEN  ***              /FOR --------


TABLE NAME:  GDS ISSUE OPTS    TABLE KEY: ---------------    ADMIN AREA: --
TABLE RECORD KEY:   ------------------------   # OF RECORDS: 0000
NOTE:  GDS ISSUE OPTIONS BY CENTER          REL/LEV:        MOD:
   FIELD     FIELD
   NAME      VALUE
   PRICE    -*
   SUPPRESS -*
   GRP STAT -------------------------------------------- *
```

Figure 4-14. GDS Issue Options Table (GDS ISSUE OPTS)

DESCRIPTION

The TABLE KEY for the GDS ISSUE OPTS table is the work center ID; there is no TABLE RECORD KEY.

The GDS ISSUE OPTS table is used only by the issue process from the GDISSU screen and it provides several options, specified by center, to be utilized in the issuance of selected documents. The decision to have pricing appear on issued documents, as well as the ability to suppress an issue document on a subsequent bulk issue, can be made from this table. A list of job status values that should be issued if the work request is a member of a group can also be established from this table.

FIELD DESCRIPTIONS

The following table describes the fields in the GDS ISSUE OPTS table:

FIELD NAME	DESCRIPTION	LENGTH	VALID ENTRY
PRICE	Determines if pricing should appear on issued documents. (This field replaces the field ISSU PRC, which was formerly found in the TTS-GDS OPTIONS table.)	1	Y=Yes N=No

FIELD NAME	DESCRIPTION	LENGTH	VALID ENTRY
SUPPRESS	This field will allow the suppression of an issue document on a subsequent issue if nothing has changed on the work request since the last time the document was issued. **Note:** For issue process, the only changes/updates that are tracked are SOP/SOAC passes, TIRKS messages, GOC messages, and a change of the TECH EC.	1	Y=Yes N=No (always issue the document)
GRP STAT	This field will allow the specification of job status values that should be issued if the work request is a member of a "G" group.	to 39A/N	1 to 10 job status values other than "CAN" or "CMP." The job status values are separated by commas (e.g., PSC, GRP, PLD).

4.3.12 GDS Installation PCS Options Table (GDS PCS)

```
COMMAND                  ***  GDSR-TTS DATA SCREEN  ***              /FOR


TABLE NAME:  GDS PCS            TABLE KEY:                    ADMIN AREA:
TABLE RECORD KEY:                          # OF RECORDS:
NOTE:  GDS PCS PROCESSING OPTIONS BY CENTER    REL/LEV:        MOD: Y
    FIELD     FIELD
    NAME      VALUE
    PCS       --*
    VISIT     -*
    PRICE     -----*
```

Figure 4-15. GDS Installation PCS Options (GDS PCS)

DESCRIPTION

The TABLE KEY for the GDS PCS table is the work center ID; the TABLE RECORD KEY is the PCS.

The GDS PCS table is used in the job logging of installation jobs to determine the field visit/no field visit decision and associated S&E price, if GDUSOC is not used, or if based on the value of PCS. One GDS PCS table is built for each GDS work center.

Use of this table is optional. If the user does not wish to screen and price installation jobs by PCS, then the PRC PCS field in the GDS OPTIONS table for the work center should be set to "N". If both the PRC PCS and PRC USOC options have been set to "Y" in the TTS-GDS OPTIONS table, the USOC values will be used. The PCS values will be used only if PRC USOC is set to "N" and the job requires a field visit.

FIELD DESCRIPTIONS

The following table describes the data fields in the GDS PCS table.

FIELD NAME	DESCRIPTION	LENGTH	VALID ENTRY
PCS	Participant customer status; can indicate need for premise and/or facilities visit	to 2	Entries must match values sent to GDS from SOP/SOAC
VISIT	Indicates need for a field visit	1	Y-Yes or N-No
PRICE	Price for S&E work on job; if VISIT=Y, then PRICE should be non-zero; if VISIT=N, then PRICE should be zero (00:00)	5	Must be in format HH:MM where HH=hours and MM=minutes

4.3.13 GDS SOC Printer Table (GDS SOC PRINTER)

```
COMMAND ------            ***  GDSR-TTS DATA SCREEN  ***       /FOR --------


TABLE NAME:    GDS SOC PRINTER    TABLE KEY: -------------- ADMIN AREA --
TABLE RECORD KEY ------------------------    # OF RECORDS: 0000
NOTE: S.O. COMP. PRTR FROM SALES ORG         REL/LEV:      MOD:
   FIELD    FIELD
   NAME     VALUE
   SALESORG --------*
   CMP-PRTR --------*
   MA-PRTR  --------*
```

Figure 4-16. GDS SOC Printer Table (GDS SOC PRINTER)

DESCRIPTION

The TABLE KEY for the GDS SOC PRINTER is the work center ID; the TABLE RECORD KEY is the SALES ORG.

The SALESORG information is received from SOAC/SOP and is placed on GDIWR and GDISWR in the "ORD ORIG" field. Upon completion via GDCOMP, if the "ORD ORIG" data and the "SALESORG" data match, the completion notice will be sent to the printer specified in the GDS SOC Printer table under "CMP-PRTR" and likewise the missed appointment to the "MA-PRTR" specified. If the SOC PRINTER is not specified, then the completion notice is sent to the printer defined in the GDS OPTIONS table "SO-COMP" field.

The GDS SOC Printer table provides the user with the ability to send service order completion messages to SOC printer. This option is valuable when remote locations or groups provide the updating function. The table specifies a user identified value for the sales origination point as well as printer destinations for completion and missed appointment messages.

FIELD DESCRIPTIONS

The following table describes the fields in the GDS SOC PRINTER table:

FIELD NAME	DESCRIPTION	LENGTH	VALID ENTRIES
SALESORG	Identifies the user defined value for a service orders sales origin. If the "SALESORG" on GDS SOC PRINTER and the "ORD ORIG" from GDIWR/GDISWR do not match, service order completions/missed appointment notifications will be sent to a default printer specified under the "SO-COMP" field in the GDS OPTIONS table.	up to 8 characters	73215572 - Entry received from SOAC/SOP
CMP-PRTR	Identifies the printer location where completed service order notifications are sent	up to 8 characters	Must be a valid IMS Printer
MA-PRTR	Identifies the printer location where missed appointment notifications are sent	up to 8 characters	Must be a valid IMS printer

4.3.14 GDS PROD/NONPROD Times (GDS TIME TYPES)

```
COMMAND                   * * *   GDSR-TTS DATA SCREEN   * * *                /FOR


TABLE NAME:    GDS TIME TYPES       TABLE KEY:                   ADMIN AREA:
TABLE RECORD KEY:                                  # OF RECORDS:
NOTE: GDS TIME TYPES (PRODUCTIVE/NONPRODUCTIVE) REL/LEV:         MOD: Y
    FIELD      FIELD
    NAME       VALUE
    TIMETYPE   - - -*
    PROD/NON   -*
```

Figure 4-17. GDS PROD/NONPROD Times (GDS TIME TYPES)

DESCRIPTION

The GDS TIME TYPES table has no TABLE KEY; the TABLE RECORD KEY is the time type.

The GDS TIME TYPES table is used to create and validate time types entered on a technician's daily schedule (GDPAD). This table also defines each time type, and whether the time is productive or nonproductive. (Productive time can be bulk or dynamic loaded; nonproductive time is not considered in the bulk loading process.)

FIELD DESCRIPTIONS

The following table describes the fields in the GDS TIME TYPES table:

FIELD NAME	DESCRIPTION	LENGTH	VALID ENTRY
TIMETYPE	Identifies a time type code	to 3	LUN, PAI, OFF
PROD/NON	Identifies whether the time type is dynamic (and should be considered for dynamic loading), both (may be considered for dynamic or bulk loading), or nonproductive (and not considered for bulk loading)	1	B - Bulk and Dynamic D - Dynamic N - Non-Productive

4.3.15 SSDAC Dates Table (SSDAC DATES)

```
COMMAND                    * * *  GDSR-TTS DATA SCREEN  * * *        /FOR --------

TABLE NAME:  SSDAC DATES           TABLE KEY: --------------- ADMIN AREA: --
TABLE RECORD KEY: ------------------------    # OF RECORDS: 0000
NOTE: SSDAC DATE PARAMETERS                   REL/LEV: 5.1.1.2  MOD: Y
      FIELD    FIELD
      NAME     VALUE
      ORD-TYPE -*
      LSD      -----*
      LSD-DEF  ---*
      ESD      -----*
      ESD-DEF  ---*
      COMM     -----*
      MWD      -----*
      WDSRCV=0 ___*
      WDSRCV>0 ___*
      MWD-DEF  ___*
```

Figure 4-18. SSDAC Dates Table (SSDAC DATES)

DESCRIPTION

The TABLE KEY for the SSDAC DATES table is the work center ID; the TABLE RECORD KEY is the order type.

The SSDAC DATES table is used to determine the calculation of Early and Late Start Dates and commitment date for special circuits based on critical dates. The table allows for specification of such dates by order type and creates a default algorithm, should critical dates be missing from the order. For D (disconnect) orders, there must be a Table Record Key of "D". A disconnect order will not default to a table with a blank Table Record Key. A blank record key will serve as a default for all other order types. The SSDAC DATES table is accessed during the job logging of installation orders input to GDS from the SOAC and DOC interfaces. The user also has the option of determining at what point (e.g., DVA-02) a Pending WORD Document work request automatically becomes statused to "PSC" or "PLD". The fields WDSRCV=0 and WDSRCV>0 allow this flexibility on a CENTER basis.

MWD   DVA-02
WDSRCV=0   PSC
WDSRCV>1   PLD

Entries like the above indicate that when a work request falls within the window established by the current date/critical date (DVA-02), the GDCRON MWD program should convert the job statuses in the following manner:

Convert the job status to "PSC" if none of the WORD documents have been received.

Convert the job status to "PLD" if at least one of the WORD documents for one of the ITEMs associated with the work request has been received.

FIELD DESCRIPTIONS

The following describes the data fields in the SSDAC DATES table:

FIELD NAME	DESCRIPTION	LENGTH	VALID ENTRIES
ORD-TYPE	Identifies the order type	1	Must match order type values input to GDS from SOAC ("D" for disconnects); blank indicates all order types
LSD	Calculation which determines latest efficient start date for dispatch of a technician on a service order	6	Valid 3-character alpha identifier of a critical date, - (minus) 2 character numeric (PTD-01)
LSD-DEF	Default calculation which determines the latest efficient start date for dispatch of a technician if the critical date specified in LSD does not appear. Calculation is based on subsequent due date. If the subsequent date is blank, then the calculation will be based on due date.	3	- (minus/dash) 2 character numeric (-02)
ESD	Calculation which determines the earliest efficient start date for dispatch of a technician on a service order	6	Valid 3-character alpha identifier of a critical date, - (minus) 2 character numeric (PTD-02)
ESD-DEF	Default calculation which determines the earliest efficient start date for dispatch of a technician, if the critical date specified in LSD does not appear. Calculation will be based on LSD	3	- (minus/dash) 2 character numeric (-03)
COMM	Identifies the SSDAC commitment date for completion of work requested on a service order	6	Valid 3-character alpha identifier of a critical date, - (minus) 2 character numeric (PTD-00)
MWD	Indicates at what point a PWD, Pending Word Document, becomes PSC with a handling code of MWD.	6	Valid 3-character alpha identifier of a critical date, - (minus) 2 character numeric (PTD-00)

FIELD NAME	DESCRIPTION	LENGTH	VALID ENTRIES
WDSRCV=0	Indicates the job status of work requests after the "missing word" CRON run is executed when none of the WORD documents have been received.	3	Valid 3-character identifier restricted to PSC or PLD
WDSRCV>1	Indicates the job status of a work request after the "missing word" CRON run is executed when at least one WORD document has been received.	3	Valid 3-character identifier restricted to PSC or PLD
MWD-DEF	Indicates offset from due date when a PWD becomes PSC or PLD if the offset date in MWD field is not supplied by SOAC	3	3 character numeric

4.3.16 GDS Synchronization Options Table (GDS SYNCH OPTS)

```
COMMAND --------          ***  GDSR-TTS DATA SCREEN  ***              /FOR ------


  TABLE NAME:  GDS SYNCH OPTS      TABLE KEY: NJNORTH         ADMIN AREA:
  TABLE RECORD KEY:                            # OF RECORDS:
  NOTE: GDS SYNCHRONIZATION PROCESS OPTIONS    REL/LEV:        MOD: Y
      FIELD      FIELD
      NAME       VALUE
      MC         ---*
      FEP        ---*
```

Figure 4-19. GDS Synchronization Options Table (GDS SYNCH OPTS)

DESCRIPTION

The TABLE KEY for the GDS SYNCH OPTS table is the work center ID; the TABLE RECORD KEY is the LMOS MC code and FEP ID.

The GDS SYNCH OPTS table is used to specify certain data to be used by the automatic LMOS-GDS synchronization program. This program is run periodically (as defined through the GDCRON AUTOSYNCH schedule) to request listings of LMOS jobs pending dispatch (RCMD-DPJ report) and compare it with the corresponding list of pending jobs in the GDS system.

The data needed by the Synchronization program consists of the LMOS Front End Processor ID (FEP as defined in OI and used in GDFEP table) and the three-digit LMOS Maintenance Center code.

FIELD DESCRIPTIONS

The following table describes the data fields in the GDS SYNCH OPTS table.

FIELD NAME	DESCRIPTION	LENGTH	VALID ENTRY
MC	LMOS Maint Center Code	ALL	Searches for all jobs on the LMOS front end.
		???	Searches only the "DAA 911"
		3N	Center Literal Code
FEP	Front End Processor ID	3	Must be the code used by the GDS-OI program to identify the specific Front End which has the jobs of interest to the synch program.

4.3.17 Mail Groups Table (MAIL GROUPS)

```
COMMAND --------        ***   GDSR-TTS  DATA  SCREEN   ***              /FOR ------


TABLE  NAME:   MAIL  GROUPS         TABLE  KEY:                  ADMIN  AREA:
TABLE  RECORD  KEY:                            # OF  RECORDS:
NOTE:  TBL  OF  MAIL  GROUPS  FOR  BROADCAST  FUNC    REL/LEV:         MOD:
     FIELD     FIELD
     NAME      VALUE
     MAIL_ID          *
     ID_TYPE   -*
     MAILNM02  --------*
     MAILNM03  --------*
     MAILNM04  --------*
     MAILNM05  --------*
     MAILNM05  --------*
     MAILNM06  --------*
     MAILNM07  --------*
     MAILNM08  --------*
     MAILNM09  --------*
     MAILNM10  --------*
     MAILNM11  --------*
     MAILNM12  --------*
     MAILNM13  --------*
```

Figure 4-20. Mail Groups Table (MAIL GROUPS) (Screen 1 of 2)

```
┌──────────────────────────────────────────────────────────────────────────┐
│  COMMAND --------       ***  GDSR-TTS DATA SCREEN  ***         /FOR ------  │
│                                                                            │
│                                                                            │
│  TABLE NAME:  MAIL GROUPS         TABLE KEY:            ADMIN AREA:         │
│  TABLE RECORD KEY:                          # OF RECORDS:  0001             │
│  NOTE: TBL OF MAIL GROUPS FOR BROADCAST FUNC   REL/LEV:        MOD:  Y      │
│      FIELD      FIELD                                                       │
│      NAME       VALUE                                                       │
│      MAILNM14  --------*                                                    │
│      MAILNM15  --------*                                                    │
│      MAILNM16  --------*                                                    │
│      MAILNM17  --------*                                                    │
│      MAILNM18  --------*                                                    │
│      MAILNM19  --------*                                                    │
│      MAILNM20  --------*                                                    │
│      MAILNM21  --------*                                                    │
│      MAILNM22  --------*                                                    │
│      MAILNM23  --------*                                                    │
│      MAILNM24  --------*                                                    │
│      MAILNM25  --------*                                                    │
└──────────────────────────────────────────────────────────────────────────┘
```

Figure 4-21. Mail Groups Table (Screen 2 of 2)

DESCRIPTION

The MAIL GROUPS table has no TABLE KEY; the TABLE RECORD KEY is the mail ID of the group.

The MAIL GROUPS table is used to specify certain data to be used for mailing messages to various users and/or user groups through the GMAIL screen.

FIELD DESCRIPTIONS

The following table describes the data fields in the MAIL GROUPS table:

FIELD NAME	DESCRIPTION	LENGTH	VALID ENTRY
MAIL_ID	Mail ID Code	8 A/N	Any alphanumeric string which you want to represent a particular group, e.g., for dispatchers in NJNORTH center might us "NJNDISPS".
ID_TYPE	ID Type for MAIL_ID	1 A	Must be either L (if entries in "MAILNM" fields are LTERMS), U (if entries in MAILNM fields are user logons), or G (if entries in MAILNM fields are other MAIL_IDs
MAILNM(nn)	Mail Name (01 thru 25)	8 A/N	Entries in these fields (25 total on two pages of VGTDSO) may be any valid LTERMs or User ID's (logons) known to IMS or valid MAIL-ID groups defined previously through this table.

4.3.18 GDS Valid Formats (GDS VALID FMT)

```
COMMAND            * * *   GDSR-TTS DATA SCREEN   * * *                /FOR
TABLE NAME:  GDS VALID FMT      TABLE KEY:                    ADMIN AREA:
TABLE RECORD KEY:                              # OF RECORDS: 0081
NOTE: VALID FORMATS FOR GDS JUMP FIND          REL/LEV: 5.1.1.4    MOD: Y
    FIELD     FIELD
    NAME      VALUE
    FMT NAME  --------*
    SUBSYS    --------*
    TITLE     -----------------------------------------------------*
```

Figure 4-22. GDS Valid Formats (GDS VALID FMT)

DESCRIPTION

The GDS VALID FMT table has no TABLE KEY; the TABLE RECORD KEY is the format name.

The GDS VALID FMT table is used to validate destinations when performing a JUMP/FIND.

FIELD DESCRIPTIONS

The following table describes the fields in the GDS VALID FMT table:

FIELD NAME	DESCRIPTION	LENGTH	SAMPLE ENTRIES
FMT NAME	Name of a format which can be jumped to	to 8	GDIWR, GDTLOG
SUBSYS	The subsystem the format belongs to	to 8	GDS, SSC
TITLE	Title of the format	to 50	Service Order Image

4.3.19 GDS SOAC Access Time Mapping (GDS SOAC ACCESS)

```
COMMAND           ***  GDSR-TTS DATA SCREEN  ***                /FOR

TABLE NAME:  GDS SOAC ACCESS   TABLE KEY:                    ADMIN AREA:
TABLE RECORD KEY:                              # OF RECORDS: 0001
NOTE: GDS SOAC ACCESS TIME MAPPING             REL/LEV:         MOD: Y
   FIELD    FIELD
   NAME     VALUE
   ACCESS   -*
   AFTER-TM -----*
   BEFOR-TM -----*
   COMIT-TM -----*
```

Figure 4-23. GDS SOAC Access Time Mapping (GDS SOAC ACCESS)

DESCRIPTION

The TABLE KEY for the GDS SOAC ACCESS table is the work center ID; the TABLE RECORD KEY
is the access indicator.

The GDS SOAC ACCESS time mapping table is used by the SOAC-GDS interface. SOAC sends a one-
character access indicator which the table uses to retrieve the after, before, and commitment times.
This table allows commitment flexibility for the user, rather than restricting commitments to AM, PM,
or all day only.

FIELD DESCRIPTIONS

The following table describes the fields in the GDS SOAC ACCESS table:

FIELD NAME	DESCRIPTION	LENGTH	VALID ENTRY
ACCESS	Access Indicator passed from SOAC	1	Any character
AFTER-TM	Access allowed after this time	5	HH:MM (military time)
BEFOR-TM	Access allowed before this time	5	HH:MM (military time)
COMIT-TM	Commitment time	5	HH:MM (military time)

4.3.20 GDS Service Order Image Parse (GDS SOI PARSE)

```
COMMAND ------   ***  GDSR-TTS DATA SCREEN  ***               /FOR --------

TABLE NAME:  GDS SOI PARSE     TABLE KEY: ---------------   ADMIN AREA: --
TABLE RECORD KEY:                          # OF RECORDS: 0018
NOTE: SERVICE ORDER PARSE DELIMITERS       REL/LEV:          MOD: Y
    FIELD     FIELD
    NAME      VALUE
    PARS-OPT  --*
    CENTER    ----------*
    DELCHAR   ---------*
    SECT#1    ----*
    SECT#2    ----*
    SECT#3    ----*
    SECT#4    ----*
    SECT#5    ----*
    SECT#6    ----*
    SECT#7    ----*
    SECT#8    ----*
    SECT#9    ----*
    SECT#10   ----*
```

Figure 4-24. GDS Service Order Image Parse (GDS SOI PARSE)

DESCRIPTION

The TABLE KEY for the GDS SOI PARSE table is the SOP; the TABLE RECORD KEY is the combination of the PARS-OPT field and the CENTER field. Table entries with blank CENTER represent default entries for the COMPANY.

TTS table GDS SOI Parse is used to control the parse operation of service order image records printed by the GDISSU process. This table is also used to define the sections of the service order that may be viewed on GDCMP2 and therefore may have corrections initiated by the GDS Autocompletion process.

When a SOI section is marked with an 'X' on the GDISSU screen and the SOI PARSE OPTION field is non-blank, a parsed SOI will be issued. The SOI PARSE OPTION must be defined in the GDS SOI PARSE TTS table in the PARS-OPT Field for the specified CENTER or company (blank CENTER).

A PARSE OPTION of "AC" is reserved for the GDS Autocompletion process. The record containing a PARSE OPTION of "AC" and a blank center defines which sections of the service order may be viewed on GDCMP2 and may be corrected. This record should be defined for each SOP specified in the GDSOP table. Refer to Section 3.1.14 for information on the Autocompletion process.

PARSE OPTIONS of "90" to "99" are reserved for use by the GDS Craft Access System (GDS/CAS). Refer to Bellcore document BR 190-529-003 for additional information.

By specifying the sections to be printed for a particular parsing rule or option, the size of the service order image document can be manipulated to include only those sections which are important for that issue location and type. SECT#1 - SECT#10 are user-defined SECTION TITLES used to produce only

the desired sections (e.g., ASGM, RMKS, BILL, S&E) for the CENTER and the SOI PARSE OPTION from the GDISSU screen. In addition, a special value of "SCRP" can be entered if the scratchpad area on GDSOI should be included with the SOI output. If the SOI document is selected on the GDISSU screen and the SOI PARSE OPTION is left blank, the whole SOI will be issued.

> **NOTE** - The sequence of entries in fields SECT#1 - SECT#10 does not affect the order of the GDISSU output. It only determines which sections are to be included. The order of the printed SOI matches the order in the Service Order database.

FIELD DESCRIPTIONS

The following table describes the fields in the GDS SOI PARSE table:

FIELD NAME	DESCRIPTION	LENGTH	SAMPLE ENTRIES
PARS-OPT	The field which makes up the first two characters of the TABLE RECORD KEY for specifying a particular parsing rule for the SOI from the GDISSU screen. A code of "AC" is reserved for Auto Complete. A code of '90' to '99' is reserved for use by GDS/CAS.	2 A/N	AS, SE
CENTER	The work center ID which together with the PARS-OPT field is used as the TABLE RECORD KEY. If the table has a blank CENTER, it will default to represent table entries for the COMPANY.	to 11A/N	HSTN
DELCHAR	This field is not currently used. The section delimiter is assumed to be three dashes (---) for all service orders entering GDS.	to 10	- - - (Assumed Entry)
SECT#1-#10	Up to 10 sections identified by SECTION TITLE. Identifies a section to be included when a document is issued.	to 4	ASGM, RMKS, BILL, S&E

4.3.21 GDS SOAC Parse Rule Failure (GDS SOAC PFAIL)

```
COMMAND ------   ***  GDSR-TTS DATA SCREEN  ***                /FOR --------

TABLE NAME:  GDS SOAC PFAIL    TABLE KEY: ---------------    ADMIN AREA: --
TABLE RECORD KEY:  -------------------------    # OF RECORDS: 0004
NOTE: GDS SOAC PARSE RULE FAILURE              REL/LEV:        MOD: Y
   FIELD     FIELD
   NAME      VALUE
   FID       --------*
```

Figure 4-25. GDS SOAC Parse Rule Failure (GDS SOAC PFAIL)

DESCRIPTION

The TABLE KEY for the GDS SOAC PFAIL table is the work center ID; The TABLE RECORD KEY is the FID. If the center does not want any PFAIL exception notices, a TABLE RECORD KEY of eight asterisks (********) must be used.

The GDS SOAC PFAIL table allows the user to define the FIDs for which to print exception notices when a parse rule failure occurs in SOAC. It is anticipated that the user will not want to see all FIDs that fail their parse rule in SOAC. Rather than arbitrarily printing exception notices, GDS allows the user to define the FIDs for which to print the notices.

A maximum of 100 FID entries may be input into this table.

The table is a center table with company default capabilities if the TABLE KEY is left blank. The table is a required table for GDS processing. If the center does not want PFAIL exception notices, and does not want the company level default, the table must be built with the eight asterisks in the TABLE RECORD KEY.

FIELD NAME	DESCRIPTION	LENGTH	VALID ENTRY
FID	Field Identifier	1-8	Any valid FID

4.3.22 GDS ACTL Field Visit Determination Table (GDS ACTL VISIT)

```
COMMAND ------  ***  GDSR-TTS DATA SCREEN  ***                  /FOR --------


TABLE NAME:  GDS ACTL VISIT    TABLE KEY: ---------------    ADMIN AREA:
TABLE RECORD KEY:  -------------------------    # OF RECORDS: 0000
NOTE: GDS ACTLS FOR VISIT BY CENTER           REL/LEV:         MOD:
    FIELD    FIELD
    NAME     VALUE
    ACTL     -----------*
```

Figure 4-26. GDS ACTL Field Visit Determination Table (GDS ACTL VISIT)

DESCRIPTION

The TABLE KEY for the GDS ACTL VISIT table is the work center ID; the ACTL (Access Customer Terminating Location) is the TABLE RECORD KEY.

The GDS ACTL VISIT table allows the user to list ACTL values by center which should not default to a "PAC" job status during installation job logging. If the ACTL value is not found in this table, a "PAC" job status will result. If the ACTL value is found in this table, the job status will not be affected.

FIELD DESCRIPTION

The following table describes the fields in the GDS ACTL VISIT table:

FIELD NAME	DESCRIPTION	LENGTH	VALID ENTRY
ACTL	The list of ACTL values which should not default to a 'PAC' job status during installation job logging.	to 11A/N	Any characters chosen by the user.

4.3.23 GDS SOP Edits (GDS SOP EDITS)

```
┌─────────────────────────────────────────────────────────────────────────┐
│ COMMAND - - - - - -   * * *   GDSR-TTS DATA SCREEN * * *          /FOR    │
│                                                                           │
│                                                                           │
│ TABLE NAME:  GDS SOP EDITS     TABLE KEY: - - - - - - - - -  ADMIN AREA: --│
│ TABLE RECORD KEY:  - - - - - - - - - - - - - - - -   # OF RECORDS: 0000   │
│ NOTE: AUTO COMPLETE EDITS                    REL/LEV:          MOD: Y      │
│    FIELD     FIELD                                                         │
│    NAME      VALUE                                                         │
│    FID#      - - *                                                         │
│    LABEL     - - - - - *                                                   │
│    PAC_DEF   - - - - - - - - - - - - - - - - - - - *                       │
│    CMP_RET   - *                                                           │
│    LENGTH    - - *                                                         │
│    REQUIRED  - *                                                           │
│    TYPE      - - *                                                         │
│                                                                           │
│                                                                           │
└─────────────────────────────────────────────────────────────────────────┘
```

Figure 4-27. GDS SOP Edits (GDS SOP EDITS)

DESCRIPTION

The TABLE KEY for the GDS SOP EDITS table is the SOP code defined in the GDSOP table; the TABLE RECORD KEY is the FID #, which can be from 01 - 30.

The GDS SOP EDITS table is used to define and enter FID names for the ORDER STATS section on the completion screen and to provide certain edit criteria or rules to result in a successful completion message flow from GDS to the SOP.

NOTE: AUTHORIZATION TO AUTOCOMPLETE TO THE SOP IS RESTRICTED BY FAM (SEE SECTION 3.1.10).

FIELD DESCRIPTIONS

The following table describes the fields in the GDS SOP EDITS table.

FIELD NAME	DESCRIPTION	LENGTH	VALID ENTRY
FID #	Determines where this FID will be viewed on the GDCOMP screen and where the data will be stored in the Work Request Database.	2	Number from 01 - 30
LABEL	The FID name.	to 5	Any character
PAC_DEF	The default value for that FID on a PAC (non-field visit) order. This is optional.	to 22	Any character
CMP_RET	Determines if the FID and value is to be sent to the SOP on completion, return, or both.	1	C (COMP) R (RET) B (Both)
LENGTH	The user defined length for that FID.	2	Numeric
REQUIRED	Determines if that FID is a required entry for the completion.	1	Y or N
TYPE	Defines the characteristics of that FID.	to 2	A = alphabetic AN = alphanumeric N = numeric D,DM = date (mmddyy) DY = date (yymmdd) D4 = date (mmdd) TC = clock time TE = elapsed time M = money U = unedited

4.3.24 GDS SOP Options (GDS SOP OPTIONS)

```
COMMAND ------    ***   GDSR-TTS DATA SCREEN   ***              /EOR --------


TABLE NAME:  GDS SOP OPTIONS    TABLE KEY: ---------------    ADMIN AREA: --
TABLE RECORD KEY:  ------------------------    # OF RECORDS: 0000
NOTE: AUTO COMPLETE OPTIONS BY SOP              REL/LEV:         MOD: Y
    FIELD    FIELD
    NAME     VALUE
    RSYS     --------*
    MAXSEND  -*
    PACSEND  -*
    RETSEND  -*
    PG2      ------------------------------------------------*
    DELAY    ------------------------------------------------*
    NAME_CHG -*
    ADDR_CHG -*
    NAME_DLY -*
    ADDR_DLY -*
    LN#      -*
    LN_LNGTH --*
    UPDT_OPT ------------------------------------------------------*
```

Figure 4-28. GDS SOP Options (GDS SOP OPTIONS)

DESCRIPTION

The TABLE KEY for the GDS SOP OPTIONS table is the SOP code; there is no TABLE RECORD KEY.

The GDS SOP OPTIONS table is used to define the interface options for each SOP. Options which can be determined from this table include:

- the TCM SEC (System Entity Code) for a SOP
- the maximum number of times that GDS should resend the completion information to the SOP
- whether or not to autocomplete PAC (pending autocomplete or nonfield visit) orders
- whether or not information should be passed to the SOP when a work request is returned in GDS
  - optionally, if any sections listed are corrected, use the delay period specified in the GDSOP table before completion messages are sent to the SOP
  - optionally, if any sections listed are corrected, the GDCMP2 screen will be displayed and the corrections passed back to the SOP

- whether GDS should pass corrected information on NAME and/or ADDR changes back to the SOP in the completion message

- whether the completion message should be delayed if either NAME and/or ADDR are corrected

- indicates if line numbers are used to input corrections to the service order sections on GDCMP2

- the maximum number of characters in a physical line of a service order section on GDCMP2

- list of valid one-character update codes for GDCMP2, separated by commas.

> **NOTE: AUTHORIZATION TO AUTOCOMPLETE TO THE SOP IS RESTRICTED BY FAM (SEE SECTION 3.1.10).**

FIELD DESCRIPTIONS

The following table describes the fields in the GDS SOP OPTIONS table.

FIELD NAME	DESCRIPTION	LENGTH	VALID ENTRY
RSYS	The TCM SEC for a SOP.	to 8	Any A/N
MAXSEND	The maximum number of times that GDS should resend the completion message to the SOP, after which if the SOP still has not accepted the message, an exception notice will be printed.	1	Single numeric
PACSEND	Determines whether or not to autocomplete non-field visit orders back to the SOP.	1	Y = yes N = no P = print completion notifier
RETSEND	Determines whether RETurned work request information should be passed to the SOP.	1	Y = yes N = no
PG2	If any of the sections listed in this field are to be corrected, GDCMP2 will be displayed and the corrections passed back to the SOP. If a section name is not listed here, corrections to that section cannot originate from GDS. A section should only be listed here if corrections to this section are to originate from GDS (optional field).	to 50	Any A/N entries which are entered in the "AC" record in the GDS SOI PARSE TTS table. (e.g., ASGM, BILL, S&E). The entries are separated by commas.

FIELD NAME	DESCRIPTION	LENGTH	VALID ENTRY
DELAY	An optional field which allows the delay of completion messages to the SOP by the period specified in the GDSOP table if any of the sections listed here are corrected.	to 50	Any A/N entries which are entered in the "AC" record in the GDS SOI PARSE TTS table. (e.g., ASGM, BILL). The entries are separated by commas.
NAME_CHG	Indicates if GDS should pass corrected NAME information to the SOP in the completion message.	1	Y = Yes N = No
ADDR_CHG	Indicates if GDS should pass corrected ADDR information to the SOP in the completion message.	1	Y = Yes N = No
NAME_DLY	Indicates whether the completion message should be delayed if the NAME is corrected. Corrections to name will occur on the first page of GDCOMP.	1	Y = Yes N = No
ADDR_DLY	Indicates whether the completion message should be delayed if the ADDR is corrected. Corrections to address will occur on the first page of GDCOMP.	1	Y = Yes N = No
LN#	Indicates if line numbers are used to input corrections to the service order sections. Required only if PG2 is populated.	1	Y = Yes N = No
LN_LNGTH	Maximum number of characters in a physical line of a service order section. Required only if PG2 is populated.	2	Number less than or equal to 36.
UPDT_OPT	List of valid one-character update codes for GDCMP2, separated by commas. Required only if PG2 is populated.	to 59	Any single A/N characters. (e.g., U,R,C,A,B,I)

4.4 CENTER TABLES

Unlike the TTS tables, the CENTER tables require only one screen to display the format. Tables may be further identified by CENTER name, wire center, DAA, or various other specified fields. It should be stressed that each CENTER table defines the criteria by which the individual CENTER operates. Different CENTERs can use varying criteria.

4.4.1 Work Center Validation Screen (GCRLOC)

```
COMMAND ------                    DELETE -
                        RELATED LOCATION CODE INFORMATION    06/01/89  20:05
    LOCATION CODE        FMT     ID TYPE    ID STAT     EFFECTIVE DATE
   ------------          ----    -----       --         -- -- --
   ------------          ----    -----       --         -- -- --
   ------------          ----    -----       --         -- -- --
   ------------          ----    -----       --         -- -- --
   ------------          ----    -----       --         -- -- --
                 * * * * * LOCATION DATA * * * * *
 DESCRIPTION ----------------------------------------------- LATA     POP
 ADMINISTRATIVE AREA --  DR STUDY AREA -- --  LOCATION TYPE -  SIC    --
 PLANNING ADMINISTRATIVE AREA -- --  OWNER ----  SWITCHING SYSTEM   ---
   LOCATION NAME -----------------         TAS UNIVERSE CODE   ---
      STREET ------------------------      STAT SWITCHING CODE ------
      TOWN --------------------------      OFFICE LOSS         --- DB
      COUNTY ---------------              OFFICE RANGE        ---- OHMS
      STATE --------------- ZIP -----      OFFICE IMPEDANCE    ---  OHMS
 JOB TITLE ----------------------    PHONE NBR ---------- EXT ----
 RMKS: -------------------------------------------------------
 COMPANY     ---        BASE + CTL NBR ---- --        MG/CG NBR   ---
 OFFICE CLASS -         WATS METERING  -              TAS OPTIONS ---
 MASTER LOC NAME            MASTER LOC -----   PC
 HOST   LOC NAME            HOST/REMOTE      CIC COMP COUNTER
```

Figure 4-29. Work Center Validation Screen (GCRLOC)

PF1	PF2	PF3	PF4	PF5	PF6	PF7	PF8	PF9	PF10	PF11
FIND				UPDATE	NEXT		REFRESH			HELP

COMMANDS

FIND, CREATE, UPDATE, NEXT, HELP

DESCRIPTION

The GCRLOC screen is used to create and display valid GDS work center location IDs or work group locations. The work center location ID can be for an installation control center (ICC), maintenance center (MC), or for a combined IC/MC, or Special Service Dispatch Administration Center (SSDAC).

The literal center TRASHCAN must be built in GCRLOC to trash work which is not GDS involved.

Note that only a small subset of the fields contained on the GCRLOC screen are used by GDS. If not specifically mentioned in the following screen description, the field can be ignored by the user. If further information about the GCRLOC screen is needed, the user should refer to the document, GDSR Location Group Information Format, BR 190-539-102.

FUNCTIONS

Display a Blank Screen

1. From a cleared terminal screen, enter "/FOR GCRLOC" and press the ENTER (S/R) key.

2. If the user is already on a GDS screen other than GCRLOC, enter "GCRLOC" in the /FOR field an press the ENTER (S/R) key.

3. If the user is already on GCRLOC and wants to remove the data that is currently being displayed, press the REFRESH function key (PF8).

Create a GDS Work Center/Work Group Location ID

1. Enter "CREATE" in the COMMAND field.

2. Enter the GDS work center/work group location ID in the first row under the LOCATION CODE column. Note that the location ID cannot contain any embedded blanks.

3. In the adjacent FMT field, enter "CLLI".

4. In the adjacent ID TYPE field, enter "PRIME".

5. In the adjacent ID STAT field, enter "IE".

6. In the adjacent EFFECTIVE DATE field, enter the date that the work center/location ID is created, i.e., 01 05 86.

7. In the ADMINISTRATIVE AREA field, enter appropriate two-characters code.

8. In the DR STUDY AREA field, enter appropriate two-characters code.

9. Optionally, enter any descriptive data about the work center, work location, or work group location in DESCRIPTION, LOCATION NAME, STREET, TOWN, COUNTY, STATE, ZIP, JOB TITLE, PHONE NBR, EXT, or RMKS fields.

10. Press the ENTER (S/R) key.

Create an Alias

1. Perform a FIND on the PRIME Center LOCATION CODE.

2. Enter the Center ALIAS name under the LOCATION CODE column.

3. Enter "USER" under the FMT column.

4. Enter "ALIAS" under the ID TYPE column.

5. Enter "IE" under the ID STAT column.

6. Enter the EFFECTIVE DATE (optional).

7. Perform an UPDATE function.

Display a GDS Work Center/Work Group Location ID

1. Enter the GDS work center ID in the first row under the LOCATION CODE column.

2. Press the FIND function key (PF1).

Mark a GDS Work Center/Work Group Location ID for Deletion

1. The user must first display the location to be marked for deletion.

2. Enter an "X" in the DELETE field.

3. Press the UPDATE function key (PF5).

Unmark a GDS Work Center/Work Group Location for Deletion

1. The user must first display the location ID to be unmarked for deletion.

2. Enter an "*" in the DELETE field.

3. Press the UPDATE function key (PF5).

Update GDS Work Center Data

1. The user must first display the data for the work center to be updated.

2. Add, overtype, or remove data in the following fields:

   — LOCATION CODE (the user can only change a work center ID; the user cannot remove it)
   — FMT
   — ID TYPE
   — ID STAT
   — EFFECTIVE DATE
   — ADMINISTRATIVE AREA
   — DR STUDY AREA
   — DESCRIPTION
   — LOCATION NAME
   — STREET
   — TOWN
   — COUNTY
   — STATE
   — ZIP
   — JOB TITLE
   — PHONE NBR
   — EXT
   — RMKS

3. Press the UPDATE function key (PF5).

Display Subsequent Work Center ID Data

Following the display of a GDS work center, the user can display information about other GDS work centers by pressing the NEXT function key (PF6). Work center data will be returned in alphanumeric order by the work center ID.

4.4.2 GDS - NPA NNX-WC Mapping Table (GDWCM)

```
┌─────────────────────────────────────────────────────────────────────────────┐
│  COMMAND:                   GDS: NPANNX-WC MAPPING TABLE (GDWCM)      /FOR:    │
│                                                   PRTR:        04/06/87 10:14:03│
│    INSTALL      WIRE                                                           │
│  C NPANNX --> CENTER                                                           │
│    ------      ------                                                          │
│    ------      ------                                                          │
│    ------      ------                                                          │
│    ------      ------                                                          │
│    ------      ------                                                          │
│    ------      ------                                                          │
│    ------      ------                                                          │
│    ------      ------                                                          │
│    ------      ------                                                          │
│    ------      ------                                                          │
│    ------      ------                                                          │
│    ------      ------                                                          │
│    ------      ------                                                          │
│    ------      ------                                                          │
│    ------      ------                                                          │
│    ------      ------                                                          │
│    ------      ------                                                          │
└─────────────────────────────────────────────────────────────────────────────┘
```

Figure 4-30. GDS-NPA NNX-WC Mapping Table (GDWCM)

PF1	PF2	PF3	PF4	PF5	PF6	PF7	PF8	PF9	PF10	PF11
FIND	FORWARD	BACK	ADD	UPDATE			REFRESH		DELETE	HELP

COMMANDS

FIND, FORWARD, BACK, ADD, UPDATE, DELETE, PRINT, HELP

DESCRIPTION

The GDWCM table allows specification of GDS wire centers for installation jobs, based on existing SOAC NPANNXs. If the SOAC NPANNX is not found in GDWCM, the GDS wire center defaults to the SOAC NPANNX. Therefore only exceptions must be placed in the table.

FUNCTIONS

Display a Blank Screen

1. From a cleared terminal screen, enter "/FOR GDWCM" and press the ENTER (S/R) key.

2. If the user is already on a GDS screen other than GDWCM, enter "GDWCM" in the /FOR field and press the ENTER (S/R) key.

> NOTE - In some cases, the GDWCM screen may already display information the user was working with on the old screen. This automatic JUMP/FIND feature is designed to save time when the user needs to use a different screen.

3. If the user is already on GDWCM and wants to remove all the data that is currently being displayed, just press the REFRESH function key (PF8).

Display Data Entries in the GDWCM Table

1. Enter the first SOAC NPANNX of interest in the Install NPANNX field, or leave blank to display entire table.

2. Perform a FIND.

The system will display the SOAC NPANNX and the associated GDS wire center, as well as any subsequent listings on that page.

Page Forward Through the GDWCM Table

Following display of a page of the GDWCM table, perform a FORWARD function.

Page Backward Through the GDWCM Table

Following display of a page of the GDWCM table, perform a BACK function.

Add New Entries to the GDWCM Table

1. Enter the following for each new table entry.

    A. "A" in the C (called the Line Command) field.

    B. The known NPANNX associated with the SOAC wire center.

    C. A user-defined six-character GDS wire center designation.

2. Perform an ADD function.

The entries in NPANNX and wire center may/or may not be identical depending on user preference.

Update Table Entries in the GDWCM Table

1. The user needs to display the specific table entry that needs to be updated.

2. For each table entry that will be updated, enter the following:

    A. "U" or "C" in the C field.

    B. Add, overtype, or delete (using the space bar) data in the WIRE CENTER field. The user may not update data in the INSTALL NPANNX field. The user must use delete and re-add an entry to modify data in the INSTALL NPANNX column.

3. Perform an UPDATE function.

Delete Table Entries from the GDWCM Table

1. The user needs to display the table entry to be deleted.

2. For each table entry to be deleted, enter a "D" in the C field.

3. Perform a DELETE function.

Obtain a Paper Copy of the Table

1. The user first needs to display a page of the GDWCM table, or, on a blank GDWCM screen, enter the INSTALL NPANNX.

2. Enter "PRINT" in the COMMAND field.

3. Enter the eight-character printer ID in the PRTR field.

4. Press the ENTER (S/R) key.

Note that this will cause all pages of the GDWCM table to be printed.

4.4.3 GDS: CLLI-WC Mapping Table (GDCLLI)

```
COMMAND:              GDS: CLLI-WC MAPPING TABLE (GDCLLI)        /FOR:
                                              PRTR:           04/06/87 11:24:59
                      WIRE         MAINTENANCE
 C    CLLI   -->      CENTER        CENTER
      ----------      ------        ---------
      ----------      ------        ---------
      ----------      ------        ---------
      ----------      ------        ---------
      ----------      ------        ---------
      ----------      ------        ---------
      ----------      ------        ---------
      ----------      ------        ---------
      ----------      ------        ---------
      ----------      ------        ---------
      ----------      ------        ---------
      ----------      ------        ---------
      ----------      ------        ---------
      ----------      ------        ---------
      ----------      ------        ---------
      ----------      ------        ---------
      ----------      ------        ---------
      ----------      ------        ---------
      ----------      ------        ---------
```

Figure 4-31. GDS: CLLI-WC Mapping Table (GDCLLI)

PF1	PF2	PF3	PF4	PF5	PF6	PF7	PF8	PF9	PF10	PF11
FIND	FORWARD	BACK	ADD	UPDATE			REFRESH		DELETE	HELP

COMMANDS

FIND, FORWARD, BACK, ADD, UPDATE, DELETE, PRINT, HELP

DESCRIPTION

The GDCLLI table is used to translate serving central offices (ALOC/ZLOC) to a specified GDS wire center for TIRKS system involved orders and for SSC maintenance reports. It is important to note that each must be populated in the GCRLOC before it can be added to this table. It also determines the GDS maintenance center based on the handoff CLLI code from SSC.

FUNCTIONS

Display a Blank Screen

1. From a cleared terminal screen, enter "/FOR GDCLLI" and press the ENTER (S/R) key.

2. If you are already on a GDS screen other than GDCLLI, enter "GDCLLI" in the /FOR field and press the ENTER (S/R) key.

> NOTE - In some cases, the GDCLLI screen may already display information you were working with on your old screen. This automatic JUMP/FIND feature is designed to save you time when you need to use a different screen.

3. If you are already on GDCLLI and want to remove all the data that is currently being displayed, just press the REFRESH function key (PF8).

Display Data Entries in the GDCLLI

1. Enter the DOC or SSC CLLI code 8-11 character identifier in the CLLI field.

2. Perform a FIND.

The system will display the GDS wire center and SSDAC maintenance center associated with that specific COMMON LANGUAGE code.

Page Forward Through the GDCLLI Table

Following display of a page of the table, perform a FORWARD function.

Page Backward Through the GDCLLI Table

Following the display of a page of the GDCLLI table, perform a BACK function.

Add New Entries to the GDCLLI Table

1. Enter the following for each new table entry.

    A. "A" in the C (called the Line Command) field.

    B. The 8-11 character DOC or SSC CLLI code in the CLLI field.

    C. The six-digit GDS Wire Center identifier.

    D. The SSDAC Maintenance Center identifier.

2. Perform an ADD.

Update Table Entries in the GDCLLI Table

1. Display the specific table entry to be updated.

2. For each table entry that will be updated, enter the following:

    A. "U" or "C" in the C field.

    B. Add, overtype, or delete (using the space bar) data in the Wire Center and Maintenance Center fields. You may not update data in the CLLI field. If you need to change data in this field, you must first delete the table entry and then re-add it in modified form.

3. Perform an UPDATE function.

Delete Table Entries from the GDCLLI Table

1. Display the table entry to be deleted.

2. For each table entry to be deleted, enter a "D" in the C field.

3. Perform a DELETE function.

Obtain a Paper Copy of the Table

1. Display a page of the GDCLLI table or on a blank GDCLLI screen, enter the wire center code in the WIRE CENTER field.

2. Enter "PRINT" in the COMMAND field.

3. Enter the eight-character printer ID in the PRTR field.

4. Press the ENTER (S/R) key.

Note that this will cause all pages of the GDCLLI table to be printed.

4.4.4 Installation Center Routing (GDICTR)

```
COMMAND: --------       GDS: INSTALL ROUTING TABLE (GDICTR)    /FOR: --------
TABLE KEY:  WC - ORDTYPE - CSC - CNA -        PRTR: -------    08/23/88 09:08:10
C  DATA ENTRIES  -->   POSSIBLE INSTALLATION CENTERS
-    ------       ----------  ----------  ----------  ----------  ----------
                  ----------  ----------  ----------  ----------  ----------
                  ----------  ----------  ----------  ----------  ----------
                  ----------  ----------  ----------  ----------  ----------
                  ----------  ----------  ----------  ----------  ----------

-    ------       ----------  ----------  ----------  ----------  ----------
                  ----------  ----------  ----------  ----------  ----------
                  ----------  ----------  ----------  ----------  ----------
                  ----------  ----------  ----------  ----------  ----------
                  ----------  ----------  ----------  ----------  ----------

-    ------       ----------  ----------  ----------  ----------  ----------
                  ----------  ----------  ----------  ----------  ----------
                  ----------  ----------  ----------  ----------  ----------
                  ----------  ----------  ----------  ----------  ----------
                  ----------  ----------  ----------  ----------  ----------

-    ------       ----------  ----------  ----------  ----------  ----------
                  ----------  ----------  ----------  ----------  ----------
                  ----------  ----------  ----------  ----------  ----------
                  ----------  ----------  ----------  ----------  ----------
                  ----------  ----------  ----------  ----------  ----------
```

Figure 4-32. Installation Center Routing (GDICTR)

PF1	PF2	PF3	PF4	PF5	PF6	PF7	PF8	PF9	PF10	PF11
FIND	FORWARD	BACK	ADD	UPDATE			REFRESH		DELETE	HELP

COMMANDS

FIND, FORWARD, BACK, ADD, UPDATE, DELETE, PRINT, HELP

DESCRIPTION

The GDICTR table is used to route installation jobs to specific GDS Centers. For routing installation orders to the desired Center, users have the option of using from one to four criteria. They are Wire Center (WC), Order Type (ORDTYP), Class of Service (CSC), and Carrier Name Abbreviation (CNA). Each entry for these four criteria may be routed to a maximum of 25 GDS CENTERs. All four categories may be used but at least one of the four routing options is mandatory.

Since routing can occur using different criteria, the users must prioritize the routing categories on the GDS CO OPTIONS table. Each of the four criteria must be prioritized with values of 0 to 4. Priority "1" is the highest, and "4" the lowest. The value of "0" allows the user to leave that category blank on GDICTR.

The following example may be used to guide the inputs on these two tables:

GDS CO OPTIONS

CNA-P	0
ORDTYP-P	2
WC-P	1
CSC-P	3

GDICTR

STEP 1 - Wire Center Routing (priority #1)

```
C  DATA ENTRIES  -->   POSSIBLE INSTALLATION CENTERS
   201461    HSTN1       HSTN2        HSTN3
```

One can see that orders within Wire Center 201461 will be routed to three GDS CENTERS. The result of the first routing priority can be referred to as the first "SET" of possible CENTERS consisting of HSTN1, HSTN2, and HSTN3. Since the logic did not arrive at one CENTER, the process of routing will continue using the criteria established as priority #2.

STEP 2 - Order Type Routing (priority #2)

```
C  DATA ENTRIES  -->   POSSIBLE INSTALLATION CENTERS
     C        HSTN2       HSTN3        NAVI2
```

The second priority routes "C" orders to three possible CENTERS. The software compares the result of priority #1 (HSTN1, HSTN2, and HSTN3) to the second SET (HSTN2, HSTN3, and NAVI2) and produces the "intersection" or common CENTERS HSTN2 and HSTN3. At this point, all "C" orders in Wire Center 201461 will be routed to HSTN2 and HSTN3. Since the routing logic did not arrive at one CENTER, the process continues to the third routing priority.

STEP 3 - Class of Service Routing (priority #3)

```
C  DATA ENTRIES  -->   POSSIBLE INSTALLATION CENTERS
   1FB      HSTN3       HSTN5        TRASHCAN
```

The third priority routes all orders with the Class of Service of 1FB to three possible CENTERS. The software compares the common CENTERs obtained in the second priority (HSTN2 and HSTN3) to the possible CENTERs for priority #3 (HSTN3, HSTN5 and TRASHCAN) and produces the final

"intersection" of HSTN3. Therefore, all "C" orders within Wire Center 201461 with a Class of Service of 1FB will be routed to CENTER HSTN3. CENTER routing for these three criteria will cease because one CENTER was determined.

The above example is an illustration of routing that, in the end, determines one center. There may be occasions when routing does not result in the determination of one center. The following example illustrates the results of routing when the final intersection process produces more than one center.

For instance:

First routing priority produces the set of HSTN1, HSTN2.
Second routing priority produces the set of HSTN3, HSTN4.

Result:

Because there is not an intersection between the first set and second set, the results of the first routing priority (HSTN1, HSTN2) are "saved" and will be compared to the results of the third routing priority.

Third routing priority produces the set of HSTN5, HSTN6

Result:

The results of the first routing priority (HSTN1, HSTN2) are compared to the results of the third routing priority (HSTN5, HSTN6). Since there is not an intersection between the first and third routing priorities, and the results of the first routing priority resulted in two centers (HSTN1, HSTN2), GDS will route to the first center (HSTN1). The center HSTN1 was the first center typed in the GDICTR table associated with the first routing priority.

One can see that the specific order in which CENTERs are typed on the GDICTR screen is important in ultimate CENTER determination.

The functionality of the GDICTR screen provides flexibility in CENTER routing. If the user so desires, certain combinations of criteria may be routed to the TRASHCAN CENTER. TRASHCAN allows discarding of certain orders that do not require attention from GDS users. These orders are simply deleted, and therefore do not use valuable storage within the application.

FUNCTIONS

Display a Blank Screen

1. From a cleared terminal screen, enter "/FOR GDICTR" and press the ENTER (S/R) key.

2. If the user is already on a GDS screen other than GDICTR, enter "GDICTR" in the FOR field and press the ENTER (S/R) key.

> NOTE - When performing smart JUMP/FINDs to the GDICTR screen, the GDICTR screen will be auto populated with an "X" in the WC field. This automatic JUMP/FIND feature is designed to save time when the user needs to use a different screen.

3. If the user is already on GDICTR and wants to remove all the data that is currently being displayed, press the REFRESH function key (PF8).

Display Data Entries in the GDICTR Table

1. Enter "X" in the table key field the user wishes to display.

2. Perform a FIND.

The system will display all the Table Key entries and the possible Installation center that would/could handle this Table Key item. If the user wishes to view a different Table Key field, just press the REFRESH function key (PF8) and make another selection.

Page Forward Through the GDICTR Table

Following display of a page of the table, perform a FORWARD function.

Page Backward Through the GDICTR Table

Following the display of a page of the GDICTR table, perform a BACK function.

Add New Entries to the GDICTR Table

1. Enter an "X" in the Table Key the user wishes to "ADD TO".

2. Enter the following for each new table entry.

    A. "A" in the C (called the Line Command) field.

    B. The WC, Order Type, CSC or CNA (depending on which Table Key you have selected).

    C. Up to 25 possible Installation Centers that could handle that specific Table Key.

3. Perform an ADD.

Update Table Entries in the GDICTR Table

1. Display the specific table entry that needs to be updated.

2. For each table entry that will be updated, enter the following:

    A. "U" or "C" in the C field.

    B. Add, overtype, or delete (using the space bar) data in the Possible Installation centers fields. The user may not update data in the WC, Ordtype, CSC, or CNA fields. If it is necessary to change data in this field, the user must first delete the table entry and then re-add it in modified form.

3. Perform an UPDATE.

Delete Table Entries from the GDICTR Table

1. Display the table entry to be deleted.

2. For each table entry to be deleted, enter a "D" in the C field.

3. Perform a DELETE function.

Obtain a Paper Copy of the Table

1. The user first needs to display a page of the GDICTR table, or, on a blank GDICTR screen, enter the wire center code in the WIRE CENTER field.

2. Enter "PRINT" in the COMMAND field.

3. Enter the eight-character printer ID in the PRTR field.

4. Press the ENTER (S/R) key.

Note that this will cause all pages of the GDICTR table to be printed.

4.4.5 Cable/Pair to Route Mapping Table (GDCPM)

```
COMMAND: --------        GDS: CA/PR-RTE MAPPING TABLE (GDCPM)    /FOR: ------
                                            PRTR: --------    07/08/85 08:14:43
WIRE CENTER: ------

                    LOW      HIGH
  C      CABLE      PAIR     PAIR   -->   RTE
  -    ----------   ----     ----         ----
  -    ----------   ----     ----         ----
  -    ----------   ----     ----         ----
  -    ----------   ----     ----         ----
  -    ----------   ----     ----         ----
  -    ----------   ----     ----         ----
  -    ----------   ----     ----         ----
  -    ----------   ----     ----         ----
  -    ----------   ----     ----         ----
  -    ----------   ----     ----         ----
  -    ----------   ----     ----         ----
  -    ----------   ----     ----         ----
  -    ----------   ----     ----         ----
  -    ----------   ----     ----         ----
  -    ----------   ----     ----         ----
  -    ----------   ----     ----         ----
  -    ----------   ----     ----         ----
```

Figure 4-33. Cable/Pair to Route Mapping Table (GDCPM)

PF1	PF2	PF3	PF4	PF5	PF6	PF7	PF8	PF9	PF10	PF11
FIND	FORWARD	BACK	ADD	UPDATE			REFRESH		DELETE	HELP

COMMANDS

FIND, FORWARD, BACK, ADD, UPDATE, DELETE, PRINT, HELP

DESCRIPTION

The GDCPM table is used to automatically assign a four-character "route" code to installation orders entered to GDS from SOP/SOAC and TIRKS System only involved orders, and to maintenance jobs which have no route code, when they enter GDS from LMOS, GDTTE, or SSC maintenance.

The table examines the wire center code and assigned cable and pair (cable used for this, either F1 or FZ, is specified in GDS-TTS table GDS OPTIONS) on a job and translates these to a unique route code.

FUNCTIONS

Display a Blank Screen

- From a cleared terminal screen, enter "/FOR GDCPM" and press the ENTER (S/R) key.

- If the user is already on a GDS screen other than GDCPM, enter "GDCPM"in the /FOR field and press the ENTER (S/R) key.

> NOTE - In some cases, the GDCPM screen may already display information the user was working with on the old screen. This automatic JUMP/FIND feature is designed to save time when the user needs to use a different screen.

- If the user is already on GDCPM and wants to remove all the data that is currently being displayed, just press the REFRESH function key (PF8).

Display Data Entries in the GDCPM Table

1. Enter the six-digit wire center code in the WIRE CENTER field.

2. If the user wants to find a specific cable for the specified wire center, enter it directly under the CABLE column header. This is an optional step.

3. Perform a FIND.

The system will display the data for the specific cable and pair ranges that the user requested (if any) and the other cables/pair ranges that follow in alphanumeric order. Up to 17 table entries can be displayed on one page.

Page Forward Through the GDCPM Table

Following the display of a page of the GDCPM table, perform a FORWARD function.

Page Backward Through the GDCPM Table

Following the display of a page of the GDCPM table, perform a BACK function.

Add New Entries to the GDCPM Table

1. Enter the six-digit wire center code in the WIRE CENTER field.

2. Enter the following for each new table entry:

   A. "A" in the C (Line Command) field.

   B. A valid cable code in the field under the CABLE header.

   C. The "low pair" and "high pair" of a pair range in the LOW PAIR and HIGH PAIR columns, respectively.

   D. The four-character route code to be assigned to all jobs which fall in the specified cable-pair range under the RTE header.

3. Perform an ADD.

The addition will be made, the entries resorted if necessary, and the display updated.

Update Table Entries on GDCPM

1. Display the specific table entry that needs to be updated.

2. The user can only UPDATE the RTE field on the GDCPM table. The CABLE, LOW PAIR, and HIGH PAIR are database keys and cannot be updated.

3. For each table entry that will be updated, enter the following:

   A. "U" or "C" in the C field
   B. Add, overtype, or delete (use the space bar) data in the RTE field.

4. Perform an UPDATE function.

Delete Table Entries from the GDCPM Table

1. Display the table entry to be deleted.

2. For each table entry to be deleted, enter a "D" in the C field.

3. Perform a DELETE function.

Obtain a Paper Copy of the Table

1. The user must first either display a page of the table to be printed, or, on a blank GDCPM screen, enter the wire center in the WIRE CENTER field.

2. Enter "PRINT" in the COMMAND field.

3. Enter the eight-character printer ID in the PRTR field.

4. Press the ENTER (S/R) key.

Note that this will cause all pages of the GDCPM table to be printed.

4.4.6 Inter-DAA Travel Time Table (GDDATR)

```
 COMMAND: --------      GDS: DISPATCH AREA TRVL TIME (GDDATR)     /FOR: ------
                                           PRTR: --------    05/06/85 12:00:01
 FROM DAA: ---


 C     TO DAA  -->   TRVL (HH:MM)
 -      - - -        - - - - - -
 -      - - -        - - - - - -
 -      - - -        - - - - - -
 -      - - -        - - - - - -
 -      - - -        - - - - - -
 -      - - -        - - - - - -
 -      - - -        - - - - - -
 -      - - -        - - - - - -
 -      - - -        - - - - - -
 -      - - -        - - - - - -
 -      - - -        - - - - - -
 -      - - -        - - - - - -
 -      - - -        - - - - - -
 -      - - -        - - - - - -
 -      - - -        - - - - - -
```

Figure 4-34. Inter-DAA Travel Time Table (GDDATR)

PF1	PF2	PF3	PF4	PF5	PF6	PF7	PF8	PF9	PF10	PF11
FIND	FORWARD	BACK	ADD	UPDATE			REFRESH		DELETE	HELP

COMMANDS

FIND, FORWARD, BACK, ADD, UPDATE, DELETE, PRINT, HELP

DESCRIPTION

The GDDATR table allows specification and editing of travel time values (in hours and minutes) between any two specific DAAs. These travel values are used by both the bulk loading and dynamic job selection algorithms when a potential job assignment is in a DAA other than the one where the technician is currently located. Only one table exists for the entire GDS System, and work centers which overlap geographically share the travel distance values specified in the table. If the DAAs are not found in this table, a default travel distance of 04:00 is assumed.

FUNCTIONS

Display a Blank Screen

1. From a cleared terminal screen, enter "/FOR GDDATR" and press the ENTER (S/R) key.

2. If you are already on a GDS screen other than GDDATR, enter "GDDATR" in the /FOR field and press the ENTER (S/R) key.

> NOTE - In some cases, the GDDATR screen may already display information you were working with on your old screen. This automatic JUMP/FIND feature is designed to save you time when you need to use a different screen.

3. If you are already on GDDATR and want to remove all the data that is currently being displayed, just press the REFRESH function key (PF8).

Display Data Entries in the GDDATR Table

1. Enter one of the DAAs of interest in the FROM DAA: field.

2. If you want to find a specific DAA-DAA travel time value, enter the second DAA in the TO DAA column (this is an optional input).

3. Perform a FIND.

The system will display the travel time values between the DAA in the FROM DAA field and other DAAs listed under the to DAA column.

Page Forward Through the GDDATR Table

Following the display of a page of the GDDATR table, perform a FORWARD function.

Page Backward Through the GDDATR Table

Following the display of a page of the GDDATR table, perform a BACK function.

Add New Entries to the GDDATR Table

1. Enter the DAA to which travel times need to be added in the FROM DAA field.

2. Enter the following for each new table entry -

   A. "A" in the C (called the Line Command) field.

   B. The DAA to which travel time needs to be defined under the TO DAA column.

   C. The travel time between the "FROM DAA" and "TO DAA" in under the TRVL (HH:MM) column using the hours and minutes format.

3. Perform an ADD.

Update Table Entries in the GDDATR Table

1. Display the specific table entry to be updated.

2. For each table entry that will be updated, enter the following:

   A. "U" or "C" in the C field.

   B. Add, overtype, or delete (use the space bar) data in the TRVL field. You may not update data in the TO DAA field. You must use delete and re-add an entry to modify data in the TO DAA column.

3. Perform an UPDATE function.

Delete Table Entries from the GDDATR Table

1. Display the table entry to be deleted.

2. For each table entry to be deleted, enter a "D" in the C field.

3. Perform a DELETE function.

To delete an AA from the listing of AAs on the GDDAA table, the user must display the DAA/AA combination in the FROM DAA/AA: field. Type "D" in the "C" column for all the AAs and execute a DELETE function. This will eliminate the displayed allocation area from the GDAATR table as well as the GDDAA table.

Obtain a Paper Copy of the Table

1. You must first either display a page of the GDDATR table to be printed or on a blank GDDATR screen, enter the FROM DAA.

2. Enter "PRINT" in the COMMAND field.

3. Enter the eight-character printer ID in the PRTR field.

4. Press the ENTER (S/R) key.

Note that this will cause all pages of the GDDATR table to be printed.

4.4.7 GDS: Allocation Area Travel Time (GDAATR)

```
COMMAND:                    GDS: ALLOC AREA TRVL TIME (GDAATR)        /FOR:
                                                PRTR:          05/13/87 15:34:20

FROM DAA/AA:     --- ----

C  TO AA  -->   TRVL (HH:MM)

-  ----        -----
-  ----        -----
-  ----        -----
-  ----        -----
-  ----        -----
-  ----        -----
-  ----        -----
-  ----        -----
-  ----        -----
-  ----        -----
-  ----        -----
-  ----        -----
-  ----        -----
-  ----        -----
-  ----        -----
-  ----        -----
-  ----        -----
GDS000I  JUMP  SUCCESSFUL
```

Figure 4-35. GDS: Allocation Area Travel Time (GDAATR)

PF1	PF2	PF3	PF4	PF5	PF6	PF7	PF8	PF9	PF10	PF11
FIND	FORWARD	BACK	ADD	UPDATE			REFRESH		DELETE	HELP

COMMANDS

FIND, FORWARD, BACK, ADD, UPDATE, DELETE, PRINT, HELP

DESCRIPTION

The GDAATR table allows for specifications and editing of travel time values (in hours and minutes) between any two AAs within a specified DAA. These travel values are used by both the bulk loading and dynamic job selection algorithms when a potential job assignment is in an AA other than the one where the technician is currently located. Only one table exists for the entire GDS System, and work centers which overlap geographically share the travel distance values specified in the table. If the AAs are not found in this table, a default travel distance of 00:10 is assumed.

FUNCTIONS

Display a Blank Screen

1. From a cleared terminal screen, enter "/FOR GDAATR" and press the ENTER (S/R) key.

2. If the user is already on a GDS screen other than GDAATR, enter "GDAATR" in the /FOR field and press the ENTER (S/R) key.

> NOTE - In some cases, the GDAATR screen may already display information the user was working with on the old screen. This automatic JUMP/FIND feature is designed to save time when the user needs to use a different screen.

3. If the user is already on GDAATR and wants to remove all the data that is currently being displayed, just press the REFRESH function key (PF8).

Display Data Entries in the GDAATR Table

1. Enter the DAA and associated AA of interest in the FROM DAA/AA field.

2. If the user wants to find a specific AA-AA travel time value, enter the second AA in the TO AA column (this is an optional input).

3. Perform a FIND.

The system will display the travel time values between AAs within a specific DAA.

Page Forward Through the GDAATR Table

Following display of a page of the GDAATR table, perform a FORWARD function.

Page Backward Through the GDAATR Table

Following display of a page of the GDAATR table, perform a BACK function.

Add New Entries to the GDAATR Table

1. Enter the DAA and associated AA to which travel time needs to be added in the FROM DAA/AA.

2. Enter the following for each new table entry.

    A. "A" in the C (called the Line Command) field.

    B. The AA to which travel time needs to be defined under the TO AA column.

    C. The travel time between the FROM DAA/AA and TO AA in under TRVL (HH:MM) column using the hours and minutes format.

3. Perform an ADD function.

Update Table Entries in the GDAATR Table

1. Display the specific table entry that needs to be updated.

2. For each table entry that will be updated, enter the following:

    A. "U" or "C" in the C field.

B. Add, overtype, or delete (using the space bar) data in the TRVL field. The user may not update data in the TO AA field. The user must use delete and re-add an entry to modify data in the TO AA column.

3. Perform an UPDATE function.

Delete Table Entries from the GDAATR Table

1. Display the table entry to be deleted.

2. For each table entry to be deleted, enter a "D" in the C field.

3. Perform a DELETE function.

Obtain a Paper Copy of the Table

1. The user first needs to display a page of the GDAATR table, or, on a blank GDAATR screen, enter the DAA/AA in the FROM DAA/AA field.

2. Enter "PRINT" in the COMMAND field.

3. Enter the eight-character printer ID in the PRTR field.

4. Press the ENTER (S/R) key.

Note that this will cause all pages of the GDAATR table to be printed.

4.4.8 DAA-AA Mapping Table (GDMAP)

```
COMMAND:                    GDS: DAA/AA MAPPING TABLE (GDMAP)         /FOR:
                                               PRTR:              04/07/87 12:17:52
WIRE CENTER: ------
                                   PRICING    TWO TECH
  C    RTE  -->  DAA   AA           GRP        AREA
       ----      ---   ----          -           -
       ----      ---   ----          -           -
       ----      ---   ----          -           -
       ----      ---   ----          -           -
       ----      ---   ----          -           -
       ----      ---   ----          -           -
       ----      ---   ----          -           -
       ----      ---   ----          -           -
       ----      ---   ----          -           -
       ----      ---   ----          -           -
       ----      ---   ----          -           -
       ----      ---   ----          -           -
       ----      ---   ----          -           -
       ----      ---   ----          -           -
       ----      ---   ----          -           -
       ----      ---   ----          -           -
       ----      ---   ----          -           -
       ----      ---   ----          -           -
```

Figure 4-36. DAA-AA Mapping Table (GDMAP)

PF1	PF2	PF3	PF4	PF5	PF6	PF7	PF8	PF9	PF10	PF11
FIND	FORWARD	BACK	ADD	UPDATE			REFRESH		DELETE	HELP

COMMANDS

FIND, FORWARD, BACK, ADD, UPDATE, DELETE, PRINT, HELP

DESCRIPTION

The GDMAP table is used to translate each unique combination of wire center and route code to a specific DAA-AA location on the electronic map. These locations are the basis for calculating field travel distance.

The table allows assigning each DAA-AA to a specific "pricing group." This code makes it possible to use separate "pricing rules" and/or dispatch weights for jobs located in different geographic areas. The table also allows specification of geographic areas which require two technicians due to environmental constraints or contractual obligations.

FUNCTIONS

Display a Blank Screen

1. From a cleared terminal screen, enter "/FOR GDMAP" and press the ENTER (S/R) key.

2. If the user is already on a GDS screen, enter "GDMAP" in the /FOR field, and press the ENTER (S/R) key.

> NOTE - In some cases, the new screen may already display information the user was working with on the old screen. This automatic JUMP/FIND feature is designed to save time when the user needs to use a different screen.

3. If the user is already on GDMAP and wants to remove all the data that is currently being displayed, press the REFRESH function key (PF8).

Display Data Entries in the GDMAP Table

1. Enter a valid wire center code in the WIRE CENTER field.

2. If the user wants to find the entry for a specific route code, enter it directly under the RTE column header (this is an optional input).

3. Perform a FIND.

The system will display the data for the specific route code and the other route codes within the wire center that follow it in alphanumeric order. Up to 18 table entries can be displayed on one page.

Page Forward Through the GDMAP Table

Following the display of a page of the GDMAP table, perform a FORWARD function.

Page Backward Through the GDMAP Table

Following the display of a page of the GDMAP table, perform a BACK function. Note that this will not work if you are on the first page of the GDMAP table.

Add New Entries to the GDMAP Table

1. Enter the wire center code in the WIRE CENTER field.

2. Enter the following for each new table entry:

    A. "A" in the C (Line Command) field.

    B. A valid route code for the specified wire center under the RTE header.

    C. The DAA code the user wants jobs with this wire center - route combination assigned to under the DAA column header.

    D. The AA code the user wants jobs with this wire center - route combination assigned to under the AA column header.

    E. The pricing group code the user wants this particular DAA-AA assigned to under the PRICING GRP column header. This is a user-defined entry (1 A/N).

      F. "Y" if this DAA-AA requires a dispatch of two technicians.

3. Perform an ADD function.

Update Table Entries in the GDMAP Table

1. Display the specific table entry that needs to be updated.

2. For each table entry that will be updated, enter the following:

    A. "U" or "C" in the C field.

    B. Add, overtype, or delete (using the space bar) data in the DAA, AA, pricing GRP or Two Tech area fields. The user may not update data in the RTE field. If the user needs to change data in this field, they must first delete the table entry and then re-add it with the modified route code.

3. Perform an UPDATE function.

Delete Table Entries from the GDMAP Table

1. Display the table entry to be deleted.

2. For each table entry to be deleted, enter a "D" in the C field.

3. Perform a DELETE function.

Obtain a Paper Copy of the Table

1. The user first needs to display a page of the GDMAP table, or, on a blank GDMAP screen, enter the wire center code in the WIRE CENTER field.

2. Enter "PRINT" in the COMMAND field.

3. Enter the eight-character printer ID in the PRTR field.

4. Press the ENTER (S/R) key.

Note that this will cause all pages of the GDMAP table to be printed.

4.4.9 GDS DAA Table (GDDAA)

```
COMMAND: - - - - - - - -       GDS: DISPLAY CENTER DAA'S (GDDAA)        /FOR: - - - - - - - -
                                      PRTR: - - - - - - - -          06/17/87 16:38:44
CENTER: - - - - - - - - - - -
C DAA --> ZONE LIST OF AA'S
- - - -        - - -    - - - -  - - - -  - - - -   - - - -  - - - -  - - - -   - - - -  - - - -   - - - -  - - - -  - - - -  - - - -

- - - -        - - -
        R: - -
        C: - -
- - - -        - - -
        R: - -
        C: - -
- - - -        - - -
        R: - -
        C: - -
- - - -        - - -
        R: - -
        C: - -
- - - -        - - -
        R: - -
        C: - -
- - - -        - - -
        R: - -
        C: - -
```

Figure 4-37. GDS TAA Table (GDDAA)

PF1	PF2	PF3	PF4	PF5	PF6	PF7	PF8	PF9	PF10	PF11
FIND	FORWARD	BACK	ADD	UPDATE			REFRESH		DELETE	HELP

COMMANDS

FIND, FORWARD, BACK, ADD, UPDATE, DELETE, PRINT, HELP

DESCRIPTION

The GDDAA table allows the user to specify or edit which DAAs belong to each work center (overlap is allowed). Without inclusion in the GDDAA table under a given work center, the system will not allow assignment of a DAA to a field technician, via the GDTECH table, if they work for that work center.

The GDDAA table also allows assignment of an Appointment Zone code to each DAA worked by the center. The appointment zone can be used in running appointment control reports.

The GDDAA table also allows specification of the row and column numbers for use when work center reports are requested in the map-like format. Finally, the GDDAA table displays, for reference, the list of AAs within each DAA. The AAs within a given DAA are derived for display on GDDAA from the GDDATR table.

FUNCTIONS

Display a Blank Screen

1. From a cleared terminal screen, enter "/FOR GDDAA" and press the ENTER (S/R) key.

2. If the user is already on a GDS screen other than GDDAA, enter "GDDAA" in the /FOR field and press the ENTER (S/R) key.

> **NOTE** - In some cases, the GDDAA screen may already display information the user was working with on the old screen. This automatic JUMP/FIND feature is designed to save time when the user needs to use a different screen.

3. If the user is already on GDDAA and wants to remove all the data that is currently being displayed, press the REFRESH function key (PF8).

Display Data Entries in the GDDAA Table

1. Enter the work center ID in the CENTER field.

2. If the user wants to find a specific DAA the center works, enter the three-character code under the DAA column.

3. Perform a FIND.

The system will display the data for the DAA code that was entered, and the other entries that follow it in alphanumeric order.

Page Forward Through the GDDAA Table

Following the display of a page of the GDDAA table, perform a FORWARD function.

Page Backward Through the GDDAA Table

Following the display of a page of the GDDAA table, perform a BACK function.

Add New Entries to the GDDAA Table

1. Enter the work center ID in the CENTER field.

2. Enter the following for each new table entry:

    A. "A" in the C (called the Line Command) field.

    B. A valid DAA under the DAA column.

    C. A three-character appointment zone code under the ZONE column header.

3. Perform an ADD function.

This entry will be added to the list of DAAs worked by the center. Also, notice that the list of AAs within the DAA is displayed automatically.

Update Table Entries in the GDDAA Table

1. Display the specific table entry that needs to be updated.

2. For each table entry that will be updated, enter the following:

    A. "U" or "C" in the C field.

    B. Add, overtype, or delete (use the space bar) data in the ZONE field. The user may not update data in the DAA field. If the user needs to change a DAA, they must first delete the table entry and then re-add it in modified form.

3. Perform an UPDATE function.

Delete Table Entries from the GDDAA Table

1. Display the table entry to be deleted.

2. For each table entry to be deleted, enter a "D" in the C field.

3. Perform a DELETE function.

Obtain a Paper Copy of the Table

1. The user must first either display a page of the GDDAA table to be printed or on a blank GDDAA screen, enter the work center name in the CENTER field.

2. Enter "PRINT" in the COMMAND field.

3. Enter the eight-character printer ID in the PRTR field.

4. Press the ENTER (S/R) key.

Note that this will cause all pages of the GDDAA table to be printed.

4.4.10 Assign Dispatch Weights Table (GDADW)

```
┌─────────────────────────────────────────────────────────────────────────┐
│ COMMAND: --------      GDS: ASSIGN DISPATCH WEIGHTS (GDADW)    /FOR -------- │
│                                                             02/28/89 16:25:41 │
│ CENTER: -----------  LOAD KEY: - LOAD TYP: - COPY TO CENTER: ----------- │
│                                                                           │
│                        ********* WEIGHTS BY PRICING GROUP  ********       │
│           PRICING GROUPS -->  -   -   -   -   -   -   -   -   -   -   -   - │
│ COMMON I AND M FACTORS                                                    │
│    DIST FROM TECH    :    --  --  --  --  --  --  --  --  --  --  --  -- │
│    TIME TO COMMIT    :    --  --  --  --  --  --  --  --  --  --  --  -- │
│    JOB  PRIORITY     :    --  --  --  --  --  --  --  --  --  --  --  -- │
│    MISSED COMMITMENT :    --  --  --  --  --  --  --  --  --  --  --  -- │
│    BULK LOAD EVENLY  :    --  --  --  --  --  --  --  --  --  --  --  -- │
│    DIST TO GARAGE    :    --  --  --  --  --  --  --  --  --  --  --  -- │
│    MEET APPOINTMENTS :    --  --  --  --  --  --  --  --  --  --  --  -- │
│                                                                           │
│ MAINT JOB  FACTORS                                                        │
│    OUT-OF-SERVICE    :    --  --  --  --  --  --  --  --  --  --  --  -- │
│    SUBSEQUENT REPORTS:    --  --  --  --  --  --  --  --  --  --  --  -- │
│    REPEAT  REPORT    :    --  --  --  --  --  --  --  --  --  --  --  -- │
│                                                                           │
│    (USE GDJTW TO SET WEIGHTS FOR INDIVIDUAL JOB TYPES)                    │
└─────────────────────────────────────────────────────────────────────────┘
```

Figure 4-38. Assign Dispatch Weights Table (GDADW)

PF1	PF2	PF3	PF4	PF5	PF6	PF7	PF8	PF9	PF10	PF11
FIND	FORWARD	BACK	ADD	UPDATE			REFRESH		DELETE	HELP

COMMANDS

FIND, FORWARD, BACK, ADD, UPDATE, COPY, DELETE, HELP

DESCRIPTION

The GDADW screen allows those responsible for setting dispatch priorities to control the automatic distribution of jobs to field technicians. This is done by assigning "weights" (priorities) to different dispatch factors for either installation or maintenance jobs so that the system may incorporate the relative importance of each factor when deciding on job assignments.

For more detailed information on the definition and use of each dispatch weight factor, refer to the Format Field Directory section of this document.

The GDADW screen permits the building of separate "I"nstallation and "M"aintenance tables through the use of the LOAD KEY field and further definition of the priority "weights" for each through the LOAD TYP field. The valid inputs for the LOAD KEY are either an "I" for installation or an "M" for

maintenance. For both "I" and "M" records, a LOAD TYP entry of either "B" for bulk or "D" for dynamic must be specified. When an "I" LOAD KEY record is displayed, only the COMMON I AND M FACTORS will appear on the screen. The heading MAINT JOB FACTORS and the dispatch weighting factors which come under this heading (OUT-OF-SERVICE, SUBSEQUENT REPORTS, and REPEAT REPORT) will be displayed only when the LOAD KEY is an "M" record. If a technician works both "I" and "M" jobs, the software will calculate the suitability of the "I" job using the "I" load key and the "M" job using the "M" load key.

> NOTE - All four tables (I/B, I/D, M/B, and
> M/D) must be built for each GDS work center.

The GDADW screen also allows using a different set of weights for different "pricing groups." Pricing group codes are assigned to each DAA-AA via the GDMAP table. These allow the use of different price rules based on where a job is located in the field. The GDADW screen allows the user to assign different dispatch factor weights to these different geographic areas. If the user does not care to use this feature, they can easily specify one set of weights for that particular LOAD KEY and LOAD TYP by using an asterisk (*) to represent all pricing groups for that record.

FUNCTIONS

Display a Blank Screen

1. From a cleared terminal screen, enter "/FOR GDADW" and press the ENTER (S/R) key.

2. If the user is already on a GDS screen other than GDADW, enter "GDADW" in the /FOR field and press the ENTER (S/R) key.

> NOTE - In some cases, the GDADW screen
> may already display information the user was
> working with on the old screen. This automatic
> JUMP/FIND feature is designed to save time
> when the user needs to use a different screen.

3. If the user is already on GDADW and wants to remove all the data that is currently being displayed, press the REFRESH function key (PF8).

Display Data Entries in the GDADW Table

1. Enter your work center name in the CENTER field.

2. Enter an "I" (installation) or "M" (maintenance) in the LOAD KEY field.

3. Enter a "B" (bulk loading) or "D" (dynamic loading) in the LOAD TYP field.

4. Perform a FIND.

The system will display the current setting of the job selection weights used for dispatching jobs in the work center for either installation, (bulk or dynamic) or maintenance (bulk or dynamic). If an "I" LOAD KEY record is being displayed, only those weighting factors which are common to "I" and "M" will appear. Maintenance-only factors will be blanked out.

Page Forward Through the GDADW Table

Following the display of a page of the GDADW table, perform a FORWARD function. The FORWARD function will wrap around through the 4 pages of tables (I/B, I/D, M/B, M/D).

Page Backward Through the GDADW Table

Following the display of a page of the GDADW table, perform a BACK function. The BACK function will page back as far as the first table (I/B) displayed.

Adding Entries in the GDADW Table

The only time it will be necessary to use the ADD function is when the user enters the dispatch weights for the specific LOAD KEY and LOAD TYP for that center for the first time. And, even then, it is usually faster to use the "COPY" function to copy the particular record from another center and then update the weights as needed for the new center. To add a new set of weights, do the following:

1. Enter the work center name in the CENTER field.

2. Enter an "I" or "M" in the LOAD KEY field.

3. Enter a "B " or "D" in the LOAD TYP field.

4. To the right of the PRICING GROUPS -> field, enter the various pricing group codes, established previously in the GDMAP table, which the user wishes to weigh differently. If you want to use a default weight for all pricing groups, then enter an asterisk (*) in the first input field. The asterisk (*) must be in the first input field; you do not have to assign weights to it if you do not want a default group. If you want to use a set of weights for only a subset of all pricing groups, enter those of interest to the right of the asterisks(*).

5. Enter a weighting value between zero (0) and 99, where 0 represents the lowest priority and 99 represents the highest priority, next to each dispatch factor and under each pricing group column the user has specified.

6. Perform an ADD.

The new weights for the center, load key and load type will be added and immediately used by any job selection exercised for the center.

Update Table Entries in the GDADW Table

A more common usage of the GDADW table is the UPDATE function, where the user can modify the weights and/or pricing groups used by the center. To update values in the table, do the following:

1. FIND by CENTER, LOAD KEY, and LOAD TYP to display the weights to be updated.

2. Add, overtype, or delete (using the space bar) data in the PRICING GROUPS header fields, and in the columns adjacent to the dispatch factors where weights are assigned.

3. Perform an UPDATE function.

Copy a Table to Another Center

To copy a GDADW table to another work center, do the following:

1. After display of the desired table (by center, a load key and a load type), enter "COPY" in the COMMAND field.

2. Enter the work center name for the center to be copied to in the COPY TO CENTER field.

3. Press the ENTER (S/R) key.

> **NOTE** - Each of the four record types (Installation Bulk, Installation Dynamic,

Maintenance Bulk, Maintenance Dynamic) will
be copied.

Delete All Entries in GDADW

To delete the entries in the GDADW table, do the following:

1. Display the desired GDADW table by center, load key, and load type by performing a FIND.

2. Perform a DELETE function.

All entries for that particular record key and type will be deleted.

4.4.11 Job Type Weights Table (GDJTW)

```
 COMMAND: --------        GDS: JOB TYPE WEIGHTS (GDJTW)        /FOR: ------
                                           PRTR: --------     05/13/87 15:39:58
   CENTER: -----------         COPY TO CENTER: ----------
                            PREDISP   ·PRECOMP
 C   JT  -->  WEIGHT        TEST?      TEST?
 -   ----      --             -          -
 -   ----      --             -          -
 -   ----      --             -          -
 -   ----      --             -          -
 -   ----      --             -          -
 -   ----      --             -          -
 -   ----      --             -          -
 -   ----      --             -          -
 -   ----      --             -          -
 -   ----      --             -          -
 -   ----      --             -          -
 -   ----      --             -          -
 -   ----      --             -          -
 -   ----      --             -          -
 -   ----      --             -          -
 -   ----      --             -          -
 -   ----      --             -          -
```

Figure 4-39. Job Type Weights Table (GDJTW)

PF1	PF2	PF3	PF4	PF5	PF6	PF7	PF8	PF9	PF10	PF11
FIND	FORWARD	BACK	ADD	UPDATE			REFRESH		DELETE	HELP

COMMANDS

FIND, FORWARD, BACK, ADD, UPDATE, DELETE, PRINT, COPY, HELP

DESCRIPTION

The GDJTW table allows you to assign "weights" (priorities) to individual job types worked by your center. These weights are used by both the bulk load and dynamic dispatch algorithms in evaluating individual job assignments for technicians. The difference in the weight assigned to two different jobs will be taken into account and, all other factors being equal (see GDADW), select the job type with the higher weight.

The GDJTW table also allows turning off the automatic pre-dispatch and pre-completion MLT tests for specific job types while leaving it on for other types. (The master auto-test flags are set in the GDS OPTIONS table for center, see VGTDSO screen.)

The GDJTW table is also used to validate job types entered in the JT field on various GDS screens.

FUNCTIONS

Display a Blank Screen

1. From a cleared terminal screen, enter "/FOR GDJTW" and press the ENTER (S/R) key.

2. If the user is already on a GDS screen other than GDJTW, enter "GDJTW" in the /FOR field and press the ENTER (S/R) key.

> NOTE - In some cases, the GDJTW screen will display data from the old screen. This automatic JUMP/FIND feature is designed to save time when the user needs to use another screen.

3. If the user is already on GDJTW and wants to remove the data that is currently being displayed, press the REFRESH function key (PF8).

Display Data Entries in the GDJTW Table

1. Enter the work center ID in the CENTER field.

2. If the user wants to find a specific job type, enter the four-character type code directly under the JT column header (this is an optional entry). Wildcard job types are not allowed!

3. Perform a FIND.

The system will display the weights and auto-test settings for the job type the user has requested and the other job types that follow it in the table in alphanumeric order.

Page Forward Through the GDJTW Table

Following the display of a page of the GDJTW table, perform a FORWARD function.

Page Backward Through the GDJTW Table

Following the display of a page of the GDJTW table, perform a BACK function.

Add New Entries to the GDJTW Table

1. Enter the work center ID in the CENTER field.

2. Enter the following for each new table entry:

   A. "A" in the C (called the Line Command) field.

   B. Enter a valid job type under the JT column header. (Wildcard Job Types cannot be entered).

   C. Enter a dispatch weight value between zero (0) and ninety-nine (99) next to the new job type under the WEIGHT column header. A value of 0 indicates the lowest dispatch priority for a job type while a 99 indicates the highest priority.

   D. Enter a "Y" under the PREDISP TEST field if the user wants an automatic MLT test initiated when jobs with this job type are dispatched through GDDISP. Enter a "N" if they should not be automatically tested upon dispatch. (Leaving this blank will result in a "Y" setting.)

E. Enter a "Y" under the PRECOMP TEST column header if the user wants an automatic MLT test initiated when jobs with this job type are returned through GDCOMP. Enter a "N" if they should not be automatically tested upon return. (Again, blank is interpreted as "Y".)

3. Perform an ADD.

Update Table Entries in the GDJTW Table

1. Display the specific table entry that needs to be updated.

2. For each table entry that will be updated, enter the following:

   A. "U" or "C" in the C field.

   B. Add, overtype, or delete (using the space bar) data in the WEIGHT, PREDISP TEST?, and/or PRECOMP TEST? fields. The user may not update data in the JT column. If the user needs to change a job type, they must first delete the job type entry and then re-add it in modified form.

3. Perform an UPDATE.

Delete Table Entries from the GDJTW Table

1. Display the table entry to be deleted.

2. For each table entry to be deleted, enter a "D" in the C field.

3. Perform a DELETE function.

Obtain a Paper Copy of the Table

1. The user first needs to display a page of the GDJTW table, or, on a blank GDJTW screen, enter the work center name in the CENTER field.

2. Enter PRINT in the COMMAND field.

3. Enter the eight-character printer ID in the PRTR field.

4. Press the ENTER (S/R) key.

Note that this will cause all pages of the GDJTW table to be printed.

Copy the Table to Another Center

1. The user first needs to either display a page of the GDJTW table to be copied, or, on a blank GDJTW screen, enter the work center name in the CENTER field where the table should be copied from.

2. Enter "COPY" in the COMMAND field.

3. In the COPY TO: CENTER field, enter the work center ID where the table will be copied to.

4. Press the ENTER (S/R) key.

Note that the entire table for the original work center will be copied to the new work center, not just the part of the table visible on the screen.

4.4.12 GDS: FRONT END/UNIT TABLE (GDFEP)

```
COMMAND:                    GDS: FRONT END/UNIT# TABLE (GDFEP)        /FOR
                                                    PRTR:          04/07/87 12:49:37
      WIRE            LMOS     PST
  C   CENTER   -->    ID       UNIT#
      ------         ---      --------
      ------         ---      --------
      ------         ---      --------
      ------         ---      --------
      ------         ---      --------
      ------         ---      --------
      ------         ---      --------
      ------         ---      --------
      ------         ---      --------
      ------         ---      --------
      ------         ---      --------
      ------         ---      --------
      ------         ---      --------
      ------         ---      --------
```

Figure 4-40. GDS: Front End/Unit Table (GDFEP)

PF1	PF2	PF3	PF4	PF5	PF6	PF7	PF8	PF9	PF10	PF11
FIND	FORWARD	BACK	ADD	UPDATE			REFRESH		DELETE	HELP

COMMANDS

FIND, FORWARD, BACK, ADD, UPDATE, DELETE, PRINT, HELP

DESCRIPTION

The GDFEP table allows for the determination of PST unit # and LMOS Front End Processor ID based on GDS wire centers. This knowledge provides the system with PST (Program Scan Test) capability. This table must be created even if the LMOS interface is not being used.

FUNCTIONS

Display a Blank Screen

1. From a cleared terminal screen, enter "/FOR GDFEP" and press the ENTER (S/R) key.

2. If the user is already on a GDS screen other than GDFEP, enter GDFEP in the /FOR field and press the ENTER (S/R) key.

> **NOTE** - In some cases, the GDFEP table may contain data that was displayed on the old screen. This automatic JUMP/FIND feature is designed to save time when the user needs to use a different screen.

3. If the user is already on GDFEP and wants to remove all the data that is currently being displayed, just press the REFRESH function key (PF8).

Display Data entries in the GDFEP Table

1. If the user wants to find a specific wire center, enter the six-digit identity in WIRE CENTER (this is an optional entry).

2. Perform a FIND.

Page Forward Through the GDFEP Table

Following display of a page of the GDFEP table, perform a FORWARD function.

Page Backward Through the GDFEP Table

Following the display of a page of the GDFEP table, perform a BACK function.

Add New Entries to the GDFEP Table

1. Enter the following for each new table entry:

    A. "A" in the C (called the Line Command) field.

    B. A valid wire center identifier in the WIRE CENTER field.

    C. A valid three-digit (A/N) LMOS Front End Processor identifier.

    D. A valid eight-digit PST unit #.

2. Perform an ADD.

Update Table Entries in the GDFEP Table

1. Display the specific table entry that needs to be updated.

2. For each table entry that will be updated, enter the following:

    A. "U" or "C" in the C field.

    B. Add, overtype, or delete (using the space bar) data in the LMOS ID and PST UNIT # fields. The user may not update data in the WIRE CENTER column. If the user needs to change a WIRE CENTER, they must first delete the WIRE CENTER entry and then re-add it in modified form.

3. Perform an UPDATE.

Delete Table Entries from the GDFEP Table

1. Display the table entry to be deleted.

2. For each table entry to be deleted, enter a "D" in the C field.

3. Perform a DELETE function.

Obtain a Paper Copy of the Table

1. The user must first either display a page of the table to be printed, or, on a blank GDFEP screen, enter the wire center name in the WIRE CENTER field and perform a FIND.

2. Enter "PRINT" in the COMMAND field.

3. Enter the eight-character printer ID in the PRTR field.

4. Press the ENTER (S/R) key.

Note that this will cause all pages of the GDFEP table to be printed.

4.4.13 GDS: INSTALL CLCI/CS OPTS (GDCSC)

```
COMMAND: --------        GDS: INSTALL CLCI/CS OPTS (GDCSC)      /FOR ---------
                                                 PRTR: --------   08/23/88 09:21:25
CENTER: ----------- PRICING GRP:  - COPY TO: CENTER: ----------- PRICING GRP: -
                                                   |-------PRICING---------------|
     CSC/    DOC  ORDER              PRESVY  ESTIMATED    WIRING
  C  SCM     CODE TYPE --> VISIT PST JT THRES FIRST NEXT  FIRST NEXT TESTING
  -  ----    --    -        -    -   ---- ----- ----- -----  ----- ----- -----
  -  ----    --    -        -    -   ---- ----- ----- -----  ----- ----- -----
  -  ----    --    -        -    -   ---- ----- ----- -----  ----- ----- -----
  -  ----    --    -        -    -   ---- ----- ----- -----  ----- ----- -----
  -  ----    --    -        -    -   ---- ----- ----- -----  ----- ----- -----
  -  ----    --    -        -    -   ---- ----- ----- -----  ----- ----- -----
  -  ----    --    -        -    -   ---- ----- ----- -----  ----- ----- -----
  -  ----    --    -        -    -   ---- ----- ----- -----  ----- ----- -----
  -  ----    --    -        -    -   ---- ----- ----- -----  ----- ----- -----
  -  ----    --    -        -    -   ---- ----- ----- -----  ----- ----- -----
  -  ----    --    -        -    -   ---- ----- ----- -----  ----- ----- -----
  -  ----    --    -        -    -   ---- ----- ----- -----  ----- ----- -----
  -  ----    --    -        -    -   ---- ----- ----- -----  ----- ----- -----
  -  ----    --    -        -    -   ---- ----- ----- -----  ----- ----- -----
  -  ----    --    -        -    -   ---- ----- ----- -----  ----- ----- -----
  -  ----    --    -        -    -   ---- ----- ----- -----  ----- ----- -----
  -  ----    --    -        -    -   ---- ----- ----- -----  ----- ----- -----
```

Figure 4-41. GDS: Install CLCI/CS OPTS (GDCSC)

PF1	PF2	PF3	PF4	PF5	PF6	PF7	PF8	PF9	PF10	PF11
FIND	FORWARD	BACK	ADD	UPDATE			REFRESH		DELETE	HELP

COMMANDS

FIND, FORWARD, BACK, ADD, UPDATE, DELETE, PRINT, HELP, COPY

DESCRIPTION

The GDCSC table allows the user to price installation service orders for a center and pricing group. Based on the CS/Service Code & Modifier, DOC Code, and Order Type, the value for Visit, PST, Job Type, Presurvey Threshold, and wiring and testing prices are determined.

The GDCSC table also lets the user set a "presurvey price threshold" for each class of service, i.e., the price which, if exceeded, qualifies the job as a candidate for a field survey. Any job which has a price greater than the threshold will automatically be statused with a special field survey handling code (SVY).

The GDCSC table is the only pricing table that is involved on a NET1 message from SOAC. The ESTIMATED PRICE is determined here by summing the ESTIMATED FIRST value for the first ITEM with the ESTIMATED NEXT value for all subsequent ITEMS. An example would be a CKL with 4 ITEMS where the ESTIMATED FIRST entry is 01:00 and the ESTIMATED NEXT value is 00:30. The ESTIMATED PRICE established on the NET1 would be equal to (1 x 1 hour) + (3 x 30 minutes) for a total of 2 hours and 30 minutes (2:30). The ESTIMATED PRICE is seen in the PRICE field when viewing jobs whose status is PFA, PSC, or PAC.

During NET2 pricing the WIRING and TESTING prices are determined. The WIRING price is established by adding the value of (WIRING FIRST x the first ITEM) and the (WIRING NEXT value x the number of remaining ITEMS). All ITEMS get an equal TESTING price which is determined simply to be the (number of ITEMS) x (the TESTING value) from this table. The WIRING and TESTING prices are then added together for a total job price.

If the center wishes to further price jobs from values found on optional pricing tables (USOC, FID, NCI, etc.), these values will be added to the price already established on the GDCSC table. These optional tables provide additional pricing based on NCI codes, Action Code/USOC/QTY combinations, Action Code/FID combinations, and/or Action Code/Pair Gain System Code combinations.

Each work center has its own GDCSC table.

FUNCTIONS

Display a Blank Screen

1. From a cleared terminal screen, enter "/FOR GDCSC" and press the ENTER (S/R) key.

2. If the user is already on a GDS screen other than GDCSC, enter "GDCSC" in the /FOR field and press the ENTER (S/R) key.

> NOTE - In some cases, the GDCSC table may contain data that was displayed on the old screen. This automatic JUMP/FIND feature is designed to save time when the user needs to use a different screen.

3. If the user is already on GDCSC and wants to remove all the data that is currently being displayed, press the REFRESH function key (PF8).

Display Data Entries in the GDCSC Table

1. Enter the work center ID in the CENTER field, a blank or A/N in PRICING GRP field.

2. If the user wants to find a specific entry in the table, enter the class of service code in the first row under the CSC column. (This is an optional step.)

3. Perform a FIND.

The system will display the data for up to 17 class of service codes sorted in alphanumeric order.

Page Forward Through the GDCSC Table

Following display of a page of the GDCSC table, perform a FORWARD function.

Page Backward Through the GDCSC Table

Following the display of a page of the GDCSC table, perform a BACK function.

Add New Entries to the GDCSC Table

1. Enter the work center ID in the CENTER field.

2. Enter a blank, or A/N in the PRICING GRP.

3. Enter the following for each new table entry:

   A. "A" in the C (called the Line Command) field.

   B. A valid class of service code (if the user wishes to be more generic, an * is all encompassing, or slightly more specific, FD**).

   C. A DOC code (e.g., 50, 8E, **)

   D. An order type (e.g., N, T, C, F, D, X *)

   E. Visit (Y, N, *)

   F. PST (Y, N, *)

   G. JT (JobType e.g., IDP,IVS)

   <div align="center">NOTE - Wildcard jobtypes <u>cannot</u> be entered.</div>

   H. A value (using the hrs: min format) or price threshold, which, if exceeded, will status the job to a special handling code (SVY) which indicates a Presurvey may be required.

   I. A value (using the hrs: min format) which indicates the estimate for establishing the FIRST circuit/or location on an installation job.

   J. A value (using the hrs: min format) which indicates the estimate for establishing the NEXT or each subsequent circuit/or location on an installation job.

   K. A value (using the hrs: min format) which indicates the estimate for wiring associated with the FIRST circuit/or location on an installation job.

   L. A value (using the hrs: min format) which indicates the estimate for wiring associated with the NEXT or subsequent circuits/or locations on an installation job.

   M. A value (using the hrs: min format) which indicates the estimate for testing circuits on this particular type of installation job. **Time values** for **TESTING PRICE** should be used **only** for **Special Service** jobs and the value is to be "**00:00**" for **POTS** jobs.

4. Perform an ADD.

Update Table Entries in the GDCSC Table

1. Display the specific table entry that needs to be updated.

2. For each table entry that will be updated, enter the following:

   A. "U" or "C" in the C field.

   B. Add, overtype, or delete (using the space bar) data in the VISIT, PST, JT, PRESVYTHRES, EST FIRST/NEXT, WIRING FIRST/NEXT AND TESTING fields. The user may not update data in the CSC, DOC CODE, or ORDER TYPE. If the user needs to change data

in these fields, they must first delete the table entry and then re-add it in modified form.

3. Perform an UPDATE function.

Delete Table Entries from the GDCSC Table

1. Display the table entry to be deleted.

2. For each table entry to be deleted, enter a "D" in the C field.

3. Perform a DELETE function.

Obtain a Paper Copy of the Table

1. The user must first either display a page of the table to be printed, or, on a blank GDCSC screen, enter the work center name in the CENTER field, and the pricing group if desired.

2. Enter "PRINT" in the COMMAND field.

3. Enter the eight-character printer ID in the PRTR field.

4. Press the ENTER (S/R) key.

Note that this will cause all pages of the GDCSC table to be printed.

Copy the Table to Another Work Center

1. The user first needs to display a page of the GDCSC table to be copied, or, on a blank GDCSC screen, enter the work center name in the CENTER field that will be used to copy data from.

2. Enter "COPY" in the COMMAND field.

3. In the COPY TO: CENTER field, enter the work center ID where the table will be copied to.

4. Press the ENTER (S/R) key.

4.4.14 GDS: INSTALL NCI OPTS (GDNCI)

```
COMMAND: _____        GDS: INSTALL NCI OPTS (GDNCI)      /FOR _____
                                PRTR:                   05/13/87 15:42:39
CENTER: _____  PRICING GRP: _  COPY TO: CENTER: _____ PRICING GRP:

                             LAST CHAR    WIRING       TESTING
  C    NCI          -->      OF JT        PRICE        PRICE
  -  ----------               -         -----        -----
  -  ----------               -         -----        -----
  -  ----------               -         -----        -----
  -  ----------               -         -----        -----
  -  ----------               -         -----        -----
  -  ----------               -         -----        -----
  -  ----------               -         -----        -----
  -  ----------               -         -----        -----
  -  ----------               -         -----        -----
  -  ----------               -         -----        -----
  -  ----------               -         -----        -----
  -  ----------               -         -----        -----
  -  ----------               -         -----        -----
  -  ----------               -         -----        -----
  -  ----------               -         -----        -----
  -  ----------               -         -----        -----
  -  ----------               -         -----        -----
```

Figure 4-42. GDS: Install NCI OPTS (GDNCI)

PF1	PF2	PF3	PF4	PF5	PF6	PF7	PF8	PF9	PF10	PF11
FIND	FORWARD	BACK	ADD	UPDATE			REFRESH		DELETE	HELP

COMMANDS

FIND, FORWARD, BACK, ADD, UPDATE, DELETE, COPY, PRINT, HELP

DESCRIPTION

The GDNCI table defines the last character of the JOB TYPE, as well as any additional wiring and testing price that may be assigned to a service order based on NCI code for a center and pricing group. The installation of a Network Channel Interface may considerably alter the pricing on an individual job or the ability of a certain technician to effectively handle the order. In light of this, thought must be given to the JT, wiring and testing price, (optional), and pricing group of known NCI's.

This is an optional table. If the user does not wish to screen and price installation jobs using NCI information, this table need not be built. In this case, the user should also set the "PRC NCI" value to "N" (No) in the GDS OPTIONS table for the work center (see the VGTDSO screen).

If the user wishes to price jobs using NCI information, the WIRING PRICE value will be multiplied by the number of ITEMS. The WIRING PRICE determined by this table will then be added to the existing WIRING PRICE obtained from the GDCSC table. The TESTING PRICE will also be multiplied by the number of ITEMS and then added to the existing TESTING PRICE obtained from the GDCSC table. If the fourth character of the JOBTYPE was not established from the GDCSC table, the fourth character established in this table will be used. If no further pricing tables are used, the totaled WIRING PRICE and TESTING PRICE will be added together as the TOTAL PRICE for the job.

FUNCTIONS

Display a Blank Screen

1. From a cleared terminal screen, enter "/FOR GDNCI" and press the ENTER (S/R) key.

2. If the user is already on a GDS screen other than GDNCI, enter "GDNCI" in the /FOR field and press the ENTER (S/R) key.

> NOTE - In some cases, the GDNCI table may contain data that was displayed on the old screen. This automatic JUMP/FIND feature is designed to save time when the user needs to use a different screen.

3. If the user is already on GDNCI and wants to remove all the data that is currently being displayed, press the REFRESH function key (PF8).

Display Data Entries in the GDNCI Table

1. Enter the work center ID in the CENTER field, and PRICING GRP if desired.

2. If the user wants to find a specific entry in the table, enter a NCI code in the first row under the NCI column (this step is optional).

3. Perform a FIND.

The system will display the data for up to 17 NCI codes sorted in alphanumeric order.

Page Forward Through the GDNCI Table

Following display of a page of the GDNCI table, perform a FORWARD function.

Page Backward Through the GDNCI Table

Following the display of a page of the GDNCI table, perform a BACK function.

Add New Entries to the GDNCI Table

1. Enter the work center ID in the CENTER field, and PRICING GRP.

2. Enter the following for each new table entry:

    A. "A" in the C (called the Line Command) field.

    B. A NCI code which specifies a Network Channel Interface

    C. A user-defined character (A/N) that specifies the last character in the 4 character JobType.

    D. A value (using the hrs: min format) estimating the additional wiring price required, to wire a specified NCI.

E. A value (using the hrs: min format) estimating the additional testing price required to test a specified NCI.

3. Perform an ADD function.

Update Table Entries in the GDNCI Table

1. Display the specific table entry that needs to be updated.

2. For each table entry that will be updated, enter the following:

    A. "U" or "C" in the C field.

    B. Add, overtype, or delete (using the space bar) data in the last character of JT, Wiring Price, and Testing Price fields. The user may not update data in the NCI column. If the user needs to change a NCI, they must first delete the NCI entry and then re-add it in modified form.

3. Perform an UPDATE function.

Delete Table Entries from the GDNCI Table

1. Display the table entry to be deleted.

2. For each table entry to be deleted, enter a "D" in the C field.

3. Perform a DELETE function.

Obtain a Paper Copy of the Table

1. The user first needs to display a page of the GDNCI table or on a blank GDNCI screen, then enter the work center name in the CENTER field.

2. Enter "PRINT" in the COMMAND field.

3. Enter PRINTER ID.

4. Press the ENTER (S/R) key.

Copy the Table to Another Work Center

1. The user first needs to display a page of the GDNCI table to be copied, or, on a blank GDNCI screen, enter the work center name in the CENTER field that will be used to copy data from.

2. Enter "COPY" in the COMMAND field.

3. In the COPY TO: CENTER field, enter the work center ID and pricing group (optional) where the table will be copied to.

4. Press the ENTER (S/R) key.

4.4.15 USOC Options For Installation Jobs (GDUSOC)

```
COMMAND:                    GDS:  INSTALL USOC OPT TABLE (GDUSOC)    /FOR:
                                                        PRTR:        04/07/87 16:23:44
CENTER: -----------    PRICING GRP:   COPY TO:  CENTER:             PRICING GRP:
                                       WIRING PRICE TESTING
C   ACT   USOC --> VISIT    PST        FIRST  NEXT  PRICE
     -    -----     -        -         -----  ----- -----
     -    -----     -        -         -----  ----- -----
     -    -----     -        -         -----  ----- -----
     -    -----     -        -         -----  ----- -----
     -    -----     -        -         -----  ----- -----
     -    -----     -        -         -----  ----- -----
     -    -----     -        -         -----  ----- -----
     -    -----     -        -         -----  ----- -----
     -    -----     -        -         -----  ----- -----
     -    -----     -        -         -----  ----- -----
     -    -----     -        -         -----  ----- -----
     -    -----     -        -         -----  ----- -----
     -    -----     -        -         -----  ----- -----
     -    -----     -        -         -----  ----- -----
     -    -----     -        -         -----  ----- -----
```

Figure 4-43. USOC Options For Installation Jobs (GDUSOC)

PF1	PF2	PF3	PF4	PF5	PF6	PF7	PF8	PF9	PF10	PF11
FIND	FORWARD	BACK	ADD	UPDATE			REFRESH		DELETE	HELP

COMMANDS

FIND, FORWARD, BACK, ADD, UPDATE, DELETE, PRINT, COPY, HELP

DESCRIPTION

The GDUSOC table is used to determine whether or not an installation job with a specified action code/USOC combination requires a field visit and/or a programmed scan test on the due date. If the USOC requires a field visit, GDS uses the PRICE (FIRST, NEXT, and TESTING) fields to determine the time the technician will require to perform the task(s).

Each work center has its own GDUSOC table and, optionally, separate GDUSOC tables for different Pricing Groups.

This is an optional table. If the user does not wish to screen and price installation jobs using USOC information, this table need not be built. In this case, the user should also set the "PRC USOC" value to "N" (No) in the GDS OPTIONS table for the work center (see the VGTDSO screen).

If the job requires a field visit and the user wishes to price jobs using USOC information, the WIRING PRICE FIRST value applies to the first of that particular USOC and the value of WIRING PRICE NEXT applies to each of the remaining USOCs of the same type. These FIRST and NEXT values are added together for a total WIRING PRICE from this table, which is in turn added to the existing WIRING PRICE derived from previous pricing tables (GDCSC and possibly GDNCI). The TESTING PRICE value is multiplied by the number of matching USOCs for that job and is then added to the existing TESTING PRICE from previous pricing tables.

FUNCTIONS

Display a Blank Screen

1. From a cleared terminal screen, enter "/FOR GDUSOC" and press the ENTER (S/R) key.

2. If the user is already on a GDS screen other than GDUSOC, enter "GDUSOC" in the /FOR field and press the ENTER (S/R) key.

> **NOTE** - In some cases, the GDUSOC screen displays data that was displayed on the old screen. This automatic JUMP/FIND feature is designed to save time when the user needs to use a different screen.

3. If the user is already on GDUSOC and wants to remove all the data that is currently being displayed, press the REFRESH function key (PF8).

Display Data Entries in the GDUSOC Table

1. Enter the work center ID in the CENTER field.

2. If the table is for a particular pricing group table for the work center, enter the one-digit pricing group code in the PRICING GRP field.

3. If the user wants to find a specific entry in the table, enter the action code in directly under the ACT column header and the USOC code directly under the USOC column header. This is an optional step.

4. Perform a FIND.

The system will display the data for the action code 'and USOC that has been entered as well as data for other USOCs that follow in alphanumeric order. Up to 17 table entries can be displayed on one page.

Page Forward Through the GDUSOC Table

Following display of a page of the GDUSOC table, perform a FORWARD function.

Page Backward Through the GDUSOC Table

Following display of a page of the GDUSOC table, perform a BACK function.

Add New Entries to the GDUSOC Table

1. Enter the work center ID in the CENTER field.

2. If the user wants to add the entry to a specific pricing group, enter the pricing group code in the PRICING GRP field.

3. Enter the following for each new table entry:

   A. "A" in the C (called the Line Command) field.

   B. The appropriate action code under the ACT column header. Valid entries are I (in), O (out), C (change), T (change to), X (change to and move), M (move), D (delete), E (enter), and R (recap).

   C. The USOC code under the USOC column header.

   D. If the action/USOC combination indicates the need for a field visit, enter "Y" under the VISIT column header. Otherwise, leave this field blank.

   E. If the user wants orders containing this action/USOC combination to be submitted to programmed scan testing on the job's due date, enter "Y" under the PST column header. Otherwise, leave this field blank.

   F. If the user enters a "Y" in the VISIT field, enter the estimated time the technician will require to perform this action under the FIRST field. Also enter time the technician will require to accomplish any repetitions of this action under the NEXT and TESTING fields.

4. Perform an ADD.

Update Table Entries in the GDUSOC Table

1. Display the specific table entry that needs to be updated.

2. For each table entry that will be updated, enter the following:

   A. "U" or "C" in the C field.

   B. Add, overtype, or delete (use the space bar) data in the VISIT, PST, FIRST, NEXT or TESTING fields. The user may not update data in the ACT or USOC fields. If the user needs to change data in these fields, they must first delete the table entry and then re-add it.

3. Perform an UPDATE function.

Delete Table Entries from the GDUSOC Table

1. Display the table entry to be deleted.

2. For each table entry to be deleted, enter a "D" in the C field.

3. Perform a DELETE function.

Copy the Table to Another Work Center/Pricing Group

1. The user must first either display the page of the GDUSOC table to be copied, or, on a blank GDUSOC screen, enter the work center name in the CENTER field and, if applicable, enter a pricing group in the PRICING GRP field.

2. Enter "COPY" in the COMMAND field.

3. In the COPY TO: CENTER field, enter the work center ID where the table will be copied to. This might be the same center if the user is copying to a new pricing group.

4. If the user is copying the table to a particular pricing group, enter the pricing group code in the PRICING GRP field to the right of the COPY TO: CENTER field.

5. Press the ENTER (S/R) key.

Obtain a Paper Copy of the Table

1. The user must first either display a page of the GDUSOC table to be printed, or, on a blank GDUSOC screen, enter the work center in the CENTER field and, if applicable, enter the pricing group in the PRICING GRP field.

2. Enter "PRINT" in the COMMAND field.

3. Enter the eight-character printer ID in the PRTR field.

4. Press the ENTER (S/R) key.

Note that this will cause all pages of the GDUSOC table to be printed.

4.4.16 FID Options Table For Installation Jobs (GDFID)

```
COMMAND: --------        GDS: INSTALL FID OPTIONS (GDFID)         /FOR: --------
                                               PRTR: --------     05/06/85 12:00:01
CENTER: -----------  PRICING GRP: -  COPY TO: CENTER: ----------- PRICING GRP: -


                                        WIRING PRICE
 C  ACT   FID --> VISIT    PST          FIRST  NEXT
 -   -    ---       -       -           -----  -----
 -   -    ---       -       -           -----  -----
 -   -    ---       -       -           -----  -----
 -   -    ---       -       -           -----  -----
 -   -    ---       -       -           -----  -----
 -   -    ---       -       -           -----  -----
 -   -    ---       -       -           -----  -----
 -   -    ---       -       -           -----  -----
 -   -    ---       -       -           -----  -----
 -   -    ---       -       -           -----  -----
 -   -    ---       -       -           -----  -----
 -   -    ---       -       -           -----  -----
 -   -    ---       -       -           -----  -----
 -   -    ---       -       -           -----  -----
 -   -    ---       -       -           -----  -----
 -   -    ---       -       -           -----  -----
```

Figure 4-44. FID Options Table for Installation Jobs (GDFID)

PF1	PF2	PF3	PF4	PF5	PF6	PF7	PF8	PF9	PF10	PF11
FIND	FORWARD	BACK	ADD	UPDATE			REFRESH		DELETE	HELP

COMMANDS

FIND, FORWARD, BACK, ADD, UPDATE, DELETE, PRINT, COPY, HELP

DESCRIPTION

The GDFID table is used to specify whether or not an installation job requires a field visit and/or a programmed scan test (PST) based on the appearance of certain action code/FID combinations. If the user wants the action/FID to indicate a field visit is necessary, they also specify the time (or price) the action will take the field technician.

Each work center has its own GDFID table and, optionally, separate GDFID tables for different Pricing Groups.

This is an optional table. If the user does not wish to screen and price installation work requests using FID information, this table does not need to be built. In this case, the user should also set the "PRC FID" value to "N" (No) in the GDS OPTIONS table for the work center (see the VGTDSO screen).

If the Action Code/FID combination requires a field visit and the user wishes to use FID information for pricing, a WIRING PRICE established from this table will be added to the previously derived WIRING PRICE (established from GDCSC and any wiring prices established from GDNCI, GDS PCS, and/or GDUSOC. The WIRING PRICE extracted from this table is the sum of the WIRING PRICE FIRST value for the first FID and the WIRING PRICE NEXT value for each of the other matching FIDs.

FUNCTIONS

Display a Blank Screen

1. From a cleared terminal screen, enter "/FOR GDFID" and press the ENTER (S/R) key.

2. If the user is already on a GDS screen other than GDFID, enter "GDFID" in the /FOR field and press the ENTER (S/R) key.

> NOTE - In some cases the GDFID table will display data that was on the old screen. This automatic JUMP/FIND feature is designed to save time when the user needs to use a different screen.

3. If the user is already on GDFID and wants to remove all the data that is currently being displayed, press the REFRESH function key (PF8).

Display Data Entries in the GDFID Table

1. Enter the work center ID in the CENTER field.

2. If the table is for a particular pricing group, enter the pricing group code in the PRICING GRP field.

3. If the user wants to find a specific entry in the table, in the first row under the ACT column, enter a valid action code. In the adjacent FID column, enter the FID code. (This is an optional step.)

4. Perform a FIND.

The system will display the data for up to 17 entries in the table in alphanumeric order.

Page Forward Through the GDFID Table

Following the display of a page of the GDFID table, perform a FORWARD function.

Page Backward Through the GDFID Table

Following the display of a page of the GDFID table, perform a BACK function.

Add New Entries to the GDFID Table

1. Enter the work center ID in the CENTER field.

2. If the user wishes to add table entries for a particular pricing group, enter the pricing group ID in the PRICING GRP field.

3. Enter the following for each new table entry:

    A. "A" in the C (called the Line Command) field.

    B. A valid action code in the ACT field. Valid entries are O (Out) and I (In).

C. A valid FID in the adjacent FID column.

D. If the combination of action code and FID indicates the need for a field dispatch, enter a "Y" in the VISIT column. Otherwise, leave this field blank.

E. If the user wants this combination of action code and FID to cause a PST test to be run on the order on its due date, enter a "Y" in the PST column. Otherwise, leave this field blank.

F. If the user indicates field visit is required, then enter the price for the first occurrence of this action/FID in the PRICE FIRST column. Enter the price for any subsequent occurrences of the same action code/FID on the installation job in the PRICE NEXT field.

4. Perform an ADD.

Update Table Entries in the GDFID Table

1. Display the specific table entry that needs to be updated.

2. For each table entry that will be updated, enter the following:

    A. "U" or "C" in the C field.

    B. Add, overtype, or delete (use the space bar) data in the VISIT, PST, FIRST, and/or NEXT fields. The user may not update data in the ACT and FID fields. If the user needs to change data in these fields, they must first delete the table entry and then re-add it in modified form.

3. Perform an UPDATE.

Delete Table Entries from the GDFID Table

1. Display the table entry to be deleted.

2. For each table entry to be deleted, enter a "D" in the C field.

3. Perform a DELETE function.

Copy the Table to Another Center/Pricing Group

1. The user first needs to display a page of the GDFID table to be copied, or, on a blank GDFID screen, enter the work center id in the CENTER field and, if applicable, a pricing group in the PRICING GRP field.

2. Enter "COPY" in the COMMAND field.

3. In the COPY TO: CENTER field, enter the work center ID where the table will be copied to.

4. If the user is copying the table to a particular pricing group, enter the pricing group code in the adjacent PRICING GRP field.

5. Press the ENTER (S/R) key.

Note that the entire table will be copied, not just that portion displayed on the screen.

Obtain a Paper Copy of the Table

1. The user first needs to either display a page of the GDFID table to be printed, or, on a blank GDFID screen, enter the work center name in the CENTER field and, if applicable, the pricing group in the PRICING GRP field.

2. Enter "PRINT" in the COMMAND field.

3. Enter the eight-character printer ID in the PRTR field.

4. Enter the work center ID in the CENTER field. If the user wants the table for a specific pricing group, enter the code in the PRICING GRP field.

5. Press the ENTER (S/R) key.

Note that this will cause all pages of the GDFID table to be printed.

4.4.17 Pair Gain Options For Installation Jobs (GDPGS)

```
COMMAND: --------   GDS: INSTALL PAIR GAIN OPTS (GDPGS)      /FOR: --------
                                          PRTR: --------     05/06/85 12:00:01
CENTER: -----------  PRICING GRP: - COPY TO: CENTER: ----------- PRICING GRP: -


                                     WIRING PRICE  PGS
  C   ACT    PGS    --> VISIT PST    FIRST  NEXT   CAT
  -    -  -----------      -    -    -----  -----   -
  -    -  -----------      -    -    -----  -----   -
  -    -  -----------      -    -    -----  -----   -
  -    -  -----------      -    -    -----  -----   -
  -    -  -----------      -    -    -----  -----   -
  -    -  -----------      -    -    -----  -----   -
  -    -  -----------      -    -    -----  -----   -
  -    -  -----------      -    -    -----  -----   -
  -    -  -----------      -    -    -----  -----   -
  -    -  -----------      -    -    -----  -----   -
  -    -  -----------      -    -    -----  -----   -
  -    -  -----------      -    -    -----  -----   -
  -    -  -----------      -    -    -----  -----   -
  -    -  -----------      -    -    -----  -----   -
  -    -  -----------      -    -    -----  -----   -
  -    -  -----------      -    -    -----  -----   -
```

Figure 4-45. Pair Gain Options For Installation Jobs (GDPGS)

PF1	PF2	PF3	PF4	PF5	PF6	PF7	PF8	PF9	PF10	PF11
FIND	FORWARD	BACK	ADD	UPDATE			REFRESH		DELETE	HELP

COMMANDS

FIND, FORWARD, BACK, ADD, UPDATE, DELETE, PRINT, COPY, HELP

DESCRIPTION

The GDPGS table is used to determine whether or not an installation job with a particular action code/pair gain system code combination requires a field visit and/or a programmed scan test (PST) on its due date. For action code/pair gain system combinations the user designates as field visits, the table also allows the user to specify the time the task will take the technician in the field.

Pair gain systems also are categorized into larger groups using the PGS CAT field. For example, all SLC systems could be grouped into a PGS CAT called "S". (The PGS CAT is used in another table (GDIJT) to determine the job type of an installation job.)

Each work center has its own GDPGS table and, optionally, can have different tables for different pricing groups.

This is an optional table. If the user does not wish to screen and price installation jobs using pair gain information, and does not care about categorizing pair gain installation work, this table does not need to be built. In this case, the user should also set the "PRC PGS" value to "N" (No) in the GDS OPTIONS table for the work center (see the VGTDSO screen).

If the Action Code/Pair Gain System code combination has been designated as a field visit and the user wishes to use pair gain information for pricing, the WIRING PRICE extracted from this table will be added to the existing WIRING PRICE established in all previously used pricing tables.

FUNCTIONS

Display a Blank Screen

1. From a cleared terminal screen, enter "/FOR GDPGS" and press the ENTER (S/R) key.

2. If the user is already on a GDS screen other than GDPGS, enter "GDPGS" in the /FOR field and press the ENTER (S/R) key.

> NOTE - In some cases, the GDPGS screen will contain data that was displayed on the old screen. This automatic JUMP/FIND feature is designed to save time when the user needs to use a different screen.

3. If the user is already on GDPGS and wants to remove all the data that is currently being displayed, press the REFRESH function key (PF8).

Display Data Entries in the GDPGS Table

1. Enter the work center ID in the CENTER field.

2. If the user wants to find the table for a specific pricing group, enter the pricing group code in the PRICING GRP field.

3. If the user wants to find a specific entry in the table, enter the specific action code and PGS code directly under the ACT and PGS column headers. This is an optional step.

4. Perform a FIND.

The system will display the data from the GDPGS table requested in alphanumeric order. Up to 17 table entries can be displayed on one page.

Page Forward Through the GDPGS Table

Following display of a page of the GDPGS table, perform a FORWARD function.

Page Backward Through the GDPGS Table

Following display of a page of the GDPGS table, perform a BACK function.

Add New Entries to the GDPGS Table

1. Enter the work center ID in the CENTER field and, if applicable, the pricing group in the PRICING GRP field.

2. Enter the following for each new table entry:

A. "A" in the C (called the Line Command) field.

B. The appropriate action code in the ACT column. Valid entries are I (in) and O (out).

C. The pair gain system code in the PGS column.

D. If the user wants this action on this pair gain system to indicate the need for a field visit, enter "Y" in the VISIT column. Otherwise, leave this field blank.

E. If the user wants this action to indicate that a programmed scan test should be run on this order on its due date, enter a "Y" in the PST column. Otherwise, leave this field blank.

F. If "Y" was entered in the VISIT field, enter the estimated time the technician will need to work on the pair gain system in the FIRST field. Also, enter the estimated time needed to work on any additional occurrences of this action code/PGS combination under the NEXT column.

G. If the user wants to categorize the PGS into a larger group, enter the pair gain system category code under the PGS CAT column. (1 A/N)

3. Perform an ADD.

Update Table Entries in the GDPGS Table

1. Display the specific table entry that needs to be updated.

2. For each table entry that will be updated, enter the following:

    A. "U" or "C" in the C field.

    B. Add, overtype, or delete (use the space bar) data in the VISIT, PST, FIRST, NEXT, and/or the PGS CAT field. You may not update data in the ACT or PGS fields. If the user needs to change data in these fields, they must first delete the table entry and then re-add it in modified form.

3. Perform an UPDATE function.

Delete Table Entries from the GDPGS Table

1. Display the table entry to be deleted.

2. For each table entry to be deleted, enter a "D" in the C field.

3. Perform a DELETE function.

Copy the Table to Another Work Center/Pricing Group

1. The user first needs to display a page of the GDPGS table to be copied, or, on a blank GDPGS screen, enter the work center in the CENTER field and, if applicable, enter the pricing group in the PRICING GRP field.

2. Enter COPY in the COMMAND field.

3. In the COPY TO: CENTER field, enter the work center ID where the table will be copied to. Optionally, enter the new pricing group in the PRICING GRP field.

4. Press the Enter (S/R) key.

Note that that this will cause all pages of the GDPGS table to be copied to the specified work center and pricing group.

Obtain a Paper Copy of the Table

1. The user first needs to display a page of the GDPGS table to be printed or on a blank GDPGS screen, enter the work center in the CENTER field and, if applicable, the pricing group in the PRICING GRP field.

2. Enter "PRINT" in the COMMAND field.

3. Enter the eight-character printer ID in the PRTR field.

4. Press the ENTER (S/R) key.

Note that this will cause all pages of the GDPGS table to be printed, not just those displayed on the screen.

4.4.18 Installation Job Types Table (GDIJT)

```
COMMAND: --------      GDS: INSTALLATION JOB TYPES (GDIJT)    /FOR: --------
                                              PRTR: --------  07/08/85 08:01:32
CENTER: -----------  COPY TO:  CENTER: -----------

          PGS        IN/OUT     LAST CHAR
  C       CAT        IND    -->   OF JT
  -        -          -            -
  -        -          -            -
  -        -          -            -
  -        -          -            -
  -        -          -            -
  -        -          -            -
  -        -          -            -
  -        -          -            -
  -        -          -            -
  -        -          -            -
  -        -          -            -
  -        -          -            -
  -        -          -            -
  -        -          -            -
  -        -          -            -
```

Figure 4-46. Installation Job Types Table (GDIJT)

PF1	PF2	PF3	PF4	PF5	PF6	PF7	PF8	PF9	PF10	PF11
FIND	FORWARD	BACK	ADD	UPDATE			REFRESH		DELETE	HELP

COMMANDS

FIND, FORWARD, BACK, ADD, UPDATE, DELETE, PRINT, COPY, HELP

DESCRIPTION

The GDIJT table is used to determine the last (fourth) character of the job type code for installation jobs. The first three characters of the job type code are assigned through entries in the GDCSC table using the class of service code.

Two factors are used to determine the last character of the job type. They are the pair gain system (PGS) category code (if applicable, as assigned through entries in the GDPGS table), and the IN/OUT IND code. The IN/OUT code specifies whether the job requires work inside the customer's premises (value is "I" for In), outside the premises (value is "O" for Out), both inside and outside work (value is "B" for Both), or no field work at all (value is blank). The In/Out value may be set to "In" if an entry

in either the GDS PCS (VGTDSO screen) or the GDUSOC table causes the VISIT flag to be set to "Yes". The value may be set to "Out" if a field visit is indicated through entries in the GDFID or GDPGS tables. The value becomes "B" (both) if both In and Out indications are found through these tables, and "blank" if no indications are found.

Each work center has its own GDIJT table.

FUNCTIONS

Display a Blank Screen

1. From a cleared terminal screen, enter "/FOR GDIJT" and press the ENTER (S/R) key.

2. If the user is already on a GDS screen other than GDIJT, enter "GDIJT" in the /FOR field and press the ENTER (S/R) key.

> NOTE - In some cases, the GDIJT screen will already be populated with data from the old screen. This automatic JUMP/FIND feature is designed to save time when the user needs to use a different screen.

3. If the user is already on GDIJT and wants to remove all the data that is currently being displayed, press the REFRESH function key (PF8).

Display Data Entries in the GDIJT Table

1. Enter the work center ID in the CENTER field.

2. If the user wants to find a specific entry in the table, enter the specific combination of PGS CAT and IN/OUT IND code in the first row under their column headers. This is an optional entry.

3. Perform a FIND.

The system will display data for up to 17 entries in alphanumeric order.

Page Forward Through the GDIJT Table

Following the display of a page of the GDIJT table, perform a FORWARD function.

Page Backward Through the GDIJT Table

Following the display of a page of the GDIJT table, perform a BACK function.

Add New Entries to the GDIJT Table

1. Enter the work center ID in the CENTER field.

2. Enter the following for each new table entry:

   A. "A" in the C (called the Line Command) field.

   B. A valid pair gain system category in the PGS CAT field. (The PGS CAT for each pair gain system is determined via entries in the GDPGS table.)

   C. A valid inside/outside work indicator in the IN/OUT IND field. Valid entries are "O" (outside work only), "I" (inside work only), "B" (both inside and outside work), or "blank" for jobs that do not require field work.

D. Enter the last (fourth) character of the job type code in the adjacent LAST CHAR OF JT field.

3. Perform an ADD.

Update Table Entries in the GDIJT Table

1. Display the specific table entry that needs to be updated.

2. For each table entry that will be updated, enter the following:

   A. "U" or "C" in the C field.

   B. Overtype the data in the LAST CHAR OF JT field with the new value. The user may not update data in the PGS CAT and IN/OUT IND fields. If the user needs to change data in these fields, they must first delete the table entry and then re-add it in modified form.

3. Perform an UPDATE.

Delete Table Entries from the GDIJT Table

1. Display the table entry to be deleted.

2. For each table entry to be deleted, enter a "D" in the C field.

3. Perform a DELETE function.

Obtain a Paper Copy of the Table

1. The user must either display a page of the GDIJT table to be printed or on a blank GDIJT screen, enter the work center in the CENTER field.

2. Enter "PRINT" in the COMMAND field.

3. Enter the eight-character printer ID in the PRTR field.

4. Enter the work center ID in the CENTER field.

5. Press the ENTER (S/R) key.

Note that this will cause all pages of the GDIJT table to be printed.

Copy the Table to Another Work Center

1. The user first needs to display a page of the GDIJT table to be copied, or, on a blank GDIJT screen, enter the work center name in the CENTER field.

2. Enter "COPY" in the COMMAND field.

3. In the COPY TO: CENTER field, enter the work center ID where the table will be copied to.

4. Press the ENTER (S/R) key.

4.4.19 Maintenance Job Pricing Table (GDMJP)

```
COMMAND: --------  GDS: MAINT JOB PRICING OPTIONS (GDMJP)     /FOR: --------
                                              PRTR: --------   05/06/85 12:00:01
CENTER: -----------     PRICING GRP: -  JT: ----
COPY TO:  CENTER: -----------   PRICING GRP: - JT: ----


         SCRN
C        RSLT    -->    PRICE
-        ---            -----
-        ---            -----
-        ---            -----
-        ---            -----
-        ---            -----
-        ---            -----
-        ---            -----
-        ---            -----
-        ---            -----
-        ---            -----
-        ---            -----
-        ---            -----
-        ---            -----
-        ---            -----
-        ---            -----
-        ---            -----
```

Figure 4-47. Maintenance Job Pricing Table (GDMJP)

PF1	PF2	PF3	PF4	PF5	PF6	PF7	PF8	PF9	PF10	PF11
FIND	FORWARD	BACK	ADD	UPDATE			REFRESH		DELETE	HELP

COMMANDS

FIND, FORWARD, BACK, ADD, UPDATE, DELETE, PRINT, COPY, HELP

DESCRIPTION

The GDMJP table is used to automatically assign estimates of field work time (prices) for maintenance jobs when they enter the system either mechanically from LMOS or manually from the GDTTE screen. The table allows the assignment of prices to maintenance jobs based on work center, pricing group, job type, and LMOS screening result code.

FUNCTIONS

Display a Blank Screen

1. From a cleared terminal screen, enter "/FOR GDMJP" and press the ENTER (S/R) key.

2. If the user is already on a GDS screen other than GDMJP, enter "GDMJP" in the /FOR field and press the ENTER (S/R) key.

> NOTE - In some cases, the GDMJP screen may already display information the user was working with on the old screen. This automatic JUMP/FIND feature is designed to save time when the user needs to use a different screen.

3. If the user is already on GDMJP and wants to remove all the data that is currently being displayed, press the REFRESH function key (PF8).

Display Data Entries in the GDMJP Table

1. Enter the work center ID in the CENTER field.

2. If the user wants to see the table for a specific pricing group, enter the pricing group code in the PRICING GRP field.

3. Enter the job type code of interest in the JT field.

4. If the user wants to find a specific screening result entry, enter the code under the SCRN RSLT header. (This is an optional step.)

5. Perform a FIND.

The system will display the data in the GDMJP table the user requested in alphanumeric order. Up to sixteen entries can be displayed on one screen.

Page Forward Through the GDMJP Table

Following the display of a page of the GDMJP table, perform a FORWARD function.

Page Backward Through the GDMJP Table

Following the display of a page of the GDMJP table, perform a BACK function.

Add New Entries to the GDMJP Table

1. Enter the work center ID in the CENTER field.

2. Enter the pricing group code in the PRICING GRP field to specify the pricing group the user wants to add an entry to.

3. Enter the job type the user wants to add an entry to in the JT field.

4. Enter the following for each new table entry:

    A. "A" in the C (called the Line Command) field.

    B. A valid numeric screening result code under the SCRN RSLT column. The first digit must be a one (1) or nine (9). The screening result may be a "wild card" format, e.g., 99* or 9**. This is a required field.

C. A valid numeric price under the PRICE column. This is a required field.

5. Perform an ADD.

Update Table Entries in the GDMJP Table

1. Display the specific table entry that needs to be updated.

2. For each table entry that will be updated, enter the following:

    A. "U" or "C" in the C field.

    B. Add, overtype, or delete (use the space bar) data in the PRICE field. You may not update data in the SCRN RSLT field. If the user needs to change data in this field, they must first delete the table entry and then re-add it in modified form.

3. Perform an UPDATE.

Delete Table Entries from the GDMJP Table

1. Display the table entry to be deleted.

2. For each table entry to be deleted, enter a "D" in the C field.

3. Perform a DELETE function.

Copy the Table to Another Center/Pricing Group/Job Type

1. The user first needs to either display a page of the specific GDMJP table to be copied, or, on a blank GDMJP screen, enter the work center in the CENTER field, the pricing group, if applicable, in the PRICING GRP field, and the job type in the JT field.

2. Enter "COPY" in the COMMAND field.

3. In the COPY TO: CENTER field, enter the work center ID where the table will be copied to.

4. On the line which starts with the COPY TO field, enter the pricing group code, if applicable, in the PRICING GRP field.

5. On the same line, enter the job type code to be copied to in the JT field.

6. Press the ENTER (S/R) key.

Obtain a Paper Copy of the Table

1. The user first needs to either display a page of the GDMJP table to be printed or on a blank GDMJP screen, enter the work center in the CENTER field, the pricing group, if applicable, in the PRICING GRP field, and the job type in the JT field.

2. Enter "PRINT" in the COMMAND field.

3. Enter the eight-character printer id in the PRINTER field.

4. Press the ENTER (S/R) key.

Note that this will cause all pages of the GDMJP table to be printed.

4.4.20 GDS: SSC Trouble Ticket OPTS (GDSSTT)

```
COMMAND:                    GDS: SSC TROUBLE TICKET OPTS (GDSSTT)      /FOR:
                                 PRTR:                             04/07/87 16:37:10
CENTER:               PRICING GRP:    COPY TO: CENTER:                 PRICING GRP:
C   CLCI/CS   WORKTYPE   -->   JT       PRICE
-   ----      -----           ----     -----
-   ----      -----           ----     -----
-   ----      -----           ----     -----
-   ----      -----           ----     -----
-   ----      -----           ----     -----
-   ----      -----           ----     -----
-   ----      -----           ----     -----
-   ----      -----           ----     -----
-   ----      -----           ----     -----
-   ----      -----           ----     -----
-   ----      -----           ----     -----
-   ----      -----           ----     -----
-   ----      -----           ----     -----
-   ----      -----           ----     -----
```

Figure 4-48. GDS: SSC Trouble Ticket OPTS (GDSSTT)

PF1	PF2	PF3	PF4	PF5	PF6	PF7	PF8	PF9	PF10	PF11
FIND	FORWARD	BACK	ADD	UPDATE			REFRESH		DELETE	HELP

COMMANDS

FIND, FORWARD, BACK, ADD, UPDATE, DELETE, PRINT, COPY, HELP

DESCRIPTION

The GDSSTT table is used to establish the JOB TYPE and PRICE for SSC Maintenance trouble tickets. These elements are based on the CLCI/CS identifier as well as the WORKTYPE being performed.

FUNCTIONS

Display a Blank Screen

1. From a cleared terminal screen, enter "/FOR GDSSTT" and press the ENTER (S/R) key.

2. If the user is already on a GDS screen other than GDSSTT, enter "GDSSTT" in the "/FOR" field and press the ENTER (S/R) key.

> **NOTE** - In some cases, the GDSSTT screen
> may already display information the user was
> working with on the old screen. This automatic

> JUMP/FIND feature is designed to save time
> when the user needs to use a different screen.

3. If the user is already on GDSSTT and wants to remove all the data that is currently being displayed, press the REFRESH function key (PF8).

Display Data Entries in the GDSSTT Table

1. Enter the work center ID in the CENTER field.

2. If the user wants to see the table for a specific CLCI/CS, enter the CLCI/CS in the CLCI/CS field. If the user wants to see the table for a specific pricing group, enter pricing group in the PRICING GRP field.

3. Perform a FIND.

The system will display the data in the GDSSTT table that was requested in alphanumeric order. Up to eighteen entries can be displayed on the screen.

Page Forward Through the GDSSTT Table

Following display of a page of the GDSSTT table, perform a FORWARD function.

Page Backward Through the GDSSTT Table

Following the display of a page of the GDSSTT table, perform a BACK function.

Add New Entries to the GDSSTT Table

1. Enter the work center ID in the CENTER field, enter pricing group in PRICING GRP field. (optional)

2. Enter the following for each new table entry:

   A. "A" in the C (called the Line Command) field.

   B. The CLCI/CS (COMMON LANGUAGE Circuit Identifier or Class of Service) code associated with trouble tickets.

   C. The WORKTYPE (SSCTT).

   D. The 4 character (A/N) Job Type associated with the CLCI/CS and WORKTYPE. Note: Wildcard job types CANNOT be entered.

   E. A value (using the hrs: min format) indicating the time required to clear the trouble.

3. Perform an ADD function.

Update Table Entries in the GDSSTT Table

1. Display the specific table entry that needs to be updated.

2. For each table entry that will be updated, enter the following:

   A. "U" or "C" in the C field.

   B. Add, overtype, or delete (use the space bar) data in the JOB TYPE (JT) and PRICE fields. The user may not update data in the CLCI/CS or WORKTYPE columns. If the user needs to change a CLCI/CS or WORKTYPE, they must first delete the CLCI/CS or WORKTYPE entry and then re-add it in modified form. Note: Wildcard job types cannot be entered.

3. Perform an UPDATE.

Delete Table Entries from the GDSSTT Table

1. Display the table entry to be deleted.

2. For each table entry to be deleted, enter a "D" in the C field.

3. Perform a DELETE function.

Obtain a Paper Copy of the Table

1. The user first needs to display a page of the GDSSTT table, or, on a blank GDSSTT screen, enter the work center code in the CENTER field, and pricing group in PRICING GRP field. (optional)

2. Enter "PRINT" in the COMMAND field.

3. Enter the eight-digit printer ID in the PRTR field.

4. Press the ENTER (S/R) key.

Copy the Table to Another Work Center

1. The user first needs to display a page of the GDSSTT table to be copied, or, on a blank GDSSTT screen, enter the work center name in the CENTER field that will be used to copy data from, and pricing group in the PRICING GRP field. (optional)

2. Enter "COPY" in the COMMAND field.

3. In the COPY TO: CENTER field, enter the work center ID where the table will be copied to.

4. Press the ENTER (S/R) key.

4.4.21 PST Options Table For Processing NFV Installation Jobs (GDPST)

```
COMMAND: --------      GDS: PST OPTS FOR NFV ORDERS (GDPST)      /FOR: --------
                                            PRTR: --------   05/13/87 15:47:16
CENTER: ----------- COPY TO: CENTER: -----------

                                    NEW
C        PST RESULT NARRATIVE   -->  JOBSTAT    PRICE
-   -----------------------------    ----      -----
-   -----------------------------    ----      -----
-   -----------------------------    ----      -----
-   -----------------------------    ----      -----
-   -----------------------------    ----      -----
-   -----------------------------    ----      -----
-   -----------------------------    ----      -----
-   -----------------------------    ----      -----
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-   -----------------------------    ----      -----
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-   -----------------------------    ----      -----
-   -----------------------------    ----      -----
-   -----------------------------    ---       -----
-   -----------------------------    ---       -----
-   -----------------------------    ---       -----
```

Figure 4-49. PST Options Table For Processing NFV Installation Job (GDPST)

PF1	PF2	PF3	PF4	PF5	PF6	PF7	PF8	PF9	PF10	PF11
FIND	FORWARD	BACK	ADD	UPDATE			REFRESH		DELETE	HELP

COMMANDS

FIND, FORWARD, BACK, ADD, UPDATE, DELETE, PRINT, COPY, HELP

DESCRIPTION

The GDPST table is used to specify the pass/fail decisions for Programmed Scan Test (PST) results received for no field visit service orders. For each PST result narrative, the user may define a NEW JOBSTAT and, if the new status is "PLD", a job price. Job statuses which may be assigned are as follows:

— CMP (CoMPlete) - automatically completes the job in GDS and sends a notification to a user defined printer

— PSC (Pending SCreen) - for jobs needing manual attention

— JEP (JEoPardy) - also can be used for jobs needing manual attention

— PAC (Pending Auto-Completion) - for jobs to be resubmitted to PST

— PLD (Pending LoaD) for jobs whose PST result indicates the need for a field visit

There is one GDPST table per work center.

Note that if a job is assigned a "PSC" or "JEP" job status, the system will also automatically attach a handling code of "FPS" (failed PST). These jobs are easily identified for screening or report generation.

FUNCTIONS

Display a Blank Screen

1. From a cleared terminal screen, enter "/FOR GDPST" and press the ENTER (S/R) key.

2. If the user is already on a GDS screen other than GDPST, enter "GDPST" in the /FOR field and press the ENTER (S/R) key.

> NOTE - In some cases, the GDPST screen will display data that was on the old screen. This automatic JUMP/FIND feature is designed to save time when the user needs to use another screen.

3. If the user is already on GDPST and wants to remove all the data that is currently being displayed, press the REFRESH function key (PF8).

Display Data Entries in the GDPST Table

1. Enter the GDS work center ID in the CENTER field.

2. If the user wants to find a specific entry, enter the exact PST Result Narrative under the column heading with this name (this is an optional entry).

3. Perform a FIND.

The system will display the data for the Programmed Scan Test results narratives and their associated NEW JOBSTATS (and PRICES) in alphanumeric order. Up to 17 table entries can be displayed on one page.

Page Forward Through the GDPST Table

Following display of a page of the GDPST table, perform a FORWARD function.

Page Backward Through the GDPST Table

Following the display of a page of the GDPST table, perform a BACK function.

Add New Entries to the GDPST Table

1. Enter the GDS work center ID in the CENTER field.

2. Enter the following for each new table entry:

    A. "A" in the C (called the Line Command) field.

    B. Up to 30 characters of the appropriate programmed scan test results narrative in the PST RESULT NARRATIVE field, (e.g., CROSS MARGINAL). Be sure the entry matches exactly

the narrative string returned by the PST program.

    C.   Enter the new job status you want the test results to reflect in the NEW JOBSTAT field. Valid entries are CMP, PLD, PSC, JEP, or PAC.

    D.   If the user entered "PLD" in the NEW JOBSTAT field, enter the time it is expected that the technician will need to complete the installation job in the PRICE field (HH:MM).

    E.   Perform an ADD.

Update Table Entries in the GDPST Table

1. Display the specific table entry that needs to be updated.

2. For each table entry that will be updated, enter the following:

    A.   "U" or "C" in the C field.

    B.   Add, overtype, or delete (use the space bar) data in the NEW JOBSTAT field or the PRICE field. The user may not update data in the PST RESULT NARRATIVE field. If the user needs to change data in this field, they must first delete the table entry and then re-add it in modified form.

3. Perform an UPDATE.

Delete Table Entries from the GDPST Table

1. Display the table entry to be deleted.

2. For each table entry to be deleted, enter a "D" in the C field.

3. Perform a DELETE function.

Obtain a Paper Copy of the Table

1. The user must first either display a page of the GDPST table to be printed, or, on a blank GDPST screen, enter the GDS work center ID in the CENTER field.

2. Enter "PRINT" in the COMMAND field.

3. Enter the printer ID in the PRTR field.

4. Press the ENTER (S/R) key.

Note that this will cause all pages of the GDPST table to be printed.

Copy the Table to Another Work Center

1. The user must first either display a page of the GDPST table to be copied, or, on a blank GDPST screen, enter the GDS work center ID in the CENTER field.

2. Enter "COPY" in the COMMAND field.

3. In the COPY TO: CENTER field, enter the GDS work center ID where the table will be copied to.

4. Press the ENTER (S/R) key.

Note that this will cause all pages of the GDPST table to be copied to the specified GDS work center.

4.4.22 GDS Service Order Processors Table (GDSOP)

```
COMMAND: --------        GDS: SERVICE ORDER PROCESSORS (GDSOP)    /FOR  --------
                                                   PRTR: --------   08/04/88 13:48:46
      WIRE                   DEL   DEL              WIRE            DEL   DEL
  C   CENTER    CSC    SOP   MIN   OFF      | C    CENTER    CSC    SOP   MIN   OFF
  -   ------   -----   ---   ----  -----    | -   ------    -----   ---   ----  -----
  -   ------   -----   ---   ----  -----    | -   ------    -----   ---   ----  -----
  -   ------   -----   ---   ----  -----    | -   ------    -----   ---   ----  -----
  -   ------   -----   ---   ----  -----    | -   ------    -----   ---   ----  -----
  -   ------   -----   ---   ----  -----    | -   ------    -----   ---   ----  -----
  -   ------   -----   ---   ----  -----    | -   ------    -----   ---   ----  -----
  -   ------   -----   ---   ----  -----    | -   ------    -----   ---   ----  -----
  -   ------   -----   ---   ----  -----    | -   ------    -----   ---   ----  -----
  -   ------   -----   ---   ----  -----    | -   ------    -----   ---   ----  -----
  -   ------   -----   ---   ----  -----    | -   ------    -----   ---   ----  -----
  -   ------   -----   ---   ----  -----    | -   ------    -----   ---   ----  -----
  -   ------   -----   ---   ----  -----    | -   ------    -----   ---   ----  -----
  -   ------   -----   ---   ----  -----    | -   ------    -----   ---   ----  -----
  -   ------   -----   ---   ----  -----    | -   ------    -----   ---   ----  -----
  -   ------   -----   ---   ----  -----    | -   ------    -----   ---   ----  -----
  -   ------   -----   ---   ----  -----    | -   ------    -----   ---   ----  -----
  -   ------   -----   ---   ----  -----    | -   ------    -----   ---   ----  -----
  -   ------   -----   ---   ----  -----    | -   ------    -----   ---   ----  -----
```

Figure 4-50. GDS Service Order Processors Table (GDSOP)

PF1	PF2	PF3	PF4	PF5	PF6	PF7	PF8	PF9	PF10	PF11
FIND	FWD	BACK	ADD	UPD			REFH		DEL	HELP

COMMANDS

FIND, FORWARD, BACK, ADD, UPDATE, DELETE, PRINT, HELP

DESCRIPTION

The GDSOP table determines the appropriate SOP by wire center and class of service. Since GDS may be communicating with more than one SOP, this table is necessary to ensure that the completion information is being passed to the correct SOP. The table also defines how long in minutes an order should be held before passing the information to SOP and an optional delay cutoff time.

The wild card character (*) is valid as part of the wire center name and class of service. The wild card character for class of service will work as it does in the GDCSC table. For wire center, the NPA or NNX or both may be wild-carded. An entry of "*" would match all wire centers, an entry of "NPA*"

would match all NNXs in that NPA, and an entry of "NPANNX" would match one and only one NPANNX. An exact match on either wire center or class of service will be found before a match using the wild card, so exceptions to a wild card entry will be correctly processed.

NOTE: AUTHORIZATION TO AUTOCOMPLETE TO THE SOP IS RESTRICTED BY FAM (SEE SECTION 3.1.10).

FUNCTIONS

Display a Blank Screen

1. From a cleared terminal screen, enter "/FOR GDSOP" and press the ENTER (S/R) key.

2. If the user is already on a GDS screen other than GDSOP, enter "GDSOP" in the /FOR field and press the ENTER (S/R) key.

3. If the user is already on the GDSOP screen and wants to remove all the data that is currently being displayed, press the REFRESH function key (PF8).

Display Data Entries in the GDSOP Table

1. Enter the Wire Center and/or Class of Service in the appropriate field (previously described wild-card characters may be used).

2. Execute the "FIND" function.

Page Forward Through the GDSOP Table

Following the display of a page of the GDSOP table, execute the "FORWARD" function.

Page Backward Through the GDSOP Table

Following the display of a page of the GDSOP table, execute the "BACK" function.

Add New Entries to the GDSOP Table

1. Enter the following for each new table entry:

    A. "A" in the C (Line Command) field.

    B. The six-character wire center.

    C. The five-character class of service code.

    D. The SOP code to which completions from this wire center and class of service are to go.

    E. A delay in minutes (DEL MIN) to hold messages before passing them to SOP.

    F. An optional delay cutoff (DEL OFF) after which messages are to be passed, regardless of the DEL MIN entry.

2. Execute the "ADD" function.

Update Table Entries in the GDSOP Table

1. After the specific table entry that needs to be updated is displayed, the user should enter the following:

    A. "U" or "C" in the C field.

B. Add, overtype, or delete (using the space bar) data in any of the desired fields.

2. Execute the "UPDATE" function.

Delete Table Entries from the GDSOP Table

1. After the table entry to be deleted is displayed, a "D" is put in the C field next to the entry to be deleted.

2. Execute the "DELETE" function.

Obtain a Paper Copy of the Table

1. The user first needs to display a page of the GDSOP table to be printed.

2. Enter "PRINT" in the COMMAND field.

3. Enter the printer ID in the PRTR field.

4. Press the ENTER (S/R) key.

Obtain On-Line Information About An Error Condition

Execute the "HELP" function and this will return information about an error message displayed at the bottom of the screen. After viewing the information, press any PF key (PF1 through PF11) or the ENTER key to return to the GDS screen that the user came from.

4.4.23 GDSUPV

```
┌─────────────────────────────────────────────────────────────────────────────┐
│  COMMAND:  --------        GDS:  SUPERVISOR  GROUP  TABLE  (GDSUPV)    /FOR:  -------  │
│                                   PRTR:  --------             07/10/85 08:15:23  │
│  CENTER:  -----------                                                          │
│  C  GRP    SUPV                                 GARAGE LOC     PRTR             │
│  -  ---    ------------                         ---   ----     --------         │
│        DAA:      ---   ---   ---   ---   ---   ---   ---   ---   ---   ---   ---   ---  │
│                  ---   ---   ---   ---   ---   ---   ---   ---   ---   ---   ---   ---  │
│        JT:       ----  ----  ----  ----  ----  ----  ----  ----  ----  ----  ----  ----  │
│                  ----  ----  ----  ----  ----  ----  ----  ----  ----  ----  ----  ----  │
│  -  ---    ------------                         ---   ----     --------         │
│        DAA       ---   ---   ---   ---   ---   ---   ---   ---   ---   ---   ---   ---  │
│                  ---   ---   ---   ---   ---   ---   ---   ---   ---   ---   ---   ---  │
│        JT:       ----  ----  ----  ----  ----  ----  ----  ----  ----  ----  ----  ----  │
│                  ----  ----  ----  ----  ----  ----  ----  ----  ----  ----  ----  ----  │
│  -  ---    ------------                         ---   ----     --------         │
│        DAA:      ---   ---   ---   ---   ---   ---   ---   ---   ---   ---   ---   ---  │
│                  ---   ---   ---   ---   ---   ---   ---   ---   ---   ---   ---   ---  │
│        JT:       ----  ----  ----  ----  ----  ----  ----  ----  ----  ----  ----  ----  │
│                  ----  ----  ----  ----  ----  ----  ----  ----  ----  ----  ----  ----  │
└─────────────────────────────────────────────────────────────────────────────┘
```

Figure 4-51. Supervisor Group Table (GDSUPV)

PF1	PF2	PF3	PF4	PF5	PF6	PF7	PF8	PF9	PF10	PF11
FIND	FORWARD	BACK	ADD	UPDATE			REFRESH		DELETE	HELP

COMMANDS

FIND, FORWARD, BACK, ADD, UPDATE, DELETE, PRINT, HELP

DESCRIPTION

The GDSUPV table is used to define key attributes associated with the field work groups assigned to specific GDS work centers. This table provides you the ability to define and edit the following:

- the field supervisory groups assigned to a given GDS work center,

- the geographic areas (DAAs) that group members cover (although this may be modified for individual technicians in the GDTECH table),

- the job types handled by group members (also modifiable for individual technicians via GDTECH), and

- the garage location for the group (defined as the DAA and AA) and the identification number for the garage printer where work documents are to be sent.

FUNCTIONS

Display a Blank Screen

1. From a cleared terminal screen, enter "/FOR GDSUPV" and press the ENTER (S/R) key.

2. If the user is already on a GDS screen other than GDSUPV, enter "GDSUPV" in the /FOR field and press the ENTER (S/R) key.

> NOTE - In some cases the GDSUPV screen will display data that was on the old screen. This automatic JUMP/FIND feature is designed to save time when the user needs to use another screen.

3. If the user is already on GDSUPV and wants to remove all the data that is currently being displayed, press the REFRESH function key (PF8).

Display Data Entries in the GDSUPV Table

1. Enter the GDS work center ID in the CENTER field.

2. If the user wants to find the data for a specific group, enter a valid three-character group code in the first row under the GRP column header. This is an optional step.

3. Perform a FIND.

The system will display the data for the specified group and for the next two groups in the table in alphanumeric order.

Page Forward Through the GDSUPV Table

Following the display of a page of the GDSUPV table, perform a FORWARD function.

Page Backward Through the GDSUPV Table

Following the display of a page of the GDSUPV table, perform a BACK function.

Add New Entries to the GDSUPV Table

1. Enter the GDS work center ID in the CENTER field.

2. Enter the following for each new table entry:

    A. "A" in the C (called the Line Command) field.

    B. A unique three-character group code under the GRP column header.

    C. The name of the field supervisor under the SUPV column header.

    D. The DAA and AA where the garage is located for the group in the two fields located directly under the GARAGE LOC header. The DAA/AA must be in the GDDAA table.

    E. The printer identification number under the PRTR column. This must be a valid IMS printer.

    F. The DAAs which group members will serve in the input fields to the right of the DAA field identifier. The DAAs must be in the GDDAA table.

G. The job types which group members handle in the input fields table to the right of the JT field identifier. The JTs must be in the GDJTW table. Generic jobtypes may be entered in these fields (e.g., M***, I*S*).

3. Perform an ADD.

This can be repeated as many times as required.

Update Table Entries in the GDSUPV Table

DAAs must be in the GDDAA table. Job Types must be in the GDJTW table. Generic Job Types may be entered in the JT field (e.g., M*P*, I***) unless the OP field is "x". Wildcarding is NOT allowed when OP is "x".

---

1. Display the specific table entry that needs to be updated.

2. For each table entry that will be updated, enter the following:

   A. "U" or "C" in the C field.

   B. Add, overtype, or delete (use the space bar) data in the SUPV, GARAGE LOC, PRTR, DAA, and/or JT fields. The user may not update the data in the GRP column. If the user needs to change data in this field, they must first delete the group entry and then re-add it in modified form.

3. Perform an UPDATE function.

Delete Table Entries from the GDSUPV Table

1. Display the table entry to be deleted.

2. For each table entry to be deleted, enter a "D" in the C field.

3. Perform a DELETE function.

Obtain a Paper Copy of the Table

1. The user first needs to display a page of the GDSUPV table to be printed, or, on a blank GDSUPV screen, enter the work center in the CENTER field.

2. Enter "PRINT" in the COMMAND field.

3. Enter the printer ID in the PRTR field.

4. Press the ENTER (S/R) key.

Note that this will cause all pages of the GDSUPV table to be printed.

Obtain On-Line Information About An Error Condition

1. Enter "HELP" in the COMMAND field.

2. Press the ENTER (S/R) key.

This will return information about an error message displayed at the bottom of the screen. After viewing the information, press any PF key (PF1 through PF11) or the ENTER key to return to the GDS screen the user came from.

4.4.24 GDTECH

```
COMMAND: ------        GDS: TECHNICIAN TABLE (GDTECH)           /FOR: --------
CENTER: ---------  SUPV GRP: ---    PRTR: --------      05/06/85 12:00:01
----------------------- SUPV GRP DATA ----------------------------------------
  GRP:      SUPV:                                   GARAGE LOC:
      DAA:

      JT:


----------------------------------------------------------------------------
C EC   GRP   NAME            LOADTYPE      LOAD FACTOR      LOAN TO GRP
- ---   ---   -----------       -           --- %             ---
      OP: - DAA: ---   ---   ---   ---   ---   ---   ---   ---   ---   ---   ---
      OP: - JT : ----  ----  ----  ----  ----  ----  ----  ----  ----  ----  ----
- ---   ---   -----------       -           --- %             ---
      OP: - DAA: ---   ---   ---   ---   ---   ---   ---   ---   ---   ---   ---
      OP: - JT : ----  ----  ----  ----  ----  ----  ----  ----  ----  ----  ----
- ---   ---   -----------       -           --- %             ---
      OP: - DAA: ---   ---   ---   ---   ---   ---   ---   ---   ---   ---   ---
      OP: - JT : ----  ----  ----  ----  ----  ----  ----  ----  ----  ----  ----
- ---   ---   -----------       -           --- %             ---
      OP: - DAA: ---   ---   ---   ---   ---   ---   ---   ---   ---   ---   ---
      OP: - JT : ----  ----  ----  ----  ----  ----  ----  ----  ----  ----  ----
```

Figure 4-52. Technician Attributes Table (GDTECH)

PF1	PF2	PF3	PF4	PF5	PF6	PF7	PF8	PF9	PF10	PF11
FIND	FORWARD	BACK	ADD	UPDATE			REFRESH		DELETE	HELP

COMMANDS

FIND, FORWARD, BACK, ADD, UPDATE, DELETE, PRINT, HELP

DESCRIPTION

The GDTECH table identifies key attributes associated with field technicians assigned to specific work groups within specific GDS work centers. This table gives the user the ability to define and edit the following:

- the "loadtype" of each technician for determining how each should be treated by the bulk load process

- The "load factor" of each technician used in the job assignment process

- the unique geographic areas (DAAs) covered by an individual technician

- the unique job types handled by an individual technician, and

- whether a technician is loaned to another supervisory group.

FUNCTIONS

Display a Blank Screen

1. From a cleared terminal screen, enter "/FOR GDTECH" and press the ENTER (S/R) key.

2. If the user is already on a GDS screen other than GDTECH, enter "GDTECH" in the /FOR field and press the ENTER (S/R) key.

> NOTE - In some cases, the GDTECH screen will contain data that was displayed on the old screen. This automatic JUMP/FIND feature is designed to save time when the user needs to use a different screen.

3. If the user is already on GDTECH and wants to remove all the data that is currently being displayed, press the REFRESH function key (PF8).

Display Data Entries in the GDTECH Table

1. Enter the GDS work center ID in the CENTER field.

2. If the user wants to find the data for a specific group, enter a three-character group code in the SUPV GRP field. This must be a valid entry from the GDSUPV table.

3. Perform a FIND.

The system will display the data for the specified supervisory group above and the data for individual technicians in the group below. The group data is for reference, from the GDSUPV table, since individual turfs or job type skills are usually defined relative to group characteristics.

Page Forward Through the GDTECH Table

Following the display of a page of the GDTECH table, perform a FORWARD function. The table will always provide the summary for the appropriate supervisory group above the technicians assigned to the group.

Page Backward Through the GDTECH Table

Following the display of a page of the GDTECH table, perform a BACK function. Again, the table will always provide the summary for the appropriate supervisory group above the technicians assigned to the group.

Add New Entries to the GDTECH Table

> **DAAs must be in the GDDAA table. Job Types must be in the GDJTW table. Generic Job Types may be entered in the JT field (e.g., M*P*, I***) unless the OP field is "x". Wildcarding is NOT allowed when OP is "x".**

1. Enter the GDS work center ID in the CENTER field.

2. Enter the following for each new table entry:

A. "A" in the C (called the Line Command) field.

B. A unique three-digit employee code under the EC column header.

C. A three-character supervisory group code under the GRP column header.

D. The name of the technician under the NAME column header.

E. The loadtype factor (either "B" (bulk-load), "F" (first-job and dynamic), or "D" (dynamic only) under the LOADTYPE column header.

F. The load factor under the LOAD FACTOR column, e.g., 75%.

G. If the user wants to loan the technician to another supervisory group, enter the group code under the LOAN TO GRP column header. This will give the technician the turf specified for the group the technician is loaned to. However, the technician's job types will continue to be defined relevant to his/her supervisory group job types. If the user wants the technician's job types to change, the easiest thing to do is use the "I" option for job types (see descriptions below). The supervisory group code must exist in the GDSUPV table.

H. If the user wants to make changes to a technician's turf or job type specification, do the following:

— to assign the technician additional DAAs or job types, enter an "A" (for ADD) in the appropriate OP: (option) field. Enter the added DAAs and/or job type codes in the fields provided next to the option flags.

— to assign the technician to all group DAAs or job types EXCEPT certain ones, enter an "X" in the OP: field, and the DAAs and job types to be excluded in the fields provided

— to assign a completely unique turf or set of job types to a technician, enter an "I" (for Instead) in the appropriate OP field and the unique DAAs and/or job types in the fields provided.

3. Perform an ADD function.

Update Table Entries in the GDTECH Table

1. Display the specific table entry that needs to be updated.

2. For each table entry that will be updated, enter the following:

A. "U" or "C" in the C field.

B. Add, overtype, or delete (use the space bar) data in the GRP, NAME, LOADTYPE, LOAD FACTOR and/or LOAN TO GRP fields. (The user may not update the data in the EC column; they must delete the entry and re-add it in modified form to change the EC.)

C. If the user wants to make changes to a technician's turf or job type specification, do the following:

— to assign the technician additional DAAs or job types, enter an "A" (for ADD) in the appropriate OP: (option) field. Enter the added DAAs and/or job type codes in the fields provided next to the option flags.

— to assign the technician to all group DAAs or job types EXCEPT certain ones, enter an "X" in the OP: field, and the DAAs and job types to be excluded in the fields provided

— to assign a completely unique turf or set of job types to a technician, enter an "I" (for Instead) in the appropriate OP field and the unique DAAs and/or job types in the fields provided.

3. Perform an UPDATE function.

Delete Table Entries from the GDTECH Table

1. Display the table entry to be deleted.

2. For each employee the user wants deleted, enter a "D" in the C field adjacent to the employee code (EC field).

3. Perform a DELETE function.

Obtain a Paper Copy of the Table

1. The user must first either display a page of the GDTECH table to be printed, or, on a blank GDTECH screen, enter the work center in the CENTER field.

2. Enter "PRINT" in the COMMAND field.

3. Enter the printer ID in the PRTR field.

4. Press the ENTER (S/R) key.

Note that this will cause all pages of the GDTECH table to be printed.

Obtain On-Line Information About An Error Condition

1. Enter "HELP" in the COMMAND field.

2. Press the ENTER (S/R) key.

This will return information about an error message displayed at the bottom of the screen. After viewing the information, press any PF key (PF1 through 11) or the ENTER key to return to the GDS screen the user came from.

4.4.25 GDPAD

```
 COMMAND: --------        GDS: PERS AVAIL - DAILY     (GDPAD)      /FOR --------
                                           PRTR: --------         09/03/87 13:12:04
 CENTER: -----------    SUPV GRP: ---   DATE: -- -- --   (WEEK ENDING DATE
                   COPY TO: DAY/WEEK: -  DATE: -- -- --     FOR WEEKLY COPY)

       TECH
  C    EC    TIME   TYP    TIME   TYP    TIME   TYP    TIME   TYP    TIME   TYP    TIME   TYP
  -    ---   -----  ---    -----  ---    -----  ---    -----  ---    -----  ---    -----  ---
             -----  ---    -----  ---    -----  ---    -----  ---    -----  ---    -----  ---
  -    ---   -----  ---    -----  ---    -----  ---    -----  ---    -----  ---    -----  ---
             -----  ---    -----  ---    -----  ---    -----  ---    -----  ---    -----  ---
  -    ---   -----  ---    -----  ---    -----  ---    -----  ---    -----  ---    -----  ---
             -----  ---    -----  ---    -----  ---    -----  ---    -----  ---    -----  ---
  -    ---   -----  ---    -----  ---    -----  ---    -----  ---    -----  ---    -----  ---
             -----  ---    -----  ---    -----  ---    -----  ---    -----  ---    -----  ---
  -    ---   -----  ---    -----  ---    -----  ---    -----  ---    -----  ---    -----  ---
             -----  ---    -----  ---    -----  ---    -----  ---    -----  ---    -----  ---
  -    ---   -----  ---    -----  ---    -----  ---    -----  ---    -----  ---    -----  ---
             -----  ---    -----  ---    -----  ---    -----  ---    -----  ---    -----  ---
  -    ---   -----  ---    -----  ---    -----  ---    -----  ---    -----  ---    -----  ---
             -----  ---    -----  ---    -----  ---    -----  ---    -----  ---    -----  ---
  -    ---   -----  ---    -----  ---    -----  ---    -----  ---    -----  ---    -----  ---
             -----  ---    -----  ---    -----  ---    -----  ---    -----  ---    -----  ---
```

Figure 4-53. GDS Technician Daily Schedule (GDPAD)

PF1	PF2	PF3	PF4	PF5	PF6	PF7	PF8	PF9	PF10	PF11
FIND	FORWARD	BACK	ADD	UPDATE			REFRESH		DELETE	HELP

COMMANDS

FIND, FORWARD, BACK, ADD, UPDATE, DELETE, PRINT, COPY, HELP

DESCRIPTION

The GDPAD table is used to build and maintain a mechanized schedule for the workday activities of all field technicians. This schedule is used for building optimal bulk loads (see GDLOAD) and for comparing available technician hours with promised field work for appointment control purposes.

The GDPAD table allows specification of the productive/nonproductive time slots for individual technicians. Also, the table may be easily updated and copied to other dates to allow scheduling into the future for appointment control purposes.

FUNCTIONS

1. From a cleared terminal screen, enter "/FOR GDPAD" and press the ENTER (S/R) key.

2. If the user is already on a GDS screen other than GDPAD, enter "GDPAD" in the /FOR field and press the ENTER (S/R) key.

> NOTE - In some cases, the GDPAD screen may already display data that was on the old screen. This automatic JUMP/FIND feature is designed to save time when the user needs to use a different screen.

3. If the user is already on GDPAD and wants to remove all the data that is currently being displayed, hit the REFRESH function key (PF8).

Display Data Entries in the GDPAD Table

1. Enter the work center ID in the CENTER field.

2. Enter the field supervisor group code in the SUPV GRP field. (This is an optional step.)

3. Enter the date for the schedule the user would like to see in the DATE field (the user can leave this field blank if today's schedule is needed).

4. If the user wants to find the schedule for a specific technician, enter the employee code in the first row under the TECH EC column.

5. Perform a FIND.

The system will display the schedule (beginning with the specific technician, if the user has requested one) for the technician in the specified supervisor group. Two lines are reserved for each technician.

Page Forward Through the GDPAD Table

Following the display of a page of the GDPAD table, perform a FORWARD function.

Page Backward Through the GDPAD Table

Following the display of a page of the GDPAD table, perform a BACK function. Note that this will not work if the user is on the first page of the GDPAD table.

Add New Entries to the GDPAD Table

1. Enter the GDS work center ID in the CENTER field.

2. Enter the supervisor group code in the SUPV GRP field.

3. Enter the date in the DATE field.

4. Enter the following for each new table entry:

    A. "A" in the C (called the Line Command) field.

    B. A three-character employee code in the TECH EC column. This must be a valid entry from GDTECH.

    C. Under the first TIME column, enter the time at which the schedule begins for the technician. Format is HH:MM (A or P).

D. Immediately to the right of the schedule start time, enter the "time type" code to designate the technician's anticipated work status at that time. (These codes are defined in the GDS-TTS table - GDS TIME TYPES.)

E. In the next TIME column, enter the time at which the user expects the next change in the technician's status (e.g., going to lunch, meeting, etc.).

F. In the TYP column adjacent to this time, enter the type code describing the new work status.

G. Continue this, going on to the second line provided if necessary, until the user indicates the final status time and type (usually "OFF") for the day.

5. Perform an ADD function.

Note that as the time entries are entered left to right, they must be in ascending order, i.e., 1100A before 1200P before 0300P.

Update Table Entries in the GDPAD Table

1. Display the specific table entry that needs to be updated.

2. For each table entry that will be updated, enter the following:

   A. "U" or "C" in the C field.

   B. Add, overtype, or delete (use the space bar) data in the any of the TIME or TYPE columns adjacent to the technician's schedule needing the update. The user may not update data in the TECH EC column. If the user needs to change data in this column, they must first delete the table entry and then re-add it in modified form.

3. Perform an UPDATE function.

Delete Table Entries from the GDPAD Table

1. Display the table entry to be deleted.

2. Enter "DELETE" in the COMMAND field.

3. For each table entry to be deleted, enter a "D" in the C field.

4. Perform a DELETE function.

Obtain a Paper Copy of the Table

1. The user must first either display a page of the GDPAD table to be printed, or, on a blank GDPAD screen, enter the work center in the CENTER field, and if applicable, the supervisory group in the SUPV GRP field and the date in the DATE field.

2. Enter "PRINT" in the COMMAND field.

3. Enter the eight-character printer ID in the PRTR field.

4. Press the ENTER (S/R) key.

Note that this will cause all pages of the GDPAD table to be printed.

Copy the Table to Another Date/Week

1. The user first needs to display a page of the GDPAD table to be copied, or, on a blank GDPAD screen, enter the work center in the CENTER field, and the date in the DATE field. A copy of

the GDPAD table cannot be made by supervisor group. The copy can only be made for the entire center. Once a GDPAD table exists for a date, another copy to that date will not override the existing table.

2. Enter "COPY" in the COMMAND field.

3. In the DAY/WEEK field, enter "D" if you are copying the schedule for one day and "W" if copying for one week.

4. In the adjacent DATE field, enter the date to be copied to for a one-day copy and the week ending date for a weekly copy. For a weekly copy, the date must be within seven days of the GDPAD date. If any of the days within the "copy to" week are populated, the copy will fail.

5. Press the ENTER (S/R) key.

> NOTE - When copying for a week, the "copy to" period of seven days will duplicate the population of the previous seven days.

E.G.

```
Current Seven Days
   M    T    W    TH    F    S    S
   P    P    P    P     P    b/   b/

Result of Weekly Copy
   M    T    W    TH    F    S    S
   P    P    P    P     P    b/   b/
```

The GDPAD table load values for MON through FRI with SAT and SUN blank. The new week will have SAT and SUN blank after weekly copy.

Obtain On-Line Information About An Error Condition

1. Enter "HELP" in the COMMAND field.

2. Press the ENTER (S/R) key.

This will return information about an error message displayed at the bottom of your screen. After viewing the information, press any PF key (PF1 through PF11) or the ENTER key to return to the GDS screen the user came from.

4.4.26 TSEND Device Type Table (GTSDEV)

```
COMMAND:                    TSEND DEVICE TYPE TABLE (GTSDEV)        /FOR:
                                                 PRTR:        05/13/87 15:54:08
C DAC        TYPE    C DAC        TYPE    C DAC        TYPE    C DAC      TYPE
-  --------   -      -  --------   -      -  --------  -       -  -------   -
-  --------   -      -  --------   -      -  --------  -       -  -------   -
-  --------   -      -  --------   -      -  --------  -       -  -------   -
-  --------   -      -  --------   -      -  --------  -       -  -------   -
-  --------   -      -  --------   -      -  --------  -       -  -------   -
-  --------   -      -  --------   -      -  --------  -       -  -------   -
-  --------   -      -  --------   -      -  --------  -       -  -------   -
-  --------   -      -  --------   -      -  --------  -       -  -------   -
-  --------   -      -  --------   -      -  --------  -       -  -------   -
-  --------   -      -  --------   -      -  --------  -       -  -------   -
-  --------   -      -  --------   -      -  --------  -       -  -------   -
-  --------   -      -  --------   -      -  --------  -       -  -------   -
-  --------   -      -  --------   -      -  --------  -       -  -------   -
-  --------   -      -  --------   -      -  --------  -       -  -------   -
-  --------   -      -  --------   -      -  --------  -       -  -------   -
-  --------   -      -  --------   -      -  --------  -       -  -------   -
-  --------   -      -  --------   -      -  --------  -       -  -------   -
-  --------   -      -  --------   -      -  --------  -       -  -------   -
```

Figure 4-54. TSEND Device Type Table (GTSDEV)

PF1	PF2	PF3	PF4	PF5	PF6	PF7	PF8	PF9	PF10	PF11
FIND	FORWARD	BACK	ADD	UPDATE			REFRESH		DELETE	HELP

COMMANDS

FIND, FORWARD, BACK, ADD, UPDATE, DELETE, PRINT, HELP

DESCRIPTION

The GTSDEV table is used to display TSEND validation information. The LTERM device aid type must appear in the GTSDEV before it can receive any data from the system.

FUNCTIONS

Display a Blank Screen

1. From a cleared terminal screen, enter "/FOR GTSDEV" and press the ENTER (S/R) key.

2. If the user is already on a GDS screen other than GTSDEV, enter "GTSDEV" in the /FOR field and press the ENTER (S/R) key.

> **NOTE -** In some cases, the GTSDEV screen may already display information the user was

working with on the old screen. This automatic
JUMP/FIND feature is designed to save time
when the user needs to use a different screen.

3. If the user is already on GTSDEV and wants to remove all the data that is currently being displayed, press the REFRESH function key (PF8).

Display Data Entries in the GTSDEV Table

1. If the user wants to see the table for a specific LTERM device, enter the LTERM ID in the DAC field.

2. Perform a FIND.

The system will display the data in the GTSDEV table that has been requested. Up to 72 entries can be displayed on one screen.

Page Forward Through the GTSDEV Table

Following display of a page of the GTSDEV table, perform a FORWARD function.

Page Backward Through the GTSDEV Table

Following display of a page of the GTSDEV table, perform a BACK function.

Add New Entries to the GTSDEV Table

1. Enter the following for each new table entry:

    A. "A" in the C (called the Line Command) field.

    B. Enter a valid LTERM device ID.

    C. Enter type of LTERM (e.g. I (IMS) or N (NON-IMS))

2. Perform an ADD function.

Update Table Entries in the GTSDEV Table

1. Display the specific table entry that needs to be updated.

2. For each table entry that will be updated, enter the following:

    A. "U" or "C" in the C field.

    B. Add, overtype, or delete (using the space bar) data in the TYPE field. The user may not update data in the DAC column. If the user needs to change a DAC, they must first delete the DAC entry and then re-add it in modified form.

3. Perform an UPDATE.

Delete Table Entries from the GTSDEV Table

1. Display the table entry to be deleted.

2. For each table entry to be deleted, enter a "D" in the C field.

3. Perform a DELETE function.

Obtain a Paper Copy of the Table

1. The user first needs to display a page of the GTSDEV table, or, on a blank GTSDEV screen, enter the DAC code in the DAC field.

2. Enter "PRINT" in the COMMAND field.

3. Enter the eight-character printer ID in the PRTR field.

4. Press the ENTER (S/R) key.

Note that this will cause all pages of the GTSDEV table to be printed.

4.5 GENERIC DISPATCH TABLE CHECKER (GDCHK)

After security has been established, and the TTS and Center tables have been populated, the user will want to use the Generic Dispatch Table Checker to ensure that no errors or omissions have been entered into the validation tables.

The Generic Dispatch Table Checker (GDCHK) performs ten separate functions, which attempt to validate the entries of certain tables against the inputs on other tables. A run of GDCHK results in an output report that specifies inconsistencies and omissions by either CENTER or on occasion WIRE CENTER.

FUNCTIONS

Display a Blank Screen

1. From a cleared terminal screen, enter "/FOR GDCHK" and press the ENTER (S/R) key.

2. If the user is already on a GDS screen, enter "GDCHK" in the /FOR field in the upper right part of the screen, and press the ENTER (S/R) key.

3. If the user is already on GDCHK and wants to remove all the data that is currently being displayed, press the "REFRESH" function key (PF8).

```
 ┌─────────────────────────────────────────────────────────────────────────┐
 │                                                                           │
 │  COMMAND:  ------ -        GDS: TABLE CHECKER (GDCHK)       /FOR:         │
 │                                                            05/13/87 15:57 │
 │  * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  │
 │  FUNCTIONS:  ------------------------------                               │
 │  CENTER: -----------    WIRE CENTER: ------                               │
 │                                                                           │
 │  DATE: -- -- --                                                           │
 │  OUTPUT LTERM:  --------    LINES PER PAGE: --                            │
 │  * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *  │
 │                                                                           │
 └─────────────────────────────────────────────────────────────────────────┘
```

Figure 4-55. GDS Table Checker (GDCHK)

FUNCTION 1: A comparison of GDCPM and GDMAP RTE codes. The system will produce two result/output messages.

1. ERROR, which indicates that a RTE appearing in a specific cable in the GDCPM does not appear in GDMAP.

2. WARNING, which indicates that a RTE appearing in GDMAP is not used in GDCPM.

Display FUNCTION 1

1. Enter "1" in the FUNCTIONS field.

2. Enter a valid six-digit wire center code or "ALL" in the WIRE CENTER field.

3. Enter a valid LTERM designation in the OUTPUT LTERM field. (Optional, only if the user wants to receive a paper copy of the output.)

4. Enter PF1 if the user wants the data to appear on the screen. (PRINT COMMAND and S/R key if the user has populated the OUTPUT LTERM fields.)

FUNCTION 2: A comparison of GDMAP and GDDAA DAA codes. The system will produce a result/output message, ERROR, which indicates that a DAA appearing in a specific RTE of the GDMAP does not appear in GDDAA.

Display FUNCTION 2

1. Enter "2" in the FUNCTIONS field.

2. Enter a valid six-digit wire center code or "ALL" in the WIRE CENTER field.

3. Enter a CENTER or "ALL" in the CENTER field.

4. Enter a valid LTERM designation in the OUTPUT LTERM field. (Optional, only if the user wants to receive a paper copy of the output.)

5. Enter PF1 if the user wants the data to appear on the screen. (PRINT-COMMAND and S/R key if the user has populated the OUTPUT LTERM field.)

FUNCTION 3: A comparison of GDDAA and GDDATR DAA codes. The system will produce a result/output message, ERROR, which indicates that a "FROM" DAA appearing in the GDDATR does not show a "TO" DAA which appears in the GDDAA for a specific CENTER.

Display FUNCTION 3

1. Enter "3" in the FUNCTIONS field.

2. Enter a valid six-digit wire center code or "ALL" in the WIRE CENTER field.

3. Enter a CENTER or "ALL" in the CENTER field.

4. Enter a valid LTERM designation in the OUTPUT LTERM field. (Optional, only if the user wants to receive a paper copy of the output.)

5. Enter PF1 if the user wants the data to appear on the screen. (PRINT-COMMAND and S/R key if the user has populated the OUTPUT LTERM field.)

FUNCTION 4: A comparison of GDDAA and GDAATR DAA/AA codes. The system will produce a result/output message, ERROR, which indicates that a "FROM" DAA/AA which appears in GDDAA does not show a "TO" DAA/AA which appears in the GDAATR for a specific CENTER.

Display FUNCTION 4

1. Enter "4" in the FUNCTIONS field.

2. Enter a valid six-digit wire center code or "ALL" in the WIRE CENTER field.

3. Enter a CENTER or "ALL" in the CENTER field.

4. Enter a valid LTERM designation in the OUTPUT LTERM field. (Optional, only if the user wants to receive a paper copy of the output.)

5. Enter PF1 if the user wants the data to appear on the screen. (PRINT-COMMAND and S/R key if the user has populated the OUTPUT LTERM field.)

FUNCTION 5: A comparison of GDSUPV and GDTECH to GDSSTT, GDCSC, GDNCI, GDIJT, and GDS MAINT JT to ensure that there is coverage for all DAAs and JTs within a center. There is an optional selection that can be chosen which specifies a certain date and initiates a check against GDPAD to ensure coverage for that day.

Display FUNCTION 5

1. Enter "5" in the FUNCTIONS field.

2. Enter a valid six-digit wire center code or "ALL" in the WIRE CENTER field.

3. Enter a CENTER or "ALL" in the CENTER field.

4. Enter a valid date that may be queried in GDPAD to determine if coverage is available for this day. (Optional)

5. Enter a valid LTERM designation in the OUTPUT LTERM field. (Optional, only if the user wants to receive a paper copy of the output.)

6. Enter PF1 if the user wants the data to appear on the screen. (PRINT-COMMAND and S/R key if the user has populated the OUTPUT LTERM field.)

FUNCTION 6: Details a structure of GDICTR displaying the WIRE CENTER, ORDER TYPE, CLASS OF SERVICE CODE, and CARRIER NAME ABBREVIATION for a specific CENTER or series of CENTERS. The screen also shows the routing priority.

Display FUNCTION 6

1. Enter "6" in the FUNCTIONS field.

2. Enter a valid six-digit wire center code or "ALL" in the WIRE CENTER field.

3. Enter a CENTER or "ALL" in the CENTER field.

4. Enter a valid LTERM designation in the OUTPUT LTERM field. (Optional, only if the user wants to receive a paper copy of the output.)

5. Enter PF1 if the user wants the data to appear on the screen. (PRINT-COMMAND and S/R key if the user has populated the OUTPUT LTERM field.)

FUNCTION 7: Details a structure print which displays the WIRE CENTER, NPANNX, CLLI code, LMOS ID, PST UNIT#, and CENTER, by WC designation. The data are derived from the GDWCM, GDCLLI, GDFEP and GDICTR Center tables.

Display FUNCTION 7

1. Enter "7" in the FUNCTIONS field.

2. Enter a valid LTERM designation in the OUTPUT LTERM field. (Optional, only if the user wants to receive a paper copy of the output.)

3. Enter PF1 if the user wants the data to appear on the screen. (PRINT-COMMAND and S/R key if the user has populated the OUTPUT LTERM field.)

FUNCTION 8: Details a structure print which displays the DAA/AA, RTE, CA, High and Low based on a merge of the GDCPM and GDMAP RTE codes.

Display FUNCTION 8

1. Enter "8" in the FUNCTIONS field.

2. Enter a valid six-digit wire center code or "ALL" in the WIRE CENTER field.

3. Enter a valid LTERM designation in the OUTPUT LTERM field. (Optional, only if the user wants to receive a paper copy of the output.)

4. Enter PF1 if the user wants the data to appear on the screen. (PRINT-COMMAND and S/R key if the user has populated the OUTPUT LTERM field.)

FUNCTION 9: A comparison of GDSOP to GDS SOP EDITS and GDS SOP OPTIONS. The system will produce three result/output messages.

1. ERROR, which indicates that a SOP listed in GDSOP does not have a record keyed in the GDS SOP EDITS TTS table.

2. WARNING, which indicates that a SOP which is a key to a GDS SOP OPTIONS TTS table does not exist in GDSOP.

3. WARNING, which indicates that a SOP which is a key to a GDS SOP EDITS TTS table does not exist in GDSOP.

Display FUNCTION 9

1. Enter "9" in the FUNCTIONS field.

2. Enter a CENTER or "ALL" in the CENTER field.

3. Enter a valid six-digit wire center code or "ALL" in the WIRE CENTER field.

4. Enter a valid LTERM designation in the OUTPUT LTERM field. (Optional, only if the user wants to receive a paper copy of the output.)

5. Enter PF1 if the user wants the data to appear on the screen. (PRINT-COMMAND and S/R key if the user has populated the OUTPUT LTERM field.)

FUNCTION 10: A determination of whether the 4 records required for the GDADW table were built for a center. (Installation/Bulk, Installation/Dynamic, Maintenance/Bulk, Maintenance/Dynamic). The system will produce a result/output message, ERROR, for each required record which was not built for the CENTER.

Display FUNCTION 10

1. Enter "10" in the FUNCTIONS field.

2. Enter a CENTER or "ALL" in the CENTER field.

3. Enter a valid LTERM designation in the OUTPUT LTERM field. (Optional, only if the user wants to receive a paper copy of the output).

4. Enter PF1 if the user wants the data to appear on the screen. (PRINT-COMMAND and S/R key if the user has populated the OUTPUT LTERM field.)

CONTENTS

5.0 ON-LINE SCREENS

This section provides the detailed information on the application and use of the GDS on-line screens which are most commonly used in daily work center operations. Section 5.1 describes the on-line screens associated with GDS installation and maintenance work requests. Section 5.2 contains the support screens frequently used along with the loading and document issue processes. Section 5.3 provides the screens associated with the grouping process. Section 5.4 provides the screens associated with work dispatching and completing.

5.1 WORK REQUEST SCREENS

The following on-line screens provide the user interface for GDS installation and maintenance work:

- GDISWR

- GDIWR

- GDMSWR

- GDMWR

Through these screens, installation and maintenance work requests may be viewed, added, and updated.

Different work request screens are provided in GDS to support the four types of work: POTS installation, special service installation, POTS maintenance, and special service maintenance.

PROPRIETARY – BELLCORE AND AUTHORIZED CLIENTS ONLY
See proprietary restrictions on title page.

5-1

5.1.1 GDISWR

```
COMMAND: --------        GDS: SS INST WORK REQUEST (GDISWR)      /FOR: --------
CENTER: -----------                                          08/11/89 14:15:49
JOBID: ------------ CKL -- OF    ITM -- OF    JSTAT: --- HDLGCODE: --- JT: ----
CKTID: - ----------------------------- ACT -- ISTAT:  OCO: -----------
PON: ----------------------------- CLO: ------------- CAC: -------- DOC: ----
BILLNAME: ----------------------------- TEL: ---------- WC: ------ RTE: ----
CKL NAME: ----------------------------- TEL: ---------- DAA/AA: --- ----
CKL ADDR: ----------------------------- COMM: ------ ACC: - A: ----- B: -----
LOC: ---------------------------- ESD: ------ LSD: ------ APPT: ------ -----
APP: ------ RID: ------ DVA: ------ WOT: ------ FCD: ------ PTD: ------
DD: ------ SD: ------ TSP: -- PRICE ------ + ------ =      TECH PRICE ------
CNA: ---   TESTER: --- TEL: ---------- ZONE: --- END: - CO: -----------
ORD ORIG: -------- RCVD SO: ------ ----- SUPP:   RCVD WORD: ------ ISS#: ---
ASSIGNED:          TECH EC: --- SURVEY: - PST: - CSC: ----- SCM: ----
                   LD       NX                            ORDSTAT:
RO: ------------ ------------- ------------ RCLO: ------------ CKL ACT: -
CRO: ------------ ------------- ------------ PROJ #: ------------ MFC: ---
COMMENTS: ----------------------------------------------------------------
------------------------------------------------------------------ JOBPRI: -
PST RESULT: ---------------------------- RCVD: ------ ----- NCI: ---------
USOCS: - -- ----- - -- ----- - -- ----- - -- ----- - -- ----- - -- -----
-- CBL: ---------- PR: ----    -- CBL: ---------- PR: ---- LOC: ----------
-- CBL: ---------- PR: ----    -- CBL: ---------- PR: ---- CKLID: ----
```

Figure 5-1. GDS Special Service Installation Work Request (GDISWR)

PF1	PF2	PF3	PF4	PF5	PF6	PF7	PF8	PF9	PF10	PF11
FIND	FORWARD		ADD	UPDT	NEXT	PREV	REFH			HELP

COMMANDS

FIND, FORWARD, ADD, UPDATE, NEXT, PREVIOUS, HELP, MOVE, JBLOG, CANCEL

DESCRIPTION

The GDISWR screen is used for the following:

- Manually enter installation jobs into GDS
- Display installation job data when needed
- Update selected data on an installation job
- Log an installation job
- Cancel an installation job.

FUNCTIONS

Display a Blank Screen

1. From a clear screen, enter "/FOR GDISWR" and press the ENTER (S/R) key.

2. If the user is already on a GDS screen other than GDISWR, enter "GDISWR" in the /FOR field and press the ENTER key.

> NOTE - In some cases, the GDISWR screen may already display information the user was working with on the old screen. This automatic JUMP/FIND feature is designed to save time when the user needs to use a different screen.

3. If the user is already on GDISWR and wants to remove all the data that is currently being displayed, press the REFRESH function key (PF8).

Display an Installation Job

1. Enter your work center ID in the CENTER field.

2. Enter the JOBID.

   - In the JOBID field, enter the service order number, e.g., N1234567. If the order has been corrected and has a correction suffix, e.g., N1234567A leave off the "A". If you are looking for a job for a specific circuit termination work location (CKL) and ITEM, enter the termination number in the CKL field and the ITEM number in the ITM field. If the user does not enter the CKL number or the ITEM number the system will return the first job for the first CKL and the first ITEM.

   - Perform a FIND

     If the JOBID is not known, on a blank work request screen enter only the specific circuit ID in the CKTID field and perform a FIND.

   Subsequent jobs for the same CKTID can be displayed using the NEXT function. Subsequent items for the same CKTID can be displayed using the FORWARD function.

Add an Installation Job

1. Enter data in the following required fields:

   — CENTER   — CKL ADDR
   — JOBID   — COMM (Date)
   — CKL (if other than 01)   — ACC
   — JSTAT   — LSD
   — JT   — DD
   — CKTID   — PRICE (Wng + Tst)
   — WC and RTE and/or DAA/AA   — SURVEY
   — CKL NAME

2. Enter any optional data in the fields provided.

3. Perform an ADD.

The user's installation job will be added to the job pool. Remember, no job logging is initiated when a job is added from the GDISWR screen unless the "JBLOG" command is performed, with the exception of mapping if the WC/RTE are provided.

Two Tech Area Notification

Work requests are determined to be within a two-tech area during job logging. This information is derived from the two-tech area field on the GDMAP table. When adding a work request, if the DAA/AA plus the RTE field are populated, job logging will not occur. For the work request to be job logged, and therefore flagged within a two-tech area, populate the RTE field only when adding a work request manually. This will insure that any possible two-tech area candidates are flagged.

Update an Installation Job

1. Display the installation job to be updated. All jobs, regardless of jobstat may be updated.

2. Add, overtype, or remove (use the space bar) data to be updated. The user may not update the following fields:

    - CENTER

    - JOBID

    - CKL

    - ITM

    - LD

    - NX

3. Perform an UPDATE function.

When a Pending Load work request is updated, GDS will pass the work request through the mapping tables (GDCPM, GDMAP, and GDDAA) in order to determine the correct RTE, DAA, AA, and ZONE. GDS will override the entry in the RTE field of the work request if there is a cable and pair present. If a cable and pair are not present, GDS will use the data in the RTE field to map the work request.

If the job status (JSTAT) is updated to a status of "JEP", a handling code (HDLGCODE) will also be required to successfully update.

KEEP

This command allows the user to keep the current job on DESK while retrieving the next job from the GDMJRV queue.

1. Enter KEEP in the COMMAND field.

2. Press the ENTER key.

The KEEP COMMAND will not be allowed if the work request is in the possession of another SCRNR EC.

The KEEP COMMAND is executed on the GDISWR screen (not from the GDMJRV screen).

User Verification

If the USER-VER field is set to "Y" on the GDS OPTIONS table, the user will see the verification message when attempting to jeopardize or unjep the job status of a jobid (CKL level) that has multiple ITEMs associated with it. The purpose of this message is to notify the user that the attempted function will affect any uncompleted or non-cancelled ITEMS associated with the CKL.

If the user intends to continue with the update to JEP (GDISWR or GDSOI screen) or the CANCEL COMMAND (GDISWR), return to the original work request screen by pressing the ENTER key. Once the original work request screen is displayed, continue with the UPDATE or the CANCEL COMMAND.

Log an Installation Job

1. Display the work request (see above steps for displaying job).

2. Enter "JBLOG" in the COMMAND field.

3. Add, overtype, or remove (using the space bar) any data that needs to be updated.

4. Press the ENTER (S/R) key.

The JBLOG process will map the work request with a minimum of a cable and pair. If a cable and pair are present, the RTE data is not used for mapping during the JBLOG process. If the cable and pair are not present, the JBLOG process will use the RTE data to map the work request.

A job must have a status of either PSC (Pending Screen), JEP (JEoPardy), PAC (Pending Auto Completion), PFA (Pending Facilities Assignment), PLD (Pending Load), PWD (Pending WORD), or GRP (Group) before this command can be used. This command validates the updated fields as required and overlays data fields with recalculated values.

Display Additional Installation Jobs for a Given CKTID

Following the display of an installation job using a CKTID, subsequent jobs for the same CKTID, if applicable, can be displayed to the user by performing a NEXT function.

The next installation job with the same CKTID will be displayed. Subsequent NEXT functions will display additional installation jobs with the same CKTID, if applicable.

Display Additional Comments

Following the display of the work request the user can display or add additional comments by performing a PREVIOUS function.

An automatic JUMP/FIND to GDCOMM is performed.

Cancel Command

To cancel a work request, do the following:

1. Perform a FIND on the work request.

2. The jobstat must be other than PRE, DSP, CMP, or CAN.

3. Type "CANcel" in the COMMAND field.

4. Press the ENTER key.

The work request will be cancelled in the work request database. The only change to existing screen information that is allowed with the cancel command is the COMMENTS section. If the user changes any other fields before pressing the ENTER key, the cancel will be successful but the changed fields will

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not be updated. All updates of fields other than the COMMENTS must occur with a PF5 update.

Move an Installation Job

The MOVE function allows the user to automatically move installation jobs from one work center to another.

1. The user must first FIND the installation job to be moved.

2. Enter the center ID you wish to MOVE the installation job to in the CENTER field.

3. Enter "MOVE" in the COMMAND field.

4. Press the ENTER key.

> **NOTE** - The MOVE function will move all CKLs and ITEMs associated with the installation job being moved.

Assign a "Preferred" Technician to an Installation Work Request

The TECH EC field on the GDISWR screen will always show the employee code of the technician assigned to the job when the job is in the dispatched "DSP" status. The user can also assign a preferred technician to the job prior to the loading process. Go through the following steps:

1. Perform a "FIND" on the job first.

2. Enter the employee code of the technician who is the preferred technician in the TECH EC field.

3. Perform an UPDATE function.

Assigning the technician as the preferred technician has an effect on either the bulk or dynamic job assignment algorithms. When a job is needed for this technician, the system will look for a "preferred job" first, before running the normal job evaluation process. The algorithm will automatically select this job for the technician if, and only if

- the technician has productive hours available in his/her schedule (GDPAD)

- access requirements for the job are met (i.e., an acceptable day and time)

- the job type and DAA for the job match the technician's job handling capabilities as specified in GDSUPV and GDTECH

If these criteria are not met, the job will be made available to other technicians through the normal job selection method.

Processing Groups on GDISWR

This section provides information the user must refer to when processing groups on the work request screens.

- The number of non-complete/non-cancelled members in a "S", "L", or "G" group is displayed in the #STPL, #LNKD, and #GRPD fields, respectively.

- The MOVE command is invalid for the lead or member(s) of a group.

- The UNCOMP command is invalid for the lead or member(s) of a group.

- The JBL command is only valid for the lead work request of "S" groups and the member work requests of "G" and "L" groups.

- The CANCEL command is only valid for members of "G" and "L" groups. Stapled members CANNOT be cancelled.

- If a group member is used to add a new work request to the data base, the new work request is unique and not a member of a group.

- When adding work requests, the new jobid cannot equal the pattern "L" NNNNN (L followed by 5 numerics).

- Additional CKLs or items cannot be added to a lead work request.

- A pseudo lead cannot be updated to a jobstatus of "GRP". A member's jobstatus can be updated to "GRP" only if it is a member of a "G" group and all of the necessary work request fields are populated.

- The TECH EC field cannot be updated for members of "G" and S" groups. This field will be populated when the lead of "G" and "S" groups are "PRE" or "DSP".

5.1.2 GDIWR

```
COMMAND: --------        GDS: POTS INST WORK REQUEST (GDIWR)      /FOR: --------
CENTER: -----------                                       08/11/89 10:39:37
JOBID: ------------ TERM -- OF    #CKTS:    JOBSTAT: --- HDLGCODE: --- JT: ----
TN/CKTID: ----------------------      COMM: -- -- -- ----- REACH: ----------
NAME: ------------------------------ ACC: - A ----- B ----- ----------------
ADDR: ------------------------------ WC: ------ RTE: ---- DAA/AA: --- ----
LOC: ------------------------------- CSC: ----- PRICE        TECH PRICE ------
ORD ORIG: --------                              LD      NX
ASSIGNED:                 TECH EC: --- SURVEY: - STARTDATE: -- -- -- PST: -
LAST UPD:                 SUPP:        ORDSTAT:  FDD: -- -- --  TDD: -- -- --
 RO: ------------ ------------ ------------ ------------ ------------
CRO: ------------ ------------ ------------ ------------ ------------
COMMENTS: --------------------------------------------------------------------
------------------------------------------------------------------ JOBPRI: -
CKT    TN/CKTID          CSC    PST TEST RESULTS       RCVD: -- -- -- -----
 1 -------------------- ----- ---------------------------
 2 -------------------- ----- ---------------------------
 3 -------------------- ----- ---------------------------
 4 -------------------- ----- ---------------------------
 5 -------------------- ----- ---------------------------
 6 -------------------- ----- ---------------------------
 7 -------------------- ----- ---------------------------
```

Figure 5-2. GDS POTS Installation Work Request Screen (GDIWR)

PF1	PF2	PF3	PF4	PF5	PF6	PF7	PF8	PF9	PF10	PF11
FIND			ADD	UPDATE	NEXT	PREV	REFRESH			HELP

COMMANDS

FIND, ADD, UPDATE, NEXT, PREVIOUS, HELP, MOVE, JBLOG, CANCEL, UNCOMP

DESCRIPTION

NOTE: THE POTS FEATURE RESTRICTIONS AS DEFINED IN SECTION 3 (FAM) APPLY TO THIS FORMAT.

The GDIWR screen is used for the following:

- Manually enter installation jobs into GDS
- Display installation job data when needed

- Update selected data on an installation job

- Log an installation job

- Cancel an installation job

- Uncomplete an installation job

FUNCTIONS

Display a Blank Screen

1. From a cleared terminal screen, enter "/FOR GDIWR" and press the ENTER (S/R) key.

2. If the user is already on a GDS screen other than GDIWR, enter "GDIWR" in the /FOR field and press the ENTER (S/R) key.

> NOTE - In some cases, the GDIWR screen may already display information the user was working with on the old screen. This automatic JUMP/FIND feature is designed to save time when the user needs to use a different screen.

3. If the user is already on GDIWR and want to remove all the data that is currently being displayed, press the REFRESH function key (PF8).

Display an Installation Job

1. Enter EITHER the CENTER and JOBID.

- In the CENTER field, enter the work center ID. In the JOBID field, enter the service order number, e.g., N7659087. If the order has been corrected and has a correction suffix, e.g., N7659087A, leave off the "A". If the user is looking for a job for a specific termination, enter the termination number in the TERM field. If the user does not enter the termination number, the system will return the installation job for the first termination.

2. Perform a FIND

OR

If the JOBID is not known, on a blank work request screen enter only the specific telephone number or circuit ID in the TN/CKTID field and perform a FIND.

If the user has selected display by TN or CKT ID, then subsequent jobs for the same TN or CKTID can be displayed using the NEXT function.

Cancel Command

To cancel a work request, do the following:

1. Perform a FIND on the work request.

2. The jobstat must be other than PRE, DSP, CMP, or CAN.

3. Type "CANcel" in the COMMAND field.

4. Press the ENTER key.

The work request will be cancelled in the work request database. The only change to existing screen information that is allowed with the cancel command is the COMMENTS section. If the user changes

any other fields before pressing the ENTER key, the cancel will be successful but the changed fields will not be updated. All updates of fields other than the COMMENTS must occur with a PF5 update.

Add an Installation Job

1. Enter data in following required fields:

   - CENTER
   - JOBID
   - TERM (if other than "1")
   - JOBSTAT
   - JT
   - COMM (date and time)
   - ACC
   - WC and RTE and/or DAA/AA
   - PST
   - SURVEY
   - TN/CKTID (lower portion of the screen) for each TN to be tested if PST=Y

2. Enter any remaining optional data in the fields provided.

3. Perform an ADD function.

The user's installation job will be added to the job pool for the specified center. Remember, no job logging (e.g., mapping, pricing, etc.) is initiated when a job is added on GDIWR, unless the "JBLOG" command is performed with the exception of mapping if the WC and RTE are provided.

Two Tech Area Notification

Work requests are determined to be within a two-tech area during job logging. This information is derived from the two-tech area field on the GDMAP table. When adding a work request, if the DAA/AA plus the RTE field are populated, job logging will not occur. For the work request to be job logged, and therefore flagged within a two-tech area, populate the RTE field only when adding a work request manually. This will insure that any possible two-tech area candidates are flagged.

Update an Installation Job

1. Display the installation job to be updated. All jobs, regardless of job status may be updated.

2. Add, overtype, or remove (use the space bar) data to be updated. The user may not update the following fields:

   - CENTER
   - JOBID
   - TERM and OF
   - LD
   - NX
   - ASSIGNED
   - LAST UPD
   - ORDSTAT
   - PST TEST RESULTS
   - RCVD

3. Perform an UPDATE function.

When a Pending Load work request is updated, GDS will pass the work request through the mapping tables (GDCPM, GDMAP, and GDDAA) to determine the correct RTE, DAA, AA, and ZONE. GDS will override the entry in the RTE field of the work request if there is a cable and pair present. If a cable and pair are not present, GDS will use the data in the RTE field to map the work request.

KEEP

This command allows the user to keep the current job on DESK while retrieving the next job from the GDMJRV queue.

1. Enter KEEP in the COMMAND field.

2. Press the ENTER key.

The KEEP COMMAND will not be allowed if the work request is in the possession of another SCRNR EC.

The KEEP COMMAND is executed from the GDIWR screen.

Log an Installation Job

1. Display the work request (see above steps for displaying job).

2. Enter "JBLOG" in the COMMAND field.

3. Add, overtype, or remove (using the space bar) any data that needs to be updated.

4. Press the ENTER (S/R) key.

A job must have a status of either PSC (Pending Screen), JEP (JEoPardy), PAC (Pending Auto Completion), PFA (Pending Facilities Assignment), PLD (Pending Load), PWD (Pending WORD), or GRP (Group) before this command can be used. This command validates the updated fields as required and overlays data fields with recalculated values.

The JBLOG process will map the work request with a minimum of a cable and pair. If a cable and pair are present, the RTE data is not used for mapping during the JBLOG process. If the cable and pair are not present, the JBLOG process will use the RTE data to map the work request.

Display Additional Installation Jobs for a Given TN or CKTID

Following the display of an installation job using a TN/CKTID, subsequent jobs for the same TN or CKTID, if applicable, can be displayed to the user by performing a NEXT function.

The next installation job with the same TN or CKTID will be displayed. Subsequent NEXT functions will display additional installation jobs with the same TN or CKTID, if applicable.

Move an Installation Job

The MOVE function allows the user to automatically move installation jobs from one work center to another.

1. The user must first FIND the installation job to be moved.

2. Enter the center ID you wish to MOVE the installation job to in the CENTER field.

3. Enter MOVE in the COMMAND field.

4. Press the ENTER key.

> NOTE - The MOVE function will move all
> jobs associated with the installation job being
> displayed.

Display Additional Comments

Following the display of the work request the user can display or add additional comments by performing a PREVIOUS function.

An automatic JUMP/FIND to GDCOMM is performed.

Uncomplete an Installation Job

If a job has been completed and the user wishes to uncomplete it, putting it in either "PLD", "JEP", or "PAC" status, the "UNCOMP" command is used. The status change will be reflected on the work request status log. When the job is completed, the completion message should be printed at the designated printer.

To uncomplete a work request, perform the following steps:

1. Perform a FIND of the desired work request.

2. Type "UNCOMP" in the COMMAND field.

3. Type the desired status (either JEP, PLD, or PAC) in the JOBSTAT field.

4. Press the ENTER key.

Assign a "Preferred" Technician to an Installation Work Request

The TECH EC field on the GDIWR screen will always show the employee code of the technician assigned to the job when the job is in the dispatched "DSP" status. The user can also assign a preferred technician to the job prior to the loading process. Go through the following steps:

1. Perform a "FIND" on the job first.

2. Enter the employee code of the technician who is the preferred technician in the TECH EC field.

3. Perform an UPDATE.

Assigning the technician as the preferred technician has an effect on either the bulk or dynamic job assignment algorithms. When a job is needed for this technician, the system will look for a "preferred job" first, before running the normal job evaluation process. The algorithm will automatically select this job for the technician if, and only if

- the technician has productive hours available in their schedule (GDPAD)

- access requirements for the job are met (i.e. an acceptable day and time)

- the job type and DAA for the job match the technician's job handling capabilities as specified in GDSUPV and GDTECH.

If these criteria are not met, the job will be made available to other technicians through the normal job selection method.

Group Processing on GDIWR

This section provides information the user must refer to when processing groups on the work request screens.

- The number of non-complete/non-cancelled members in a "S", "L", or "G" group is displayed in the #STPL, #LNKD, and #GRPD fields, respectively.

- The MOVE command is invalid for the lead or member(s) of a group.

- The UNCOMP command is invalid for the lead or member(s) of a group.

- The JBL command is valid for the lead work request of "S" groups and the lead and the member work requests of "G" and "L" groups.

- The CANCEL command is only valid for members of "G" and "L" groups. Stapled members CANNOT be cancelled.

- If a group member is used to add a new work request to the data base, the new work request is unique and not a member of a group.

- When adding work requests, the new jobid cannot equal the pattern "L"NNNNN (L followed by 5 numerics).

- Additional CKLs or items cannot be added to a lead work request.

- A pseudo lead cannot be updated to a jobstatus of "GRP". A member's jobstatus can be updated to "GRP" only if it is a member of a "G" group and all of the necessary work request fields are populated.

- The TECH EC field cannot be updated for members of "G" and "S" groups. This field will be populated when the lead of "G and "S" groups are "PRE" or "DSP".

5.1.3 GDMSWR

```
COMMAND: --------        GDS: SSC MAINT WORK REQUEST (GDMSWR)      /FOR: --------
CENTER: -----------  SCNR EC: ---                            08/11/89 14:17:49
JOBID: -----------  CKL -- OF              JOBSTAT: --- HDLGCODE: --- JT: ----
CKTID: - ------------------------------ SSC: ----------- NCI: ----------
BILLNAME: ----------------------------- TEL: ---------- WC: ------ RTE: ----
CCONNAME: ------------------- TEL: ---------------- DAA/AA: --- ----
CKL NAME: ----------------------------- TEL: ----------
CKL ADDR: ----------------------------- COMM: ------ ----- APPT: ------ -----
LOC: --------------------------         ACC: - A: ----- B: -----
CNA: ---    PRICE ------ TECH PRICE ------ -- ------ ----- TO: ------ -----
TROUBLE: -----------------------------------------------------------------
COMMENTS: -----------------------------------------------------------------
----------------------------------------------------------------------------
----------------------------------------------------------------------------
ZONE: --- END: - CO: ----------- WORKTYPE: -----    PFS: --- --- --- --- ---
RPT RCVD:                                        LD      NX
ASSIGNED:            TECH EC: --- CSC: ----- TSP: -- TESTER: --- JOBPRI:
HIST: LAST CLRD: ------ ACTION: ---------------------------------------------
FAC CABLE    PAIR   BP  COLOR              TERM ADDRESS          CAC: --------
-- ---------- ----     ---- ----------------- --------------------------
-- ---------- ----     ---- ----------------- --------------------------
-- ---------- ----     ---- ----------------- --------------------------
-- ---------- ----     ---- ----------------- --------------------------
```

Figure 5-3. Special Service Maintenance Work Request (GDMSWR)

PF1	PF2	PF3	PF4	PF5	PF6	PF7	PF8	PF9	PF10	PF11
FIND			ADD	UPDATE	NEXT	PREV	REFRESH			HELP

COMMANDS

FIND, ADD, UPDATE, NEXT, PREVIOUS, HELP, MOVE, KEEP, JBLOG, CANCEL

DESCRIPTION

The GDMSWR screen is used for the following:

- to display maintenance jobs entered into GDS automatically from CIMAP/SSC

- to update selected data on any SSC maintenance job

- to display trouble history information when a dispatcher or technician wishes to view it

- to assign a technician as a "preferred technician" for a job

- to log a maintenance job.

FUNCTIONS

Display a Blank Screen

1. From a cleared terminal screen, enter "/FOR GDMSWR" and press the ENTER (S/R) key.

2. If the user is already on a GDS screen other than GDMSWR, enter "GDMSWR" in the /FOR field and press the ENTER (S/R) key.

> NOTE - In some cases, the GDMSWR screen may already display information the user was working with on the old screen. This automatic JUMP/FIND feature is designed to save time when the user needs to use a different screen.

3. If the user is already on GDMSWR and wants to remove data that is currently being displayed, just press the REFRESH function key (PF8).

Display a Maintenance Job

1. Enter the work center ID in the CENTER field.

2. Enter the JOBID and perform a FIND.

   OR

   If the JOBID is not known, on a blank work request screen enter only the specific telephone number or circuit ID in the TN/CKTID field and perform a FIND.

Cancel Command

To cancel a work request, do the following:

1. Perform a FIND on the work request.

2. The jobstat must be other than PRE, DSP, CMP, or CAN.

3. Type "CANcel" in the COMMAND field.

4. Press the ENTER key.

The work request will be cancelled in the work request database. The only change to existing screen information that is allowed with the cancel command is the COMMENTS section. If the user changes any other fields before pressing the ENTER key, the cancel will be successful but the changed fields will not be updated. All updates of fields other than the COMMENTS must occur with a PF5 update before the execution of the CANCEL command.

Update a Maintenance Job

1. Display the maintenance work request to be updated (see above steps for displaying job). All jobs, regardless of job status, may be updated.

2. Add, overtype, or remove (use the space bar) any data the user wants updated. The user may NOT update the following fields:

   - CENTER
   - JOBID
   - RPT RCVD
   - LD

- NX
- ASSIGNED
- CKL
- END
- CO

3. Perform an UPDATE.

When a Pending Load work request is updated, GDS will pass the work request through the mapping tables (GDCPM, GDMAP, and GDDAA) to determine the correct RTE, DAA, AA, and ZONE. GDS will override the entry in the RTE field of the work request if there is a cable and pair present. If a cable and pair are not present, GDS will use the data in the RTE field to map the work request.

KEEP

This command allows the user to keep the current job on DESK while retrieving the next job from the GDMJRV queue.

1. Enter KEEP in the COMMAND field.

2. Press the ENTER key.

The KEEP COMMAND will not be allowed if the work request is in the possession of another SCRNR EC.

The KEEP COMMAND is executed from the GDMSWR screen.

Log a Maintenance Job

1. Display the work request (see above steps for displaying job).

2. Enter "JBLOG" in the COMMAND field.

3. Add, overtype, or remove (using the space bar) any data that needs to be updated.

4. Press the ENTER (S/R) key.

A job must have a status of either PSC (Pending Screen), JEP (JEoPardy), PAC (Pending Auto Completion), PFA (Pending Facilities Assignment), PLD (Pending Load), PWD (Pending WORD), or GRP (Group) before this command can be used. This command validates the updated fields as required and overlays data fields with recalculated values.

The JBLOG process will map the work request with a minimum of a cable and pair. If a cable and pair are present, the RTE data is not used for mapping during the JBLOG process. If the cable and pair are not present, the JBLOG process will use the RTE data to map the work request. The CSC and WORKTYPE are also required fields for successful joblogging to a status of PLD (Pending Load). If either of these two fields are not present, the joblogging process will result in a PSC jobstatus with a handling code of "FPR" (Failed Pricing).

Update Maintenance Jobs Selected via GDMJRV

When the user uses the GDMJRV screen to select a specific set of maintenance work requests, they can use the GDMSWR screen to make updates and automatically find the next job in the specified queue. The user goes through the following steps:

1. Specify the job queue via GDMJRV. This will automatically take the user to the GDMSWR screen displaying the first job in the queue.

2. If the user wants to update a job, enter the desired updates and perform an UPDATE function.

3. When the UPDATE is completed, perform a NEXT function. It is important to note as each time a job in the queue is displayed, it is placed on the user's desk. Performing a "NEXT" function will release the job from the desk. If the user clears the screen or leaves the queue without returning, the job last displayed will remain on the desk.

   The user can put the job on a desk for review at another time by typing "KEEP" in the COMMAND field and pressing the ENTER (S/R) key. Note that this will automatically display the next job in the queue that meets the selection criteria, if available.

The next maintenance job in the queue will be displayed on GDMSWR. The user can continue this process until they have cycled through all jobs in the queue.

Add a Maintenance Job

The GDMSWR screen may also be used to add maintenance jobs. If the user adds a maintenance job from the GDMSWR screen, they will need to manually input all key information.

To add a new maintenance job on GDMSWR, do the following:

1. Enter all the job information in the fields provided. Inputs are required in the CENTER, JOBID, JOBSTAT, JT, CKTID, CKL NAME, CKL ADDR, COMM, ACC, WC, RTE, PRICE, TROUBLE, END, and CO.

2. Perform an ADD function.

If the user has provided the key information, the job will be added to the work center's job pool with the job status and other characteristics that have been specified.

Two Tech Area Notification

Work requests are determined to be within a two-tech area during job logging. This information is derived from the two-tech area field on the GDMAP table. When adding a work request, if the DAA/AA plus the RTE field are populated, job logging will not occur. For the work request to be job logged, and therefore flagged within a two-tech area, populate the RTE field only when adding a work request manually. This will insure that any possible two-tech area candidates are flagged.

Move a Maintenance Job

The MOVE function allows the F user to automatically move maintenance jobs from one work center to another.

1. The user must first FIND the maintenance job to be moved.

2. Enter the center ID you wish to MOVE the maintenance job to in the CENTER field.

3. Enter "MOVE" in the COMMAND field.

4. Press the ENTER key.

> **NOTE -** The MOVE function will move all CKLs associated with the maintenance job being moved.

Display Additional Comments

Following the display of the work request the user can display or add additional comments by performing a PREVIOUS function.

An automatic JUMP/FIND to GDCOMM is performed.

Assign a "Preferred" Technician to a Maintenance Job

The TECH EC field on the GDMSWR screen will always show the employee code of the technician assigned to the job when the job is in the dispatched "DSP" status. The user can also assign a preferred technician to the job prior to the loading process by going through the following steps:

1. Perform a "FIND" on the job first.

2. Enter the employee code of the technician who is the preferred technician in the TECH EC field.

3. Perform an UPDATE function.

Assigning the technician as the preferred technician has an effect on either the bulk or dynamic job assignment algorithms. When a job is needed for this technician, the system will look for a "preferred job" first, before running the normal job evaluation process. The algorithm will automatically select this job for the technician if, and only if

- the technician has productive hours available in his/her schedule (GDPAD)

- access requirements for the job are met (i.e., an acceptable day and time)

- the job type and DAA for the job match the technician's job handling capabilities as specified in GDSUPV and GDTECH.

If these criteria are not met, the job will be made available to other technicians through the normal job selection method.

Comments From CIMAP/SSC

Comments are sent from SSC on a hand-off of a trouble ticket, and on an addition of Delayed Maintenance or No Access (DM/NA) information, and when remarks are added in SSC with a "DMK" function code. Comments are displayed in the comments field in reverse order, last received displayed first. Sets of comments are separated by a "|".

On a reopened trouble ticket (double handoff), a message is inserted to distinguish the new hand-off comments from the previous hand-off. NEWHDD will precede the new hand-off, and PREVHDD precedes the comments from the previous hand-off.

Display Additional Maintenance Jobs for a Given TN or CKTID

Following the display of a maintenance job using a TN/CKTID, subsequent jobs for the same TN or CKTID, if applicable, can be displayed to the user by performing the NEXT function (PF6). The next maintenance job with the same TN or CKTID will be displayed. Subsequent NEXT functions will display additional installation jobs with the same TN or CKTID, if applicable.

Group Processing on GDMSWR

This section provides the user with GDMSWR information regarding processing groups on the work request screens.

- The number of non-complete/non-cancelled members in a "S", "L", or "G" group is displayed in the #STPL, #LNKD, and #GRPD fields, respectively.

- The MOVE command is invalid for the lead or member(s) of a group.

- The UNCOMP command is invalid for the lead or member(s) of a group.

- The JBL command is valid for the lead work request of "S" groups and the lead and the member work requests of "G" and "L" groups.

- The CANCEL command is only valid for members of "G" and "L" groups. Stapled members CANNOT be cancelled.

- If a group member is used to add a new work request to the data base, the new work request is unique and not a member of a group.

- When adding work requests, the new jobid cannot equal the pattern "L"NNNNN (L followed by 5 numerics).

- Additional CKLs or items cannot be added to a lead work request.

- A pseudo lead cannot be updated to a jobstatus of "GRP". A member's jobstatus can be updated to "GRP" only if it is a member of a "G" group and all of the necessary work request fields are populated.

- The TECH EC field cannot be updated for members of "G" and "S" groups. This field will be populated when the lead of "G" and "S" groups are "PRE" or "DSP".

5.1.4 GDMWR

```
COMMAND: --------        GDS: LMOS MAINT WORK REQUEST (GDMWR)    /FOR: --------
CENTER: ----------- SCNR EC: ---                        08/11/89 14:21:47
JOBID: ------------                       JOBSTAT: --- HDLGCODE: --- JT: ----
TN/CKTID: ----------------------- COMM: -- -- -- ----- REACH: ----------
NAME: ------------------------------ ACC: - A ----- B ----- ----------------
ADDR: ------------------------------ WC: ------ RTE: ---- DAA/AA: --- ----
LOC: ------------------------------- CSC: ----- PRICE ------ TECH PRICE ------
RPT RCVD: -- -- -- -----                         LD      NX
ASSIGNED:                  TECH EC: --- PFS: --- --- --- --- --- PRNK: ---
COMMENTS: -------------------------------------------------------------------
------------------------------------------------------------------ JOBPRI: -
TROUBLE: -------------------------------------------------------------------
VER: -- SUMMARY: ------------------------------------- SUBQ: -- CTTN: -----
SCRN RSLT: --- NARR: -------------------------------------------------------
FAC CABLE     PAIR  BP  COLOR              TERM ADDRESS      OE: -----------
F1 ---------- ----     ---- ------------------ ----------------------------
F2 ---------- ----     ---- ------------------ ----------------------------
FZ ---------- ----     ---- ------------------ ----------------------------
HIST: RCVD  CLEARED  T  D   C  RPR NARRATIVE   LMOS IST: --- LMOS CS: -----
- -- -- -- -- -- -- -- --- ---- --- --- ------------------------------------
- -- -- -- -- -- -- -- --- ---- --- --- ------------------------------------

CUST INFO:  --- --- --- --- --- --- --- --- -------------- --------------
USOCS: ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- PPN: -
```

Figure 5-4. GDS LMOS Maintenance Work Request Screen (GDMWR)

PF1	PF2	PF3	PF4	PF5	PF6	PF7	PF8	PF9	PF10	PF11
FIND			ADD	UPDATE	NEXT	PREV	REFRESH			HELP

COMMANDS

FIND, ADD, UPDATE, NEXT, PREVIOUS, HELP, MOVE, KEEP, JBLOG, CANCEL, / / /UNCOM/

DESCRIPTION

The GDMWR screen is used for the following:

- to display jobs for maintenance jobs entered into GDS (either automatically from LMOS or manually via the GDTTE screen)

- to update selected data on any maintenance job

- to display trouble history information when a dispatcher or technician wishes to view it

- to cancel a maintenance job

- to assign a technician as a preferred technician for a job

- to log a maintenance job

- to uncomplete a maintenance job.

FUNCTIONS

Display a Blank Screen

1. From a cleared terminal screen, enter "/FOR GDMWR" and press the ENTER (S/R) key.

2. If the user is already on a GDS screen other than GDMWR, enter "GDMWR" in the /FOR field and press the ENTER (S/R) key.

> NOTE - In some cases, the GDMWR screen may already display information the user was working with on the old screen. This automatic JUMP/FIND feature is designed to save time when the user needs to use a different screen.

3. If the user is already on GDMWR and wants to remove data that is currently being displayed, just press the REFRESH functions key (PF8).

Display a Maintenance Job

1. Enter the work center ID in the CENTER field.

2. Enter the JOBID and perform a FIND.

   OR

   If the JOBID is not known, on a blank work request screen enter only the specific telephone number or circuit ID in the TN/CKTID Field and perform a FIND.

Update a Maintenance Job

1. Display the maintenance work request to be updated (see above steps for displaying job). All jobs, regardless of job status, may be updated.

2. Add, overtype, or remove (using the space bar) any data that needs to be updated. The user may NOT update the following fields:

   - CENTER
   - JOBID
   - RPT RCVD
   - LD
   - NX
   - ASSIGNED

3. Perform an UPDATE function.

When a Pending Load work request is updated, GDS will pass the work request through the mapping tables (GDCPM, GDMAP, and GDDAA) to determine the correct RTE, DAA, AA, and ZONE. GDS will override the entry in the RTE field of the work request if there is a cable and pair present. If a cable and pair are not present, GDS will use the data in the RTE field to map the work request.

KEEP

This command allows the user to keep the current job on DESK while retrieving the next job from the GDMJRV queue.

1. Enter "KEEP" in the COMMAND field.

2. Press the ENTER key.

The KEEP command will not be allowed if the work request is in the possession of another SCRNR EC.

The KEEP command is executed from the GDMWR screen.

Cancel Command

To cancel a work request, do the following:

1. Perform a FIND on the work request.

2. The jobstat must be other than PRE, DSP, CMP, or CAN.

3. Type "CANcel" in the COMMAND field.

4. Press the ENTER key.

The work request will be cancelled in the work request database. The only change to existing screen information that is allowed with the cancel command is the COMMENTS section. If the user changes any other fields before pressing the ENTER key, the cancel will be successful but the changed fields will not be updated. All updates of fields other than the COMMENTS must occur with a PF5 update before the execution of the CANCEL command.

Log a Maintenance Job

1. Dislay the work request (see above steps for displaying job).

2. Enter "JBLOG" in the COMMAND field.

3. Add, overtype, or remove (using the space bar) any data that needs to be updated.

4. Press the ENTER (S/R) key.

A job must have a status of either PSC (Pending Screen), JEP (Jeopardy), PAC (Pending Auto Completion), PFA (Pending Facilities Assignment), PLD (Pending Load), or PWD (Pending WORD) before this command can be used. This command validates the updated fields as required and overlays data fields with recalculated values.

The JBLOG process will map the work request with a minimum of a cable and pair. If a cable and pair are present, the RTE data is not used for mapping during the JBLOG process. If the cable and pair are not present, the JBLOG process will use the RTE data to map the work request.

Update Maintenance Jobs Selected Via GDMJRV

When the GDMJRV screen is used to select a specific set of maintenance work requests, the user can use the GDMWR screen to make updates and automatically find the next job in the specified queue. To do this, go through the following steps:

1. Specify the job queue via GDMJRV. This will automatically take the user to the GDMWR screen displaying the first job in the queue.

2. If the user wants to update a job, enter the desired updates and perform an UPDATE function.

3. When the UPDATE is completed, perform a NEXT function. It is important to note as each time a job in the queue is displayed, it is placed on the user's desk. Performing a NEXT function will release the job from the desk. If the user clears the screen or leaves the queue without returning, the job last displayed will remain on the desk.

   The user can put the job on a desk for review at another time by typing "KEEP" in the COMMAND field and pressing the ENTER (S/R) key. Note that this will automatically display the next job in the queue that meets the selection criteria, if available.

The next maintenance job in the queue will be displayed on GDMWR. The user can continue this process until they have cycled through all jobs in the queue.

Add a Maintenance Job

The GDMWR screen may also be used to add maintenance jobs. However, the primary screen for adding maintenance jobs is GDTTE. Automatic job logging (e.g., routing, mapping, pricing, and job typing) is only initiated from the GDTTE screen, NOT from GDMWR. Therefore, if the user adds a maintenance job from the GDMWR screen, they will need to manually input all key information, or use the "JBLOG" command.

To add a new maintenance job on GDMWR, do the following:

1. Enter all the job information in the fields provided. Inputs are required in the CENTER, JOBID, JOBSTAT, JT, COMM, ACC, CSC, WC, RTE, DAA/AA, PRICE, RPT RCVD, SCRN RSLT, and LMOS IST fields.

2. Perform an ADD.

If the user has provided the key information the job will be added to the work center's job pool with the job status and other characteristics that have been specified.

Two Tech Area Notification

Work requests are determined to be within a two-tech area during job logging. This information is derived from the two-tech area field on the GDMAP table. When adding a work request, if the DAA/AA plus the RTE field are populated, job logging will not occur. For the work request to be job logged, and therefore flagged within a two-tech area, populate the RTE field only when adding a work request manually. This will insure that any possible two-tech area candidates are flagged.

Move a Maintenance Job

The MOVE function allows the user to automatically move maintenance jobs from one work center to another.

1. The user must first FIND the maintenance job to be moved.

2. Enter the center ID you wish to MOVE the maintenance job to in the CENTER field.

3. Enter "MOVE" in the COMMAND field.

4. Press the ENTER key.

Display Additional Comments

Following the display of the work request the user can display or add additional comments by performing a PREVIOUS function.

An automatic JUMP/FIND to GDCOMM is performed.

Uncomplete a Maintenance Job

If a job has been completed and the user wishes to uncomplete it, putting it in either "PLD" or "JEP" status, the "UNCOMP" command is used. The Julian date and time will be removed from the jobid and the status change will be reflected on the work request status log. LMOS will <u>not</u> be notified of this or any further updates to the work request.

To uncomplete a work request, perform the following steps:

1. Perform a FIND of the desired work request.

2. Type "UNCOMP' in the COMMAND field.

3. Type the desired status (either JEP, PLD, or PAC) in the JOBSTAT field.

4. Press the ENTER key.

Assign a "Preferred" Technician to a Maintenance Job

The TECH EC field on the GDMWR screen will always show the employee code of the technician assigned to the job when the job is in the dispatched "DSP" status. The user can also assign a preferred technician to the job prior to the loading process by doing the following:

1. Enter the employee code of the technician who is the preferred technician in the TECH EC field.

2. Perform an UPDATE.

Assigning the technician as the preferred technician has an effect on either the bulk or dynamic job assignment algorithms. When a job is needed for this technician, the system will look for a "preferred job" first, before running the normal job evaluation process. The algorithm will automatically select this job for the technician if, and only if

- the technician has productive hours available in his/her schedule (GDPAD)

- access requirements for the job are met (i.e., an acceptable day and time)

- the job type and DAA for the job match the technician's job handling capabilities as specified in GDSUPV and GDTECH

If these criteria are not met, the job will be made available to other technicians through the normal job selection method.

Display Additional Maintenance Jobs for a Given TN or CKTID

Following the display of a maintenance job using a TN/CKTID, subsequent jobs for the same TN or CKTID, if applicable, can be displayed to the user by performing the NEXT function (PF6). The next maintenance job with the same TN or CKTID will be displayed. Subsequent NEXT functions will display additional installation jobs with the same TN or CKTID, if applicable.

Processing Groups on GDMWR

This section provides information the user must refer to when processing groups on the work request screens.

- The number of non-complete/non-cancelled members in a "S", "L", or "G" group is displayed in the #STPL, #LNKD, and #GRPD fields, respectively.

- The MOVE command is invalid for the lead or member(s) of a group.

- The UNCOMP command is invalid for the lead or member(s) of a group.

- The JBL command is only valid for the lead work request of "S" groups and the member work requests of "G" and "L" groups.

- The CANCEL command is only valid for members of "G" and "L" groups. Stapled members CANNOT be cancelled.

- If a group member is used to add a new work request to the data base, the new work request is unique and not a member of a group.

- When adding work requests, the new jobid cannot equal the pattern "L"NNNNN (L followed by 5 numerics).

- Additional CKLs or items cannot be added to a lead work request.

- A pseudo lead cannot be updated to a jobstatus of "GRP". A member's jobstatus can be updated to "GRP" only if it is a member of a "G" group and all of the necessary work request fields are populated.

- The TECH EC field cannot be updated for members of "G" and "S" groups. This field will be populated when the lead of "G" and "S" groups are "PRE" or "DSP".

5.2 SUPPORT SCREENS

This section of on-line support screens includes those which are commonly used for daily work center operations, including screens which are used in the loading and document issue processes.

5.2.1 GDCOMM

```
COMMAND: --------          GDS: COMMENTS (GDCOMM)              /FOR: --------
CENTER: -----------                                    10/03/89 16:17:24
JOBID: ------------ CKL -- OF    ITM -- OF   JSTAT:    HDLGCODE:    JT:
CKTID:                                       ISTAT:    COMM:
SYSTEM MSG: -                     ASSIGNED:            TECH EC:
COMMENTS: ---------------------------------------------------------------------
--------------------------------------------------------------------------------
--------------------------------------------------------------------------------
--------------------------------------------------------------------------------
--------------------------------------------------------------------------------
--------------------------------------------------------------------------------
--------------------------------------------------------------------------------
--------------------------------------------------------------------------------

SYS NARR
FAC CABLE      PAIR   BP  COLOR              TERM ADDRESS
-- ---------- ----   ----  ----------------  ----------------------------
-- ---------- ----   ----  ----------------  ----------------------------
-- ---------- ----   ----  ----------------  ----------------------------
-- ---------- ----   ----  ----------------  ----------------------------
-- ---------- ----   ----  ----------------  ----------------------------
-- ---------- ----   ----  ----------------  ----------------------------
-- ---------- ----   ----  ----------------  ----------------------------
-- ---------- ----   ----  ----------------  ----------------------------
```

Figure 5-5. GDS Comments Screen (GDCOMM)

PF1	PF2	PF3	PF4	PF5	PF6	PF7	PF8	PF9	PF10	PF11
FIND	FORWD			UPDT		PREV	REFH			HELP

COMMAND

FIND, FORWARD, UPDATE, PREVIOUS, REFRESH, HELP

DESCRIPTION

The GDCOMM screen is used to provide additional space for comments and for displaying up to eight facility components.

FUNCTIONS

Display a Blank Screen

1. From a cleared terminal screen, enter "/FOR GDCOMM" and press the ENTER (S/R) key.

2. If the user is already on a GDS screen other than GDCOMM, enter "GDCOMM" in the /FOR field and press the ENTER (S/R) key.

> NOTE - In some cases, the GDCOMM screen will contain data that was displayed on the old screen. This automatic JUMP/FIND feature is designed to save time when the user needs to use a different screen.

3. If the user is already on GDCOMM and wants to remove data that is currently being displayed, just press the REFRESH functions key (PF8).

Display the Comments for a Specific Job

1. Enter the center name in the CENTER field.

2. Enter the JOBID in the JOBID field.

3. Enter the CKL number in the CKL field. The system default is "01".

4. Enter the ITEM number in the ITEM field. The system default is "01".

5. Perform a FIND.

To display the comments for subsequent CKL's, the CKL number must be entered in the CKL field and a FIND function performed.

Update the Comments/Facilities

1. Display the work request that needs to be updated.

2. Add, overtype, or remove (use the space bar) comments to be updated.

3. Perform an UPDATE function.

Clear System Message

If a system message is received for a job in PRE or DSP status and a dispatch or completion is attempted, the function is blocked and the system will automatically jump to the GDCOMM screen, and a system message is displayed.

To clear the system message perform the following:

1. Read the comments

2. Change SYSTEM MSG field from Y to N.

3. Perform an UPDATE.

Return to Previous Screen

By performing a PREVIOUS function (PF7), the user will be returned to the previous screen.

5.2.2 GDSOI

```
COMMAND: --------        GDS: SERVICE ORDER IMAGE (GDSOI)        /FOR: --------
CENTER -----------   SCNR EC ---   TECH EC ---  TECH PRC ------   08/11/89 14:33:28
JOBID -----------    TERM -- OF     SUPP     JOBSTAT ---  HDLGCODE ---  JT ----
TN/CKTID ----------------------- COMM ------ ----- CSC ----- SCM ----- ADSR -
ADDR ----------------------------- ACC - A ----- B -----  ----------------
LOC ------------------------------- WC ------ RTE ---- DAA/AA --- ---- PST -
COMMENTS ----------------------------------------------------------------------
---------------------------------------------------------------------------
START PG ---  **SERVICE ORDER IMAGE** PAGE 001 OF     | LAST UPDTE
------------------------------------------------------| START DATE ------ -----
------------------------------------------------------| ORDSTAT       SURVEY -
------------------------------------------------------|                #CKTS
------------------------------------------------------| LD
------------------------------------------------------| NX
------------------------------------------------------| PTD ------   IAD
------------------------------------------------------| CLO ------------
**************** SERVICE ORDER SCRATCHPAD ************************************
---------------------------------------------------------------------------
---------------------------------------------------------------------------
---------------------------------------------------------------------------
---------------------------------------------------------------------------
---------------------------------------------------------------------------
---------------------------------------------------------------------------
```

Figure 5-6. GDS Service Order IMAGE Screen (Screen 1)

```
COMMAND:                    GDS: SERVICE ORDER IMAGE (GDSOI)        /FOR:
CENTER:             SCNR EC:      TECH EC:                 01/04/89 16:00:07
JOBID:              TERM    OF    SUPP:      JOBSTAT:    HDLGCODE:    JT:


************************* PAGE: 002  ************************** PAGE:   003
                                    |
                                    |
                                    |
                                    |
             18 lines of SOI        |
                                    |
                                    |
                                    |
                                    |
                                    |
                                    |
                                    |
                                    |
                                    |
                                    |
                                    |
                                    |
                                    |
```

Figure 5-7. GDS Service Order IMAGE Screen (Screen 2)

PF1	PF2	PF3	PF4	PF5	PF6	PF7	PF8	PF9	PF10	PF11
FIND	FORWARD	BACK	ADD	UPDATE	NEXT	PREV	REFRESH			HELP

COMMANDS

FIND, ADD, UPDATE, NEXT, PREVIOUS, HELP, KEEP, COPY

DESCRIPTION

There are two versions of the GDSOI screen. The first screen displays page 1 of the SOI; the second screen contains two SOI pages. The first GDSOI screen is divided into three major sections. The upper and middle right portion of the screen contain data about a particular installation job. This is a subset of the data that is also displayed on the GDIWR/GDISWR screens. The middle left portion contains the service order image associated with the installation job. The lower portion of the screen contains a "scratchpad" area for recording user comments about the service order. Note that if the scratchpad has been populated, it will be printed out with the image following completion of the installation job on GDCOMP. In cases where there have been subsequent message passes, only the latest version of the Assignment section of the Service Order Image will be displayed since all previous versions will be overlayed with the latest assignment section.

The GDSOI screen provides several useful functions:

1. Displays a service order image and its associated job data stored in GDS.

2. Provides a facility for screening a service order that failed job logging upon entry to GDS.

3. Adds an installation job and/or service order image to GDS.

4. For service order images that have been **ENTERED MANUALLY** to GDS, data on the service order image may be updated. If the service order image was entered to GDS from a SOP/SOAC, it may not be updated.

5. Attaches user "COMMENTS" to a service order image.

6. Copies an existing work request and SOI to create a new work request and SOI.

FUNCTIONS

Display a Blank Screen

1. From a cleared terminal screen, enter "/FOR GDSOI" and press the ENTER (S/R) key.

2. If the user is already on a GDS screen other than GDSOI, enter "GDSOI" in the /FOR field and press the ENTER (S/R) key.

> NOTE - In some cases, the GDSOI screen may already display information the user was working with on the old screen. This automatic JUMP/FIND feature is designed to save time when the user needs to use a different screen.

3. If the user is already on GDSOI and wants to remove all the data that is currently being displayed, press the REFRESH function key (PF8).

Display an Installation Job/Service Order Image/Scratchpad Comments

1. Enter the work center ID in the CENTER field.

2. In the JOBID field, enter the service order type and number, e.g., C9806543, without the correction suffix, if applicable.

3. If the service order involves more than one location, e.g., a DPA, enter the ID of the location the user wishes to see in the TERM field, e.g., 1. If the user leaves this field blank, the system will return service order data for the first location.

4. If the user wishes to look at a particular page of the service order image, enter the page number in the START PG field. If the user leaves this field blank or enters a "1", the installation data, page 1 of the service order, and the scratchpad area will be displayed.

5. Perform a FIND. (The FIND always returns the most recent copy of the Service Order).

> NOTE - If the user requests a page other than page 1, the user cannot page backward through the service order past the START PG requested. Perform another FIND function.

Display a Previous Version of the Service Order Image

Each time that a service order is corrected, GDS stores a copy of the order for history purposes. To display a previous copy, perform a PREVIOUS function (PF7). The system will return the first page of

the previous version.

Page Forward Through a Service Order Image

Following the display of a page of the service order image, press the PF2 key to forward through the service order. The user cannot forward past the last page of the service order. The number of pages the user can page forward can be determined by the "PG xxx of PG xxx" field.

Page Backward Through a Service Order Image

Following the display of a page of the service order image, press PF3 to page backward. The user can page back only as far as the requested start page.

Add an Installation Job, Service Order Image, and Scratchpad Comments

Note that only a subset of the data needed to process an installation job in GDS is contained on the GDSOI screen. Therefore, it is recommended that if you wish to enter an installation job manually, you should do so using the GDIWR screen, since the complete set of installation job data is contained there. The GDSOI screen can then be used to enter the service order text and any applicable scratchpad comments associated with the installation job. To add an installation job on GDSOI, do the following:

1. Enter the following required fields:

    - CENTER
    - JOBID
    - TERM (will default to "1" if not entered)
    - JOBSTAT
    - JT
    - COMM (date and time)
    - TECH PRC
    - ACC
    - WC
    - RTE (not always required)
    - PST (will default to "N" if not entered)
    - SURVEY (will default to "N" if not entered).
    - service order image text in the SERVICE ORDER IMAGE section (optional)
    - scratchpad comments in the SCRATCHPAD section (optional)

2. Perform an ADD function.

To add subsequent pages of service order text, do the following:

Press PF2 to forward to a blank screen. Enter the SOI text and perform an UPDATE function. Repeat this process as required.

Update Installation Job Data/Service Order/Scratchpad Comments

1. Display the installation job/SOI/SCRATCHPAD that needs to be updated. All jobs regardless of job status may be updated.

    > NOTE - The service order must have been manually added.

2. Add, overtype, and remove job data in fields in the installation job data section of the screen. The user may not update the following fields:

- CENTER
- JOBID
- TERM and OF

3. Add, overtype, and remove data in the SERVICE ORDER IMAGE section.

4. Add, overtype, and remove data in the SCRATCHPAD section.

5. Perform an UPDATE.

Use PF2 to forward to any additional pages you wish to update.

User Verification

If the USER-VER field is set to "Y" on the GDS OPTIONS table, the user will see the verification message when attempting to jeopardize the job status of a jobid (CKL level) that has multiple ITEMs associated with it. The purpose of this message is to notify the user that the attempted function will affect any uncompleted or non-cancelled ITEMS associated with the CKL.

If the user intends to continue with the update to JEP, return to GDSOI by pressing the ENTER key. Once GDSOI is displayed, continue with the UPDATE.

Update Installation Jobs Selected Via GDMJRV

When you use the GDMJRV screen to select a specific set of installation jobs, the following steps enable you to use the GDSOI screen to make updates and automatically find the next job in the specified queue:

1. Specify the job queue via GDMJRV. This will automatically take the user to the GDSOI screen displaying the first job in the queue.

2. If you want to make updates to the installation job, make changes, perform an UPDATE.

3. Perform a NEXT function. It is important to note that each time a job in the queue is displayed, it is placed on the user's desk. Performing a "NEXT" function will release the job from the desk. If the user clears the screen or leaves the queue without returning, the job last displayed will remain on the desk.

   The user can put the job on a desk for review at another time by typing "KEEP" in the COMMAND field and pressing the ENTER (S/R) key. Note that this will automatically display the next job in the queue that meets the selection criteria, if available.

The next installation job in the queue will be displayed on GDSOI. You can continue this process until you have cycled through all jobs in the queue.

Assign a "Preferred" Technician to an Installation Work Request

The TECH EC field on the GDSOI screen will always show the employee code of the technician assigned to the job when the job is in the dispatched "DSP" status or if the job is part of a group which has a technician already assigned. The user can also assign a preferred technician to the job prior to the loading process by going through the following steps:

1. Perform a "FIND" on the job first.

2. Enter the employee code of the preferred technician in the TECH EC field. (The TECH EC field cannot be changed if the job status is "PRE", "DSP", or "CMP" or if the job is a member of a "G" or "S" group.)

3. Perform an UPDATE.

Assigning the technician as the preferred technician has an effect on either the bulk or dynamic job assignment algorithms. When a job is needed for this technician, the system will look for a "preferred job" first before running the normal job evaluation process. The algorithm will automatically select this job for the technician if, and only if

- the technician has productive hours available in his/her schedule (GDPAD)

- access requirements for the job are met (i.e., an acceptable day and time)

- the job type and DAA for the job match the technician's job handling capabilities as specified in GDSUPV and GDTECH

If these criteria are not met, the job will be made available to other technicians through the normal job selection method (algorithm).

Copy Work Request and SOI

To copy/create a new work request and SOI, do the following on GDSOI screen 1:

1. Display the existing installation job.

2. Enter "COPY" in the COMMAND field.

3. Enter the new JOBID by overtyping the existing entry in the JOBID field.

4. Press the ENTER (S/R) key.

Obtain a Paper Copy of the Screen

The user can print a copy of the service order image by using the GDISSU screen. Refer to the section on issuing specific jobs under GDISSU.

5.2.3 GDLST

```
COMMAND: --------          GDS: WORK LIST (GDLST)              /FOR: --------
CENTER: -----------                    PRTR: --------          08/11/89 14:36:42
JT: ----  DAA: ---  JOBSTAT: ---  START BY:   DATE: ------  TIME: -----
SORT BY:  DAA: -  JOBSTAT: -  JOBPRI: -  COMM: -  START: -  LOADPRI: -

C  JOBID       JOBSTAT HDLG JT   DAA AA   PRI SUBQ  PRICE     AFTER BEFOR  APPT
               TECH    START-DT/TM   COMM-DT/TM    ASSGND-DT GT  RCVD-DT/TM

-                  --- --- ----   --- ----  -  --    ------    ----- ----- ------
               ---      ------ -----   ------ -----

-                  --- --- ----   --- ----  -  --    ------    ----- ----- ------
               ---      ------ -----   ------ -----

-                  --- --- ----   --- ----  -  --    ------    ----- ----- ------
               ---      ------ -----   ------ -----

-                  --- --- ----   --- ----  -  --    ------    ----- ----- ------
               ---      ------ -----   ------ -----

-                  --- --- ----   --- ----  -  --    ------    ----- ----- ------
               ---      ------ -----   ------ -----

PAGE -- OF
```

Figure 5-8. GDS Work List Screen (GDLST)

PF1	PF2	PF3	PF4	PF5	PF6	PF7	PF8	PF9	PF10	PF11
FIND	FORWD	BACK		UPDT	NEXT	PREV	REFH			HELP

COMMAND

FIND, FORWARD, BACK, UPDATE, NEXT, PREVIOUS, HELP, PRINT

DESCRIPTION

The GDLST screen is a useful tool within the center environment. The GDLST screen can be used to find work requests for a center which match a set of user-selected "SEARCH" criteria. It also plays an important role during the loading process, as well as aiding the center management in adjusting the load algorithm.

When using GDLST to find work requests which match a set of criteria, work requests are sorted by, and displayed in, one or more (maximum 5) "SORT BY" selections. It will display up to 41 pages of work requests in a single find, and provides forward and back paging. Work requests may be updated and preassigned to a technician from this screen.

FUNCTIONS

Display a Blank Screen

1. From a cleared terminal screen, enter "/FOR GDLST" and press the ENTER (S/R) key.

2. If the user is already on a GDS screen other than GDLST, enter "GDLST" in the /FOR field and press the ENTER key.

> **NOTE** - The GDLST screen will display data that may or may not contain data corresponding to the screen from which the user has jumped. This is a result of a JUMP/PREV feature which is designed to save time when the user needs to move between screens. This feature will be explained in greater detail later in this section.

3. If the user is already on GDLST and wants to remove all the data that is currently being displayed, press the REFRESH function key (PF8).

Display a List of Work Requests

1. Enter the work center id in the CENTER field.

2. Enter the search criteria selections as follows:

   - To select a specific "JOB TYPE", enter a valid jobtype or a combination of letters, numbers, and asterisks (*). One to four asterisks may be entered. An asterisk means that any letter, number, or blank is valid for that position in the JT field (e.g., "M***" will return all jobs that have a job type that begins with "M").

   - To select a specific "DAA", enter a valid DAA for the center in the DAA field.

   - To select a specific "JOB STATUS", enter a valid job status code in the JOBSTAT field.

   - To select a job "START DATE RANGE", enter a valid date (MMDDYY) and time (HHMMa/p) in the DATE and TIME fields respectively. The system will return all work requests that have a start date and time less than or equal to the date entered.

   > **NOTE** - The system default for a blank selection criteria field is to return all. For the start date and time, it is today's date, and 23:59 is populated in time field.

3. The user may select up to five "SORT BY CRITERIA" (excluding LOADPRI) by entering the number "1" to "5" in the DAA, JOBSTAT, JOBPRI, COMM, and START fields. Work requests will be displayed in order of the selection (e.g., "DAA 1", "COMM 2", will order the work requests first by the lowest number DAA, then by the COMMITMENT date and time). If SORT BY fields are blank, the default is DAA.

4. Perform a FIND.

5. To sort work requests by the LOAD PRIORITY, resulting in a total job "SUITABILITY" weight, refer to the latter part of this section, which describes the use of GDLST as an aid in adjusting the load algorithm.

Page Through the Work List

After a FIND has been performed, the number of pages contained in list will be displayed in the lower left hand corner of the screen. To display various pages of the list, do the following:

1. Enter a page number in the PAGE field if the user desires to display a page other than the next page.

2. Perform a FORWARD function.

To page back, do the following:

1. Enter a page number in the PAGE field if the user desires to display a page other than the previous page.

2. Perform a BACK function.

Update of Work Requests

The user may UPDATE one or more work requests at a time from the GDLST screen. To UPDATE a work request, do the following:

1. Display the work request(s) the user wishes to update.

2. Enter a "U" in the "C" field for each work request to be updated.

3. Add, overtype, or delete (use the space bar) data in the desired fields.

4. Perform an UPDATE function.

> **NOTE** - The user may not change the JOBID,
> RCVD-DT/TM, or ASSGND-DT.

User Verification

If the USER-VER field is set to "Y" on the GDS OPTIONS table, the user will see the verification message when attempting to jeopardize or unjep job status of a JOBID (CKL level) that has multiple ITEMs associated with it. The purpose of this message is to notify the user that the attempted function will affect any uncompleted or non-cancelled ITEMs associated with the CKL.

If the user intends to continue with the update to JEP, press the ENTER key. This will return the original GDLST screen. The user will notice the highlighted word "MESSAGES" at the top of the list of jobids and the phrase "ITEMS AFFECTED" directly under the JOBID the user is attempting to JEP. Re-entering the PF5 UPDATE key will finalize the update to JEP for the CKL and any qualified ITEMs associated with the CKL.

If the user's decision is not to continue with the transaction, they may overtype the jobstat with the original jobstat and continue with any other transactions on the current GDLST screen.

Preassign a Work Request to a Technician

1. Display the work request(s) the user wishes to preassign.

2. Enter a "P" in the "C" field for each work request to be preassigned.

3. Enter a valid technician employee code in the TECH field.

4. Perform an UPDATE.

Jump-Find and Jump-Previous

To JUMP to another screen and FIND information for a specific job, do the following:

1. Enter the format ID in the /FOR field.

2. Enter a "X" in the "C" field of a specific job.

3. Press the ENTER (S/R) key.

To JUMP back to GDLST, do the following:

1. Enter GDLST in the /FOR field.

2. Press the ENTER (S/R) key.

The user will be returned to the proper page which contains the job they were working on, and the specific job will be highlighted, but this will not necessarily be the JOBID they jumped from GDLST with.

If the user JUMPs from GDLST to a screen which does not contain the data for the job they had displayed, they will not lose the ability to JUMP back to the proper place on the GDLST screen. Simply enter GDLST in the /FOR field and press the ENTER key. The user will be returned to the previous display on GDLST, or may JUMP back to GDLST from a blank screen by the following method:

1. Enter /FOR GDLST.

2. Press the ENTER key.

3. Enter "PREV" in the COMMAND field.

4. Press the ENTER key.

The JUMP PREVIOUS feature is provided to insure that the user will not lose their place when moving from the GDLST screen to other screens. The system maintains the last list performed on the GDLST from the terminal.

Print a Work List

To print a work list, do the following:

1. Display the jobs to be printed.

2. Enter "PRINT" in the COMMAND field.

3. Enter a valid printer identification number in the PRTR field.

4. Press the ENTER (S/R) key.

> **NOTE** - If the user presses PF6 during operations with GDLST, there will be a "refind," and a "new" list will be generated. It will not necessarily be the original data, due primarily to updates from other terminals.

Group Processing on GDLST

This section provides information the user may wish to refer to when processing groups on GDLST.

- The GT (group type) field identifies if the members belong to a "L", "S", or "G" group.

- Jobs with a jobstat of "GRP" may not be preassigned on GDLST.

- The TECH EC field cannot be updated for members of "G" groups.

- Jobs can only be updated to a jobstat of "GRP" if they currently are members of a "G" group and the required work request fields are non-blank. This flexibility allows "GRP" jobs to be statused to another jobstat (i.e., "JEP") and then back to "GRP" when the "JEP" situation is resolved.

- Members of "G" groups will not be included in "BYPASSED" lists after loading technicians.

```
┌─────────────────────────────────────────────────────────────────────────────┐
│ COMMAND:                   GDS: WORK LIST (GDLST)              /FOR:          │
│ CENTER: nytest                      PRTR:              09/08/89 10:52:19      │
│ JT:     DAA:    JOBSTAT:     START BY:  DATE:       TIME:                     │
│ SORT BY: DAA:   JOBSTAT:   JOBPRI:   COMM:   START:   LOADPRI: 1              │
│                                                                               │
│ C  JOBID       JOBSTAT HDLG JT   DAA AA  PRI SUBQ  PRICE   AFTER BEFOR  APPT  │
│    SUITABILITY    TECH   START-DT/TM   COMM-DT/TM   ASSGND-DT GT RCVD-DT/TM   │
│                                                                               │
│    DANLMOS09      PLD    MVS1  201 0001          001:40  0200A                │
│       1519.921875        042087 0200A   042087 0200A              041487 1200P│
│                                                                               │
│    LOO129      01 PLD    IVS   202 0001          005:18  0800A 0500P          │
│       1197.910156       060889 0340P   060889 0500P          G               │
│                                                                               │
│    T31GDS1201  01 PLD    IDS1  203 0001          002:15  0800A 0500P          │
│       1195.283203       052489 0145P   052489 0300P                          │
│                                                                               │
│    N57GDS402   01 PLD    IDS1  202 0001          001:45  0800A 0500P          │
│       1194.033203       061989 0215P   061989 0300P                          │
│                                                                               │
│    N31GDS1004  02 PLD C01 IVS1 203 0001          001:40  0800A 0500P          │
│       1193.828125       052489 0300P   052589 0300P                          │
│ PAGE 01 OF 02                                                                 │
│ GDS050I FIND SUCCESSFUL                                                       │
└─────────────────────────────────────────────────────────────────────────────┘
```

Figure 5-9. LOADPRI GDLST Report

GDLST plays an important role during the loading process. After the "trial" load is created using the GDLOAD screen, the LTERM that created the trial load can view the jobids that were "NOT LOADED" by jumping to the GDLST screen and executing a "FIND" COMMAND for the center being bulk loaded. The list of not loaded jobs will remain available for viewing until the list expires or a new list is created.

There are two fields in the GDS LOAD PARMS table that apply specifically to the administration of the GDLST screen. They are LST LIFE and LST #WRS.

The LST LIFE field is a unit of time that indicates how long a list can remain on the user's screen and have transactions (PREASSIGNING, UPDATING, FIND, FORWARD, etc.) run against it. If the LST LIFE field is populated with a time of 00:10 and a GDLST is produced at 10:00a, and if no transactions (FINDS, UPDATES, etc.) are run against the list until 10:11a, the user will see a message indicating a new list must be requested in order to update any jobids on the GDLST.

The LST #WRS determines the number of work requests that will be selected according to the sort criteria on the GDLST screen and is used in the creation of all lists. Any entry between 1 and 3000 is valid. This is the total number of work requests that will be selected for **potential view** on the GDLST screen. Of this selected number, a maximum of 205 can be viewed on the GDLST. The 205 JOBIDs produced on GDLST are the work requests with the highest job suitabilities.

GDLST also functions as an aid in adjusting the load algorithm. As has been previously explained in Section 3.5 of this manual, the load process is a very complex operation designed to weigh jobs

according to specific factors involved. The total weight or "suitability" is a numerical value that indicates the "best" job for a given technician at a particular time. In creating this list, the system considers all of the load factors that have been established for the work center (see GDADW, GDJTW, GDS LOAD PARMS, and GDTECH) with the exception of the availability and location of technicians. This total suitability factor can therefore be adjusted by these load tables in order for the system to dispatch and/or load according to the center's specification.

After making adjustments, the user can view the new suitability factors associated with jobids by utilizing the "SUITABILITY" number associated with each work request on the GDLST screen. This number indicates the relative priority between jobs for loading and is provided to give the user a "look into" the load program before it is invoked. Results of changes to the load factors may be reviewed and optimized with this sort.

To request a list of the pending load jobids and their total suitability factors, execute a **"FIND"** on the CENTER involved with a "1" in the **LOADPRI** sort field. When sorting by LOADPRI, all other SORT BY fields must be blank, since it is mutually exclusive to all other sort-by criteria. In addition, the select fields and the START DATE and TIME must also be blank.

The report produced by LOADPRI has the jobid with the highest suitability value first. The remainder of the list is sorted in descending order with the lowest suitability factor last.

See Figure 5-9 for an example of the LOADPRI GDLST report.

List life is determined by the time factor in GDS LOAD PARMS field, LST LIFE. A new list is created by executing a "FIND" using optional sort criteria on GDLST. The jobids that were "NOT LOADED" are those jobids that met the load algorithm's selection criteria but did not get selected for any technician's load. It is important to understand that there can be a significant difference between total jobids pending load and the total of "NOT LOADED" jobids.

5.2.4 GDTEST

```
COMMAND: --------        GDS: TEST (GDTEST)                /FOR: --------
CENTER: ----------- TECH EC:   ---        LMOS ID: ---        08/11/89 14:37:59
TN: ----------    JOBID: ------------ -- TEST TYPE: - OVERRIDE: -


MLT TEST RESULTS    RESULTS RECEIVED:
```

Figure 5-10. GDS Testing Screen (for Viewing Detailed Results) (GDTEST)

PF1	PF2	PF3	PF4	PF5	PF6	PF7	PF8	PF9	PF10	PF11
FIND							REFRESH			HELP

COMMANDS

FIND, TEST, HELP

DESCRIPTION

The GDTEST screen is used for

- viewing the detailed test results for the most recent test requested on a GDS job

- Requesting and displaying additional tests on the same job.

FUNCTIONS

Display a Blank Screen

1. From a cleared terminal screen, enter "/FOR GDTEST" and press the ENTER (S/R) key.

2. If the user is already on a GDS screen other than GDTEST, enter "GDTEST" in the /FOR field and press the ENTER (S/R) key.

> **NOTE** - In some cases, the GDTEST screen may already display information the user was working with on the old screen. This automatic JUMP/FIND feature is designed to save time when the user needs to use a different screen.

3. If the user is already on GDTEST and wants to remove all the data that is currently being displayed, press the REFRESH function key (PF8).

View the Results of the Most Recent Test for a Job

The GDTEST screen allows the user to, at any time, view the detailed test results obtained for a given job. Note that GDS only stores the most recent set of test results. To see the results, the user would most often jump to this screen from the GDDISP or GDCOMP screen, and the steps below would not be required. To start directly from the GDTEST screen, however, take the following steps:

1. Enter the GDS work center ID in the CENTER field.

2. Make one of the following entries:

   - if the job is currently assigned to a technician, enter his/her employee code in the TECH EC field, or

   - enter the job identification number in the JOBID field.

3. Perform a FIND.

The detailed test results will be displayed on the screen. Also the date and time the test results were received will be displayed in the RESULTS RECEIVED field.

Request a Test for a GDS Job

To initiate a test on a GDS job directly from GDTEST, do the following:

1. Enter "TEST" in the COMMAND field.

2. Enter the work GDS center ID in the CENTER field.

3. Make one of the following entries:

   - if the job is currently assigned to a technician, enter his/her employee code in the TECH EC field, or

   - enter the job identification number in the JOBID field.

4. If the job being tested was not received from LMOS, but directly entered into GDS via GDTTE or GDMWR, the user must enter the three-character LMOS ID in the LMOS ID input field. This will direct the test request to the correct LMOS Front End.

5. Enter "F" (for Full) or "L" (for Loop) in the TEST TYPE field. If left blank, a full test is performed.

6. Enter "Y" (for yes) or "N" (for no) in the OVERRIDE field. A "Y" entry will override the MLT bytes on the line record and produce test results only on electrical measurements (i.e., short, ground, open, FEMF).

7. Press the ENTER (S/R) key.

8. The user will see the message "TEST IN PROGRESS" at the bottom of the screen. To see the test results on the screen, press the PA2 key.

> **NOTE** - A test request initiated from GDTEST is executed regardless of the entries in the TTS table GDS OPTIONS for the MLT-DISP, MLT-COMP, and LMOS-UPD flags.

When the results arrive, they will be displayed on the GDTEST screen. Of course, it takes some time to run a Full or Loop test (e.g., 25 seconds) and the user may not see the results immediately after pressing PA2. The user should simply wait until they arrive before going any further.

5.2.5 GDMJRV

```
COMMAND: --------        GDS: MECHANIZED JOB REVIEW (GDMJRV)      /FOR: --------
CENTER: -----------                                         08/11/89 14:39:43

SELECT:    I/M: -         EC: ---

OPTIONS:   JOBSTAT:  ---  HDLGCODE: ---

           JOBCLASS: ---  MATCH:     -

           ON DESK:  -
```

Figure 5-11. GDS Mechanized Job Review Screen (GDMJRV)

PF1	PF2	PF3	PF4	PF5	PF6	PF7	PF8	PF9	PF10	PF11
FIND					NEXT		REFRESH			HELP

COMMANDS

FIND, NEXT, HELP

DESCRIPTION

The GDMJRV screen is used to select and sequentially display jobs that require human attention. Examples are jobs that failed automatic job logging (e.g., failed pricing, mapping, job typing and mismatch conditions).

The user chooses the jobs that they want to review by entering certain selection criteria on GDMJRV. Once this is done, all jobs that match the selection criteria are automatically "queued" for review, either on the GDSOI screen if installation jobs are selected or the GDMWR or GDMSWR screens if maintenance jobs are selected. When a job is reviewed, the next job meeting the selection criteria, and not on a user's DESK, can then be displayed.

FUNCTIONS

Display a Blank Screen

1. From a cleared terminal screen, enter "/FOR GDMJRV" and press the ENTER (S/R) key.

2. If the user is already on a GDS screen other than GDMJRV, enter "GDMJRV" in the /FOR field and press the ENTER (S/R) key.

> **NOTE** - In some cases, the GDMJRV screen may already display data that was on the old screen. This automatic JUMP/FIND feature is designed to save the user time when it is necessary to use another screen.

3. If the user is already on GDMJRV and wants to remove all the data that is currently being displayed, they just press the REFRESH function key (PF8).

Select Jobs For Review

1. Enter the GDS work center ID in the CENTER field.

2. In the I/M field, enter an "I" if it is necessary to look at installation jobs, or an "M" if it is necessary to look at maintenance jobs, or an "R" if it is necessary to look at routine maintenance jobs.

3. Enter your employee code in the EC field.

4. Enter one of the following selection criteria:

   - Valid job status in the JOBSTAT field: returns jobs that match the job status in order of START DATE/START TIME.

   - Valid job status in the JOBSTAT field and valid handling code in the HDLGCODE field: returns jobs that match the job status and handling code in START DATE/START TIME order.

   - Valid job class in the JOBCLASS field: returns jobs that match the criteria established for the job class in the TTS table GDS JOBCLASS. Job class allows you to establish a grouping of job status and handling codes. For example, a job class code "LOG" could consist of jobs with a JOBSTAT of "PSC" and handling codes of "FRT", "FMP", AND "FPR". Refer to the description of the GDS JOBCLASS table for more information. Jobs are returned by JOBCLASS in START DATE/START TIME order.

   - An "X in the ON DESK field to view jobs that are on your desk. The Desk feature allows you to group jobs into a special queue by your employee code. While a job is on your desk, it cannot be accessed via GDMJRV using another employee code. Jobs are returned in START DATE/START TIME order.

5. Perform a FIND.

If installation jobs are requested, the system will return the GDSOI screen with the first installation job that meets the selection criteria. For maintenance and routine maintenance jobs, the system will return the first maintenance job that meets the selection criteria on either the GDMWR screen for LMOS troubles or the GDMSWR for special service troubles.

Once a job has been reviewed in the queue, the user has the following options:

- Make updates to the job using the UPDATE function.

- Display the next job in the queue by executing a NEXT function. It is important to note as each time a job in the queue is displayed, IT IS PLACED IN THE USER'S DESK. Performing a "NEXT" function will release the job from the desk. **IF THE USER CLEARS THE SCREEN OR LEAVES THE QUEUE WITHOUT RETURNING, THE JOB LAST DISPLAYED WILL REMAIN ON THE DESK.** The job will remain on the desk because "NEXT" was not performed. When the PF6 key is depressed, the SCNR EC field is blanked out for the existing record, the next candidate record is retrieved, and the SCNR EC for the new record is populated. Obviously, if the screen is cleared before reaching the end of the queue, the GDS program will not process as above because the device hardware does not invoke MFS or the GDS software.

- The user can put the job on a desk for review at another time by typing "KEEP" in the COMMAND field and pressing the ENTER (S/R) key. Note that this will automatically display the next job in the queue that meets the selection criteria, if available.

- Jump to another screen.

The user can save their place in the queue by returning to the original GDMWR, GDMSWR, or GDSOI screen using the JUMP feature. This is handy when a job is displayed via GDMJRV, and it requires work on another screen. For example, if the job is a "TEST OK" and needs to be closed out, the user can jump from the GDMWR screen to the GDCOMP, close the job, jump back to GDMWR, and continue with the screening process.

Once the user reviews the last job in the queue, they will be returned to the GDMJRV screen.

Mismatch Processing

This feature of the GDMJRV screen allows the user to select jobs that originate in SOAC and TIRKS but which did not match once in GDS.

This process begins in the GDS JOBCLASS table. By organizing the probable jobstatus and handling code combinations within a certain JOBCLASS, the selection is made possible from the GDMJRV table.

After the required entries are typed in the GDMJRV table, the system returns the GDMTCH screen.

Required Entries

- CENTER   "CENTER NAME"
- I/M   "I"
- EC   "SCREENER EC"
- JOBCLASS "VALID JOBCLASS"
- MATCH   "Y"

The user must leave JOBSTAT, HDLGCODE, and ON DESK blank for the system to respond with the GDMTCH screen. Note that the GDMTCH process only applies to installation jobs.

Obtain On-Line Information About an Error Condition

1. Enter "HELP" in the COMMAND field.

2. Press the ENTER (S/R) key.

This will return information regarding the error message displayed at the bottom of the screen. After viewing the information, press any PF key (PF1 through PF11) or the ENTER (S/R) key to return to the GDS screen that the user came from.

5.2.6 GDSOT

```
COMMAND: --------         GDS: SERVICE ORDER ENTRY TEST (GDSOT)    /FOR: --------
CENTER ----------- SUPP DT ------  -----                        08/11/89 14:44:58
JOBID  ------------ CKL -- OF   #CKTS       JSTAT --- HDLGCODE --- JT ----
TN/CKTID --------------------------- COMM              AC - A ----- B -----
APP ------ AD ------ RID ------ DVA ------ WOT ------ FCD ------ PTD ------
DD ------ SD ------ ESD ------ LSD ------ ADSR - END - CO ----------- VISIT
ADD ----------------------------- PRICE       +       =       PST
LOC ----------------------------- CSC ----- CNA ---   PCS -- ORDSTAT   SUPP
NPANNX ------ WC        RTE ---- DAA/AA        ZONE      DOC ---- PRC GRP
NCI ----------          LD        NX                       SURVEY
S+E: A QTY USOC  A QTY USOC  A QTY USOC  A QTY USOC  A QTY USOC  A QTY USOC
     - --  ----- - --  ----- - --  ----- - --  ----- - --  ----- - --  -----
     - --  ----- - --  ----- - --  ----- - --  ----- - --  ----- - --  -----
     - --  ----- - --  ----- - --  ----- - --  ----- - --  ----- - --  -----
ASGN: F1 CBL ---------- PR ---- FZ CBL ---------- PR ---- CKLID: ----
A - QTY --- PGS ---------- A - QTY --- PGS ----------
A QTY FID A QTY FID A QTY FID A QTY FID A QTY FID A QTY FID
- --- --- - --- --- - --- --- - --- --- - --- --- - --- ---
- --- --- - --- --- - --- --- - --- --- - --- --- - --- ---
- --- --- - --- --- - --- --- - --- --- - --- --- - --- ---
- --- --- - --- --- - --- --- - --- --- - --- --- - --- ---
- --- --- - --- --- - --- --- - --- --- - --- --- - --- ---
- --- --- - --- --- - --- --- - --- --- - --- --- - --- ---
```

Figure 5-12. GDS Service Order Entry Test Screen (GDSOT)

PF1	PF2	PF3	PF4	PF5	PF6	PF7	PF8	PF9	PF10	PF11
FIND			ADD				REFRESH			HELP

COMMANDS

FIND, ADD, HELP

DESCRIPTION

The GDSOT screen is used to test the job logging process for service order entry. The GDSOT screen allows the GDS user to manually build service orders and simulate the job logging process associated with the GDS - SOAC interface.

NOTE: THE POTS FEATURE RESTRICTIONS AS DEFINED IN SECTION 3 (FAM) APPLY TO THIS FORMAT.

FUNCTIONS

Display a Blank Screen

1. From a clear terminal screen, enter "/FOR GDSOT" and press the ENTER (S/R) key.

2. If the user is already on a GDS screen other than GDSOT, enter "GDSOT" in the /FOR field and press the ENTER (S/R) key.

3. If the user is already on GDSOT and wants to remove all the data that is currently being displayed, press the REFRESH function key (PF8).

Display an Installation Job

1. Enter the JOBID in the JOBID field.

2. Perform a FIND.

Add an Installation Job

1. Enter the following required fields:

   - CENTER
   - JOBID
   - DD
   - ADSR
   - NPANNX

Note that an installation job built with just the required fields fails pricing during the job logging process. To insure success during job logging the following minimum optional data fields should be populated:

   - TN/CKTID
   - CSC
   - RTE or CBL/PR
   - SUPP DT (and TM)
   - NCI
   - USOC
   - CKLID
   - PGS
   - FID
   - AC

When the ADSR field is populated with a "Y", a work request using format GDISWR is built. If the ADSR field is populated with an "N", the work request is built to a GDIWR format.

If the SUPP DT/TM field is blank the job will be treated as a NET1 message, the job status will be PFA (Pending Facility Assignment). If the SUPP DT/TM field is populated, the job is treated as a NET2 message, the installation job is built, and the job status is PAC (Pending Auto Complete) or PLD (Pending Load) for POTS, and PWD (Pending WORD) for specials.

2. Perform an ADD function.

5.2.7 GDTTE

```
COMMAND: --------      GDS: TROUBLE TICKET ENTRY (GDTTE)      /FOR: --------
CENTER: -----------                        PRTR: --------  08/11/89 14:46:40
JOBID: -------                         JOBSTAT:    HDLGCODE:     JT: ----
TN/CKTID: ----------------------  COMM: -- -- -- ----- REACH: ----------
NAME: ------------------------------ ACC: - A ----- B ----- -----------------
ADDR: ------------------------------ WC: ------ RTE: ---- DAA/AA: --- ----
LOC:  ------------------------------ CS: ----- SC: ----- PRICE ------ PRNK: ---
RPT RCVD: -- -- -- -----          PFS: --- --- --- --- --- LMOS IST: ---
COMMENTS: -----------------------------------------------------------------
------------------------------          LD      NX              JOBPRI: -
TROUBLE: ------------------------------------------------------------------
VER: -- SUMMARY: ------------------------------------ SUBQ: -- CTTN: -----
SCRN RSLT: --- NARR: ------------------------------------------------------
FAC CABLE      PAIR   BP  COLOR          TERM ADDRESS     OE: ------------
F1 ---------- ----    ---- ------------------- -------------------------
F2 ---------- ----    ---- ------------------- -------------------------
FZ ---------- ----    ---- ------------------- -------------------------
HIST: RCVD  CLEARED   T   D    C   RPR    NARRATIVE
  - -- -- -- -- -- -- -- --- --- --- -------------------------------------
  - -- -- -- -- -- -- -- --- --- --- -------------------------------------
CUST INFO: --- --- --- --- --- --- --- --- ------------- -------------
USOCS: ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- ----- PPN: -
AUTO-UPDATE LMOS STATUS?: - UNIT NUMBER: --------
```

Figure 5-13. Trouble Ticket Entry (GDTTE)

PF1	PF2	PF3	PF4	PF5	PF6	PF7	PF8	PF9	PF10	PF11
FIND			ADD				REFRESH			HELP

COMMANDS

FIND, ADD, HELP

DESCRIPTION

The GDTTE screen is used to manually enter maintenance jobs into GDS. It can be used to enter existing LMOS trouble tickets or to directly enter maintenance jobs not originating in LMOS. By using entries in specific GDTTE input fields, GDS will automatically map, price, determine job type and responsible work center for entered jobs.

NOTE: THE POTS FEATURE RESTRICTIONS AS DEFINED IN SECTION 3 (FAM) APPLY
TO THIS FORMAT.

FUNCTIONS

Display a Blank Screen

1. From a cleared terminal screen, enter "/FOR GDTTE" and press the ENTER (S/R) key.

2. If the user is already on a GDS screen, enter "GDTTE" in the /FOR field and press the ENTER (S/R) key.

3. If the user is already on GDTTE and wants to remove all the data that is currently being displayed, press the REFRESH function key (PF8).

Find an Existing Job

1. Enter the work center ID in the CENTER field.

2. Enter the LMOS jobid in the JOBID field.

3. Perform a FIND function.

Add a Trouble Ticket

1. The user must enter the six-digit wire center code in the WC field and the Service Code (e.g., 1FR) in the SC field.

2. If the user is entering a job that is in LMOS, enter the seven-digit LMOS trouble ticket number (TTN) in the JOBID field. If the user is entering a maintenance job not in LMOS, enter a unique GDS job number (7 alphanumerics) in the JOBID field. The unit number routes the job to the correct GDS Center (GDS LMOS ROUTING).

3. The user must enter the CS code (e.g., RES) in the CS field and the LMOS intermediate status code in the LMOS IST field. From these two entries, GDS will determine the job type based on entries in the GDS-TTS table GDS MAINT JT. The user may enter the job type directly into the JT field.

4. If the user wants the system to map the job to a DAA-AA location, be sure to enter the wire center in the WC field and either (1) the four-digit route code in the RTE field or (2) the cable name under the CABLE column header and the pair number under the PAIR column header. The user can manually map the job by entering a valid DAA and AA in the fields provided. If the user enters the DAA/AA when adding a work request, you will not job log the work request through the Mapping table (GDMAP). If the work request does not visit this table, the two-tech area determination will not be accomplished.

5. If the user wants the system to price the job, they must enter a three-digit LMOS screening result code in the SCRN RSLT field. The user can manually override this price by entering the number of hours/minutes in the PRICE field.

6. If the user wants the job's intermediate status to be updated in LMOS throughout its life in GDS, enter a "Y" in the AUTO-UPDATE LMOS STATUS field, and enter a valid unit number in the UNIT NUMBER field.

7. Enter the remaining required fields:

- RPT RCVD (format is MM DD YY HHMM(A or P)

- COMM (format is MM DD YY HHMM(A or P)

- ACC (see field definition section of this document for valid entries)

8. Enter all other relevant customer and trouble information in the fields provided.

Other inputs which have specific effects are as follows:

- A (After) and B (Before) times are used by the automatic job loading algorithm to make sure the job is dispatched within the access window if appropriate.

- Entries in the five PFS: (Priority Flags) fields are used to automatically set JOBPRI: - if the user enters a priority number in JOBPRI, it will override this.

- If greater than zero (0), the number of customer subsequent reports should be entered in the SUBQ field. This factor can affect automatic job selection.

- If the job belongs to an LMOS-TRACKER Cable Trouble Ticket, the user must enter the CTTN (Cable Trouble Ticket Number) in the CTTN field. This input allows GDS to automatically staple new inputs to existing CTTNs.

- The user might want to enter a SCRN RSLT code even if they manually assign a price, since the Out-of-Service flag (used by dispatch algorithm) is set using the first digit (1 = OOS, 9 = not OOS)

- Entries in the CABLE and PAIR fields are useful when reports are run to help find job groups which should be "stapled" or "linked" together.

- If the user wants the job to be flagged as a "repeat" report, they must enter a date in the first field under the CLEARED column. If this date is no older than 30 days from the RPT RCVD date, the "Repeat" flag will be set to Yes.

9. Perform an ADD function.

Group Processing on GDTTE

This section provides information the user may wish to refer to when processing groups on GDTTE.

- When processing groups, only member work requests (LMOS) are displayed. The lead work request cannot be displayed on GDTTE. The lead jobid and the next member jobid is displayed in the LD and NX fields. When PF4 is executed, the new work request will NOT have LD and NX information.

- If a job is added with a CTTN, it will automatically be stapled.

5.2.8 GDLOG

```
COMMAND: --------      GDS: WORK REQUEST STATUS LOG (GDLOG)      /FOR: --------
CENTER: ----------- INC: ----          PRTR: --------    08/11/89 14:49:11
JOBID: ----------- CKL -- OF    #CKTS   COMM:            APPT:
CKTID: - ----------------------------- ASSIGNED:              CAC:
NAME:                           ACC:  A      B
ADDR:                                        TO:              JT:
LOC:                        CSC:      CTTN:      CLO:
RMK: ----------------------------------------      LD:
              STATUS HISTORY (MOST RECENT FIRST)  LINE:
SYSTEM       LOG  LOGGED    LOG ACTIVITY                    TECH SUPV
DATE   TIME  EVT  BY        NARRATIVE                        EC   GRP
```

Figure 5-14. GDS Work Request Status Log (GDLOG)
(Full Header Screen - 1st Screen)

```
COMMAND: --------        GDS: WORK REQUEST STATUS LOG (GDLG2)    /FOR: --------
CENTER: ----------- INC: ----             PRTR: --------    09/13/89 11:52:52
JOBID: ------------ CKL -- OF     #CKTS
CKTID: - ----------------------------------
                       STATUS HISTORY (MOST RECENT FIRST)   LINE:
SYSTEM           LOG  LOGGED    LOG ACTIVITY                        TECH SUPV
DATE   TIME      EVT  BY        NARRATIVE                           EC   GRP




```

Figure 5-15. GDS Work Request Status Log (GDLG2)
(Abbreviated Header - 2nd and subsequent screens)

PF1	PF2	PF3	PF4	PF5	PF6	PF7	PF8	PF9	PF10	PF11
FIND	FORWARD	BACK			NEXT	PREVIOUS	REFRESH			HELP

COMMANDS

FIND, FORWARD, BACK, NEXT, PREVIOUS, REMARK, HELP, PRINT

DESCRIPTION

The GDLOG screen displays the event history of a work request. An unlimited number of events can be displayed. Eleven lines of events or activities regarding the work request will be displayed on the first page of the log, which contains the full heading with all pertinent information about the work request.

The information which is listed under the STATUS HISTORY section of the screen includes the SYSTEM DATE and TIME that the event was entered into the Log History database, a classification of the type of event under the LOG EVT field, the source of the entry under the LOGGED BY field, a possible two-line LOG ACTIVITY NARRATIVE, the TECH EC, and SUPV GRP.

The events are added to the log in a chronological time sequence with the most recent event appearing first. Since the most recent activity in the work request's history will appear on the full header page, if there has been more activity than the eleven lines allow, the older activities will appear on a second or subsequent page of the log. The subsequent log pages consist of an abbreviated header and sixteen lines for event activities.

FUNCTIONS

Display a Blank Screen

1. From a cleared terminal screen, enter /FOR GDLOG and press the ENTER (S/R) key.

2. If the user is already on a GDS screen other than GDLOG enter "GDLOG" in the /FOR field and press the ENTER (S/R) key.

> **NOTE** - In some cases, the GDLOG screen may already display information the user was working with on the old screen. This automatic JUMP/FIND feature is designed to save time when the user needs to use a different screen.

3. If the user is already on GDLOG and wants to remove all the data that is currently being displayed, press the REFRESH function key (PF8).

Find a Work Request

There are two keys which can be used to find a work request status log:

1. Enter the work center name in the CENTER field, the jobid in the JOBID field, the CKL in the CKL field (optional), and perform the FIND function.

2. Enter the circuit id in the CKTID field and perform the FIND function.

Find a Particular Event or Line on GDLOG

There are two types of "direct finds" which may be executed on the GDLOG screen once the desired log is displayed:

1. The user may want to find a particular log event or activity. A direct find may be performed by entering either a plus or minus (+ or -) and the number of lines desired to either move forward or backward through the log in the INC field. The FIND function should then be executed. This direct find function is useful when the user wants to find a particular log entry and has an idea of when the log event occurred, without having to move page by page through a potentially long log history.

2. To automatically jump to the page of the log history on which the first log event or activity is displayed (this would be the last page of the log since the most recent events are recorded on the first page), the user should enter a "+999" in the INC field and perform the FIND function.

Page Forward Through the Status Log

If there are two or more pages in the log, perform the FORWARD function to see the second or subsequent pages when on either the first or following pages.

Page Back Through the Status Log

If there are two or more pages in the log, perform the BACK function to see the first or previous page when on either the second or following pages.

Display the Next Duplicate Circuit ID

To display the next duplicate circuit id in the log database, perform the NEXT function.

Display the Screen Previous to GDLOG

To display the screen which the user was on prior to moving to the GDLOG screen (for example, a work request screen), perform the PREVIOUS function.

Adding a User Remark

1. Enter "REMARK" in the COMMAND field.

2. Enter the desired remark (up to 40 characters) in the REMARK field.

3. Press the ENTER (S/R) key.

Obtain a Paper Copy of the Table

1. Enter "PRINT" in the COMMAND field.

2. Enter the work center in the CENTER field.

3. Enter the jobid in the JOBID field.

4. Enter the eight-character printer ID in the PRTR field.

5. Press the Enter(S/R) key.

Note that this will cause the entire log to be printed.

Group Processing on GDLOG

This section provides information the user may refer to when processing groups on GDLOG.

- A "GRP" entry is made in GDLOG for a group event. A group event is defined by one of the following functions:

  1. The creation of a lead work request creates a group event for the lead.

  2. When a member is added to or deleted from a group, a group event occurs for the member.

  3. When a lead is dispatched, rejected, returned, preassigned or unpreassigned, a CKL event occurs for the lead and a GRP event occurs for all open members.

The GRP event will generate a two-line entry on GDLOG. The first line contains data on the lead work request; the second line contains data on the group member.

5.2.9 GDITM

```
 ┌─────────────────────────────────────────────────────────────────────────┐
 │ COMMAND: --------        GDS: INSTALLATION ITEM SCREEN (GDITM)  /FOR: ----│
 │                                                                           │
 │ CENTER: -----------                                     08/11/89 14:49:55 │
 │ JOBID: ------------ CKL -- OF    #CKTS    JSTAT:    HDLGCODE:    TECH EC:  │
 │ DD:       DVA:       PRICE:       +     =          TECH PRICE: ------      │
 │           LD        NX                             %CMP: --                │
 │ ITEM STATUS SUMMARY:    COMPLETE    JEOPARDY    CANCEL    PENDING          │
 │                         WORD                                              │
 │ C  ITEM  ISTAT  MFC  RCVD?  CKTID                       CLO         ACT    │
 │ -              ---                                                         │
 │ -              ---                                                         │
 │ -              ---                                                         │
 │ -              ---                                                         │
 │ -              ---                                                         │
 │ -              ---                                                         │
 │ -              ---                                                         │
 │ -              ---                                                         │
 │ -              ---                                                         │
 │ -              ---                                                         │
 │ -              ---                                                         │
 │ -              ---                                                         │
 │ -              ---                                                         │
 │ -              ---                                                         │
 │ -              ---                                                         │
 └─────────────────────────────────────────────────────────────────────────┘
```

Figure 5-16. GDS Installation Item Screen (GDITM)

PF1	PF2	PF3	PF4	PF5	PF6	PF7	PF8	PF9	PF10	PF11	PF12
FIND	FORWARD	BACK		UPDT		PREV	REFH			HELP	

COMMANDS

FIND, FORWARD, BACK, UPDATE, PREVIOUS, HELP, CANCEL, COMPLETE, JEP (jeopardy), RJE (remove jeopardy), ITMCOMP, SRLOG

DESCRIPTION

The GDITM screen is used to view and update item data. Individual items for a circuit location can be jeopardized, unjeopardized, cancelled, and completed from this screen.

FUNCTIONS

Display a Blank Screen

1. From a clear screen, enter /FOR GDITM and press the ENTER (S/R) key.

2. If the user is already on a GDS screen other than GDITM, enter "GDITM" in the /FOR field and press the ENTER (S/R) key.

> NOTE - In some cases, the GDITM screen may already display information the user was working with on the old screen. This automatic JUMP/FIND feature is designed to save time when the user needs to use a different screen.

3. If the user is already on GDITM and wants to remove all the data that is currently being displayed, press the REFRESH function key (PF8).

Display Items for an Installation Job

Enter the work center id in the CENTER field and the job id in the jobid field. If a CKL other than 01 is to be displayed, enter the CKL. Perform a FIND.

Page Forward to the Next Page of Item Information

If there are multiple pages of item information, perform a FORWARD to see the next page. If the user is viewing the last page of data, a FORWARD will return the first page.

Page Backward to the Previous Page of Item Information

If there are multiple pages of item information, perform a BACK to see the previous page. If the user is viewing the first page of data, a BACK will return the last page.

Update Item Information

The page of item information must be displayed before it can be updated. The update function is used to change either the tech price or percent complete for the job. For selected items, the MFC code can be updated. Percent complete allows the user to decrement the wiring price, test price, and tech price by the amount entered into the "% CMP" field. To select an item, place an "X" in the C field next to the item. To update:

1. Display the item information.

2. If the tech price or percent complete is to be updated, overtype them.

3. Select any items whose MFC is to be updated.

4. Overtype the MFC for the selected items.

5. Perform the UPDATE (PF5).

Display the Previous Screen

To jump back to the screen the user was working on before jumping to GDITM, a PREV will be performed. If the user started on GDITM, then the PREV function will jump to the completion screen.

Cancellation of an Item

1. Display the item information.

2. Enter "CANCEL" in the COMMAND field.

3. Enter an "X" next to those items to be cancelled.

4. Press the ENTER (S/R) key.

The indicated items will be cancelled. If all items are now cancelled, the job status will also change to cancel. Tech price or percent complete and the MFC may be changed in conjunction with this command. If there are one or more items completed, and the last open item is being cancelled, the cancellation will succeed, but the user must go up to GDCOMP to complete the CKL. The work request will not be completed until the user completes it in GDCOMP.

Completion of an Item

1. Display the item information.

2. Enter "COMPLETE" in the COMMAND field.

3. Enter an "X" next to those items to be completed.

4. Press the ENTER (S/R) key.

A due date completion will be sent to the status reporter, and the user will be prompted for a MFC if it is GOC involved and the due date has been missed. The user will not be permitted to complete the last item for a ckl on this screen; the job must be completed from the GDCOMP screen. Tech price or percent complete and the MFC may be changed in conjunction with this command.

Place a Jeopardy on an Item

1. Display the item information.

2. Enter "JEP" in the COMMAND field.

3. Enter an "X" next to those items to be jeopardized.

4. Enter MFC for those items.

5. Press the ENTER (S/R) key.

If the MFC is GOC important, then the item status will become "G." If the MFC is not GOC important, then the item status will become "J." The job status may change to "JEP." Tech price or percent complete may also be changed in conjunction with this command.

Remove a Jeopardy from an Item

1. Display the item information.

2. Enter "RJE" in the COMMAND field.

3. Enter an "X" next to those items to be unjeopardized.

4. If necessary, enter the MFC for those items.

5. Press the ENTER (S/R) key.

The item status for the selected items will become blank (" "), indicating that the item is pending. The job status may be changed to PSC. Tech price or percent complete may also be changed in conjunction with this command.

Complete the Last CKL for an Item

The ITMCOMP command must be used instead of the COMPLETE command when completing the last CKL for an item if the SSDAC is OCO. Follow the steps for the COMPLETE command except enter "ITMCOMP" in the COMMAND field.

Log a CKL into the Status Reporter

The SRLOG command is used to log the ckls for an item into the status reporter. If appropriate, dva completion will also be sent.

1. Display the item information.

2. Enter "SRLOG" in the COMMAND field.

3. Place an "X" next to those items for which ckls are to be logged.

4. Press the ENTER (S/R) key.

When an item is selected and this command is executed, all locations for the item are logged and necessary dva completions sent.

5.2.10 GDMTCH

```
COMMAND: --------        GDS: WORK REQUEST MATCHER (GDMTCH)      /FOR: --------
CENTER:  -----------                                           08/11/89 14:50:35
JOBID:   ------------
SCNR EC:
CLO:            SUPP:
------------- CKL: -- ----------- OF:    --------- CKL: -- ----------------
SCNR EC:                               | SCNR EC:
                                       |
NAME: ----------------------------     | NAME: ---------------------------
ADDR: ----------------------------     | ADDR: ---------------------------
TEL:  ----------                       | TEL:  ----------
JSTAT:                                 | JSTAT:
GT:                                    | GT:
------------- ITM: -- OF:    --------- ----------- ITM: -- OF:    -----------
CKT: - ----------------------------    | CKT: - ---------------------------
LOC:  ----------------------------     | LOC:  ---------------------------
CAC: --------                          | CAC: --------
ACT: --                                | ACT: --
CLO ITM:                               | CLO ITM:
CKLID:    ---- CKL ACT: -              | CKLID:    ---- CKL ACT: -
ISTAT:                                 | ISTAT:
                                       |
------------------------------------------------------------------------------
```

Figure 5-17. GDS Work Request Matcher (GDMTCH)

PF1	PF2	PF3	PF4	PF5	PF6	PF7	PF8	PF9	PF10	PF11
FIND	FORWARD	BACK		UPDT	NEXT		REFH			HELP

COMMANDS

FIND, FORWARD, BACK, UPDATE, NEXT, MORE, MERGE, KEEP

DESCRIPTION

The GDMTCH screen is the first of three screens used in resolving mismatched orders within GDS. Order mismatches might occur on orders that originate from both SOAC and TIRKS. The GDMTCH screen allows the view of multiple CKLs and ITEMs for a single jobid on one screen.

Mismatched orders can be identified by using the GDMJRV screen. The user may jump to the GDMTCH screen by populating the JOBCLASS and MATCH fields on the GDMJRV screen.

FUNCTIONS

Display a Blank Screen

From a cleared terminal screen, enter "/FOR GDMTCH" and press the ENTER (S/R) key.

Find a Job and Associated CKLs and ITEMs

1. Enter the center name in the CENTER field.

2. Enter the order number in the JOBID field.

3. Enter the CKL number(s) in the CKL field(s).

   If the CKL is left blank, the "first" and "next" CKL (if there are multiple CKLs) are displayed. If any CKL other than "01" is typed in, the requested CKL and CKL 01 will return. The first ITEM for each CKL is displayed in the ITEM portion of the screen below the respective CKL.

4. Enter the ITEM number in the ITM field if the user wants to view a specific item for the CKL.

5. Perform a FIND.

All of the fields at the CKL or ITEM level for the left half of the screen are compared to the fields of the right half of the screen. Fields which do not match are highlighted for easy identification.

If there is only one CKL with multiple ITEMs, enter the CKL number in both the left and right CKL field and perform a FIND. The first and second ITEMS are displayed but only the CKL information in the left quadrant is displayed.

Paging Forward Through CKLs/ITEMs

1. Move cursor to the CKL field or any place within the CKL quadrant.

2. Perform a FORWARD function.

The next CKL/ITEM will be displayed.

To forward through the ITEMs, follow the above procedures with the cursor in the ITEM field or quadrant.

Paging Backward Through CKLs/ITEMs

To page back through the CKLs or ITEMs, follow the procedures for forwarding except use the PF3 key.

MERGE

The GDMTCH screen is used to merge CKLs and their associated ITEMs. For orders to qualify for the MERGE COMMAND, they must be in PLD, PAC, PSC, PWD, CAN or PFA jobstatus. The ISTAT must be either "blank" or "X".

To Merge CKLs and ITEMs

1. Use the PF2 or PF3 key to find the CKL to remain as the primary or remaining CKL.

2. Make any updates needed on the primary CKL and perform an UPDATE. Remember, the user must UPDATE as a separate command. You cannot UPDATE and MERGE with one command.

3. Enter the MERGE in the COMMAND field.

4. Place the cursor in the primary CKL quadrant.

5. Press the ENTER key.

The user will see the user verification message informing them of what is about to occur as a result of the MERGE COMMAND. If the user intends to continue with the merge, press the ENTER key and return to the original GDMTCH screen. Press the ENTER key again, and the merge is executed.

After the MERGE is executed, the final updated version of the primary segment(s) will be displayed on the screen. The merge from the GDMTCH screen combines the secondary CKL and primary CKL information retaining the priority data (TIRKS or SOAC) from the secondary in the primary CKL. CKLs are resequenced, the primary CKL becoming the lowest sequenced CKL. The ITEM displayed on the screen for the secondary CKL is merged with the ITEM for the primary CKL retaining the priority information in the ITEM for the primary CKL. If the secondary CKL has two ITEMs, the ITEM (02 of 02) not displayed will simply be retained and resequenced with the remaining CKL and ITEM.

UPDATE

Information on the GDMTCH screen may be updated by overtyping existing data and performing an UPDATE. All updates must be done prior to the merge operation.

NEXT

The NEXT function is used in conjunction with the mechanized job review process (GDMJRV). It allows the user to select the NEXT job in the queue for possible merging.

1. Press the PF6 key.

2. The existing job is returned to the job pool and the next candidate for merging is returned to the GDMTCH screen.

If FORWARDs (PF2) or BACK (PF3) have been performed, the user must return to the original CKL that was on the queue before they can execute the NEXT or KEEP COMMAND.

The NEXT COMMAND is allowed on the GDMTCH screen only.

KEEP

This command allows the user to keep the current job on DESK while retrieving the next job from the GDMJRV queue.

1. Enter KEEP in the COMMAND field.

2. Press the ENTER key.

The KEEP COMMAND will not be allowed if work request is in possession of another SCRNR EC.

The KEEP COMMAND is allowed only on the GDMTCH screen.

MORE

The MORE COMMAND allows the user to jump from the GDMTCH screen to either the GDMCKL or GDMITM screen. This command is cursor dependent.

1. Enter MORE in the COMMAND field.

2. Place the cursor in either CKL quadrant.

3. Press the ENTER key.

The GDMCKL screen is returned.

To retrieve the GDMITM screen, repeat the above with the cursor in the ITEM quadrant and execute the MORE COMMAND.

REFRESH

All data on the GDMTCH screen can be eliminated by pressing the PF8 key.

HELP

Help can be obtained while working on the GDMTCH screen by pressing the PF11 key. A message is returned describing error messages or operations on the GDMTCH screen.

5.2.11 GDMCKL

```
COMMAND: --------      GDS: WORK REQUEST MATCHER (GDMCKL)    /FOR: --------
CENTER: -----------                                    02/18/88 15:18:08
JOBID: ------------
SCNR EC: ---


------------ CKL: -- ----------- OF:   --------- CKL: -- -----------------
SCNR EC:                             | SCNR EC:
                                     |
NAME: ----------------------------   | NAME: ----------------------------
ADDR: ----------------------------   | ADDR: ----------------------------
TEL:  ----------                     | TEL:  ----------
                                     |
                                     |
SOURCE:           GT:                | SOURCE:           GT:
JSTAT:      HDLGCODE: ---             | JSTAT:      HDLGCODE: ---
JT:      ----                        | JT:      ----
LD:                                  | LD:
END:     -                           | END:     -
CO:      -----------                 | CO:      -----------
WC:      ------                      | WC:      ------
                                     |
---------------------------------------------------------------------------
```

Figure 5-18. GDS Work Request Matcher (GDMCKL)

PF1	PF2	PF3	PF4	PF5	PF6	PF7	PF8	PF9	PF10	PF11
FIND	FORWARD	BACK		UPDT		PREV	REFH			HELP

COMMANDS

FIND, FORWARD, BACK, UPDATE, PREVIOUS, MERGE, HELP

DESCRIPTION

The GDMCKL screen is used to merge CKLs only. Any ITEMs associated with the primary and secondary CKL are simply resequenced under the primary CKL. The CKLs being merged must be in either a PLD, PSC, PAC, PWD, PFA or CAN job status.

FUNCTIONS

Display a Blank Screen

From a cleared terminal screen, enter "/FOR GDMCKL" and press the ENTER (S/R) key.

Find a Job and Associated CKLs and ITEMs

1. Enter the center name in the CENTER field.

2. Enter the order number in the JOBID field.

3. Enter the specific CKL number if desired.

4. Perform a FIND.

The returned screen will display the lowest sequenced CKL in the left quadrant, with the next CKL in the right quadrant if a specific CKL was not requested on the FIND. The CKL information in the left quadrant is compared to the CKL in the right quadrant. Any field information that differs is highlighted in the right quadrant.

Paging Forward Through CKLs

1. Move cursor to the CKL field or any place within the CKL information.

2. Perform a FORWARD.

The next CKL will be displayed.

Paging Backward Through CKLs

To page back through the CKLs, follow the procedures for forwarding, except use the PF3 key.

UPDATE

Fielded information can be updated on the GDMCKL screen. Either overtype incorrect data or add new data to blank fields. Perform an UPDATE. The CKL data will be successfully updated.

PREVIOUS

The PREVIOUS function is provided for returning to the GDMTCH screen from the GDMCKL screen.

MERGE

The GDMCKL screen is used to merge CKLs only. Any associated ITEMs with the secondary CKL will be resequenced with those of the primary CKL.

To Merge CKLs

1. Use the PF2 or PF3 key to find the CKL to remain as the primary or remaining CKL.

2. Make any UPDATES needed on the primary CKL.

3. The secondary CKL that is to be merged with the primary must be displayed at the time the MERGE COMMAND is executed.

4. Enter the MERGE in the COMMAND field.

5. Enter your employee code in the SCRNR EC field.

6. Place the cursor in the master CKL section.

7. Press the ENTER key.

The user will see the user verification message informing them of what is about to occur as a result of the MERGE COMMAND. If the user intends to continue with the merge, press the ENTER key and return to the original GDMCKL screen. Press the ENTER key again, and the merge is executed.

After the MERGE is executed, the final updated version of the primary segment(s) will be displayed on the screen. On the GDMCKL screen, the display will be the final CKL.

The merge from the GDMCKL screen combines the secondary CKL and primary CKL information retaining the priority data (TIRKS or SOAC) from the secondary in the primary CKL. CKLs are resequenced, the master CKL becoming the lowest sequenced CKL. Any ITEMs for the secondary CKL are simply added and resequenced with those of the primary CKL.

HELP

Help can be obtained while working on the GDMCKL screen by pressing the PF11 key. A message is returned describing error messages or operations on the GDMCKL screen.

5.2.12 GDMITM

```
COMMAND: --------        GDS: WORK REQUEST MATCHER (GDMITM)      /FOR: --------
CENTER:  -----------                                         08/11/89 14:52:43
JOBID:   ------------
SCNR EC:
-------- CKL: -- ITM: -- OF:    ----- --------- CKL: -- ITM: -- OF:    -----
SCNR EC:                            | SCNR EC:
                                    |
CKT: - ---------------------------- | CKT: - ----------------------------
LOC: ------------------------------ | LOC: ------------------------------
CAC: -------- CLO ITM:     ACT: --  | CAC: -------- CLO ITM:     ACT: --
CKLID: ----   CKL ACT: -            | CKLID: ----   CKL ACT: -
ISTAT:        IMFC:                 | ISTAT:        IMFC:
                                    |
F1 FACILITIES     #FAC:             | F1 FACILITIES     #FAC:
CABLE:            PAIR:             | CABLE:            PAIR:
CABLE:            PAIR:             | CABLE:            PAIR:
                                    |
FZ FACILITIES                       | FZ FACILITIES
CABLE:            PAIR:             | CABLE:            PAIR:
CABLE:            PAIR:             | CABLE:            PAIR:
                                    |
                                    |
------------------------------------------------------------------------------
```

Figure 5-19. GDS Work Request Matcher (GDMITM)

PF1	PF2	PF3	PF4	PF5	PF6	PF7	PF8	PF9	PF10	PF11
FIND	FORWARD	BACK	UPDT			PREV	REFH			HELP

COMMANDS

FIND, FORWARD, BACK, UPDATE, PREVIOUS, MERGE, HELP

DESCRIPTION

The GDMITM screen is used to merge ITEMs only. As with the GDMTCH and GDMCKL merge processes, the priority data from the secondary is saved and populated on the primary as a result of the merge. For two ITEMs to qualify for the merge, they both must have a CKL jobstatus of either a PLD, PSC, PAC, PWD, PFA or CAN. The ISTAT must be either "blank" or "X". The ITEMS must be under the same CKL.

FUNCTIONS

Display a Blank Screen

From a cleared terminal screen, enter "/FOR GDMITM" and press the ENTER (S/R) key.

Find a Job and Associated ITEMs

1. Enter the center name in the CENTER field.

2. Enter the order number in the JOBID field.

3. Enter the specific ITEM number if desired.

4. Perform a FIND.

The returned screen will display the lowest sequenced ITEM in the left section with the next higher sequenced ITEM in the right section if a specific ITEM was not requested. The ITEM information in the left section is compared to the ITEM in the right section. Any field information that differs is highlighted for easy comparison.

Paging Forward Through ITEMs

1. Move cursor to the ITEM field or any place within the ITEM information.

2. Perform a FORWARD function.

The next ITEM will be displayed.

Paging Backward Through ITEMs

To page back through the ITEMs, follow the procedures for forwarding except perform a back function.

UPDATE

Fielded information can be updated on the GDMITM screen. Either overtype incorrect data or add new data to blank fields. Perform an UPDATE. The ITEM data will be updated.

PREVIOUS

The PREVIOUS function is provided for returning to the GDMTCH screen from the GDMITM screen.

MERGE

The GDMITM screen is used to merge ITEMs only. As with the GDMCKL and GDMTCH screen, the merge process occurs on the two ITEMs displayed at the time of the merge command. After the merge is complete, all ITEMs are resequenced and priority information is retained from the secondary.

To Merge ITEMs

1. Use the PF2 or PF3 key to review the ITEMs and determine which ITEM will remain as primary.

2. Make any changes needed on the primary ITEM and execute an UPDATE (PF5).

3. The secondary ITEM that is to be merged with the primary must be displayed at the time the MERGE COMMAND is executed.

4. Enter the MERGE in the COMMAND field.

5. Enter the employee code in the SCRNR EC field.

6. Place the cursor in the primary ITEM section.

7. Press the ENTER key.

The user will see the user verification message informing them of what is about to occur as a result of the MERGE COMMAND. If the user intends to continue with the merge, press the ENTER key and return to the original GDMITM screen. Press the ENTER key again, and the merge is executed.

After the MERGE is executed, the final updated version of the primary segment(s) will be displayed on the screen. On the GDMITM screen, the display will be the final ITEM(s).

The merge from the GDMITM screen combines the secondary ITEM and primary ITEM information retaining the priority data (TIRKS or SOAC) from the secondary in the primary ITEM. ITEMs are resequenced, the primary ITEM becoming the lowest sequenced ITEM.

HELP

Help can be obtained while working on the GDMITM screen by pressing the PF11 key. A message is returned describing error messages or operations on the GDMCKL screen.

5.2.13 GDLOAD

```
┌─────────────────────────────────────────────────────────────────────────────┐
│ COMMAND: --------        GDS: BULK LOAD   (GDLOAD)         /FOR: --------     │
│                                                          08/11/89 14:54:03    │
│ CENTER: -----------                                                           │
│                                                                               │
│ HOME TURF?: -    DATE TO LOAD: -- -- --      EXCL JOBS DUE BEFORE LOAD-DATE?: -│
│                                                                               │
│ QUALIFIERS:                                                                   │
│                                                                               │
│ SELECT/REJECT: -                                                              │
│ SUPV GRP: --- --- --- --- --- --- --- --- --- --- --- --- --- --- ---         │
│                                                                               │
│ SELECT/REJECT: -                                                              │
│ TECH EC : --- --- --- --- --- --- --- --- --- --- --- --- --- --- ---         │
│                                                                               │
│ SELECT/REJECT: -                                                              │
│ JT : ---- ---- ---- ---- ---- ---- ---- ---- ---- ---- ---- ---- ---- ----    │
│                                                                               │
│ SELECT/REJECT: -                                                              │
│ DAA: --- --- --- --- --- --- --- --- --- --- --- --- --- --- ---              │
│                                                                               │
│ SELECT/REJECT: -                                                              │
│ HANDLING CODE: --- --- --- --- --- --- --- --- --- --- --- --- --- --- ---    │
│                                                                               │
│                                                                               │
└─────────────────────────────────────────────────────────────────────────────┘
```

Figure 5-20. Bulk Load Screen (GDLOAD)

PF1	PF2	PF3	PF4	PF5	PF6	PF7	PF8	PF9	PF10	PF11
							REFRESH			HELP

COMMANDS

TRIAL, PERM, CANCEL, HELP

DESCRIPTION

The GDLOAD screen provides the ability to build job loads automatically for technicians, in advance of the time jobs will be worked in the field. Using the GDLOAD screen the user can build optimal job loads for field technicians with a single key stroke. For any specific technician, the load will consist of either

1. a full day's work

2. a partial day's work

3. only a "first-job" assignment, or

4. no job assignment

depending on whether the technician is available for productive work - as indicated in the technician schedule (see GDPAD) - and by the technician's "load type" setting in the GDTECH table.

Jobs assigned through GDLOAD become preassigned to technicians and can be distributed to garage printers prior to the start of a shift (see GDISSU).

The building of all job loads is under the direct control of work center management through pre-specification of the following:

- the availability, turfs, and job-handling skills of each technician

- the "desirability" of selecting any given job at any given time as defined by the "weighted" calculation of the various job characteristics (see the GDADW and GDJTW screens).

By selecting or rejecting supervisor groups and individual technicians, the user can specify who is to be loaded. Jobs can be selected or rejected by DAA and jobtype. These options are used together. For example, a load that consists of specific jobtypes can be built for all of SUPV GRP A except TECH EC OD1 (who is in SUPV GRP A). Note that if the user doesn't specifically select or reject a factor, all of that factor is selected. If the reject option is used for a factor, then ALL but those specifically rejected are selected. If the select option is used for a factor, then ONLY those specifically selected are considered. So if SUPV GRP A is selected, a TECH EC from SUPV GRP B cannot be rejected.

An additional option for loading, which concerns the technician's "home turf" or supervisor group's DAAs, may be used to create the load. If the trial load is created with the HOME TURF field populated with a "Y", the technicians will be loaded in their reporting supervisor group's DAAs. If the HOME TURF is populated with an "N", the technicians will be loaded with jobs from the supervisor group defined in the LOAN TO GRP field on the GDTECH table. This allows the work to continue for today while loading technicians for the next day without modifying the existing GDTECH table.

The GDLOAD screen allows the building of "trial" loads prior to "permanent" loads. This permits analysis of load effectiveness and the opportunity for fine tuning of the various job loading and "weighting" factors prior to a second load build. This "trial load → evaluation" cycle may be repeated until the user is satisfied with the load produced. At this time the load may be made "permanent" - meaning that technician logs are built and work documents may be distributed to garages (see GDISSU). After a load has been made permanent, the user can still "undo" it by using the CANCEL command.

> **NOTE** - The CANCEL command will unassign all jobs that are preassigned to technicians. Its use should be restricted and used only when evaluating trial loads.

FUNCTIONS

Display a Blank Screen

1. From a cleared terminal screen, enter "/FOR GDLOAD" and press the ENTER (S/R) key.

2. If the user is already on a GDS screen other than GDLOAD, enter "GDLOAD" in the /FOR field and press the ENTER (S/R) key.

> **NOTE** - In some cases, the GDLOAD screen will display data that was on the old screen. This automatic "JUMP" feature is designed to save time when the user needs to use a different screen.

3. If the user is already on GDLOAD and wants to remove all the data that is currently being displayed, press the REFRESH function key (PF8).

Build a Trial Load for a Work Center

To build a trial load for a work center, take the steps listed below. Remember that the actual load built is affected by the "weights" the user has assigned to various job factors via GDADW and GDJTW, the "load type" values assigned to work center technicians in the GDTECH table, and the exact hours of technician availability determined from the GDPAD table.

- Enter "TRIAL" in the COMMAND field.

- Enter the name of the user's center in the CENTER field.

- Enter the date for which the load is to be built in the DATE TO LOAD field.

- If the user doesn't want any jobs due before the load date included in the bulk load, they must enter a "Y" (for Yes) in the EXCL JOBS DUE BEFORE LOAD-DATE? field. For example, the user may want to use this field if they are building the load for tomorrow and do not want any jobs due today to be considered for the load since they will be used for dynamic dispatch today.

- If the user wishes to select or reject on any of the qualifiers provided on the screen, enter the appropriate data in the field provided. To select on a specific qualifier, enter an "S" in the SELECT/REJECT field; to reject, enter an "R" in the same field. Valid inputs for specific qualifiers are as follows:

  — three-character field supervisor group (SUPV GRP) codes assigned to the user's center

  — three-character technician employee codes (TECH EC) assigned to the user's center

  — valid JTs (job types) (WILD CARD jobtypes are not allowed)

  — three-character DAAs worked by the user's work center (see GDDAA)

  — specific three-character handling codes

- Press the ENTER (S/R) key.

> **NOTE** - To retrial the load, the user simply needs to repeat the process. The user does <u>not</u> have to use the CANCEL command to repeat a trial load.

NOTE: WILDCARD JOBTYPES CANNOT BE USED WHEN EXCLUDING JOBS ON GDLOAD.

Viewing Rejected Jobids

After building a "TRIAL" Load, the user may view the jobids that were considered for the load but "Not Loaded" by the load algorithm. <u>From the terminal that built the trial load,</u> JUMP/FIND to the GDLST screen. From this screen, the rejected jobids may be viewed.

Build a Permanent Load for a Work Center

After the user has built a trial load for a center, they can make the load permanent by taking the following steps:

- Enter "PERM" in the COMMAND field.

• Enter the name of the center in the CENTER field.

• Enter the date for which the load is to be made permanent in the DATE TO LOAD field.

> **NOTE** - No qualifiers may be specified using the PERM command. What the user is actually doing is making the most recent TRIAL load permanent. Any qualifications the user wishes to specify must be made at the time they build the trial load.

• Press the ENTER (S/R) key.

Cancel a Permanent Load

> **NOTE:** THIS COMMAND SHOULD BE USED WITH CAUTION SINCE THE END RESULT IS TO UNASSIGN ALL JOBS THAT ARE PREASSIGNED TO TECHNICIANS FOR THE GIVEN WORK CENTER AND DATE.

The user can cancel a bulk load even after it is made permanent, by taking the following steps:

- Enter "CANCEL" in the COMMAND field.

- Enter the name of the center in the CENTER field.

- Enter the date for the load to be cancelled in the DATE TO LOAD field.

> **NOTE** - No qualifiers may be specified using the CANCEL command. What the user is actually doing is cancelling a load already built.

- Press the ENTER (S/R) key.

Note that this command should be used with caution since the end result is to unassign all jobs that are preassigned to technicians for the given work center and date.

Group Processing on GDLOAD

- The GDS load program will only load the pseudo lead of an "S" or "G" group.

- The GDS load program loads only the members of an "L" group individually.

5.2.14 GDTLOG

```
COMMAND: --------         GDS: TECHNICIAN LOG  (GDTLOG)              /FOR --------
CENTER: -----------                             PRTR: --------    08/11/89 14:57:22
TECH EC: ---    DATE: -- -- --  SUPV GRP:     MOVE=> EC: ---   DATE: -- -- --
TECH:               TECHSTAT:     #PRE:           PRC LEFT:        EST CMP:
                    JOB  HDLG FACTR  TRVL WORK         COMMIT     ACCESS      EST
C SEQ  JOBID        STAT CODE PRICE  TIME TIME   JT  DT/TIME AFTER BEFOR START
- ----  -----------  --
- ----  -----------  --
- ----  -----------  --
- ----  -----------  --
- ----  -----------  --
- ----  -----------  --
- ----  -----------  --
- ----  -----------  --
- ----  -----------  --
- ----  -----------  --
- ----  -----------  --
- ----  -----------  --
- ----  -----------  --
- ----  -----------  --
- ----  -----------  --
- ----  -----------  --
- ----  -----------  --
```

Figure 5-21. GDS Technician Log (GDTLOG)

PF1	PF2	PF3	PF4	PF5	PF6	PF7	PF8	PF9	PF10	PF11
FIND	FORWARD	BACK	ADD	UPDATE		PREV	REFRESH		DELETE	HELP

COMMANDS

FIND, FORWARD, BACK, ADD, UPDATE, PREVIOUS, DELETE, HELP, PRINT, RENUM, MOVE

DESCRIPTION

The GDTLOG screen is used to display and/or update a technician's "log" -- that is, the technician's actual work that has been loaded for the day. The log displays PREassigned, DISpatched, and COMpleted work activities for the day, jobs returned by the technician, as well as non-productive time.

There are three unique jobstats which can be viewed on GDTLOG, TRL and RET and FUT. TRL refers to the status of the job after creating a load, before making it permanent. FUT indicates that the job was returned to PREassigned status. RET becomes the job status after a technician is returned as a helper on a job. A unique handling code of HLP will also appear when a technician is returned as a helper. A value of '***' in the JOBSTAT field indicates non-productive time. A handling code of

"GRP" appears when a member of a "G" group is completed or removed. The maximum number of jobs which can be entered into one GDTLOG is 9999.

FUNCTIONS

Display a Blank Screen

1. From a cleared terminal screen, enter "/FOR GDTLOG" and press the ENTER (S/R) key.

2. If the user is already on a GDS screen, enter "GDTLOG" in the /FOR field and press the ENTER (S/R) key.

> NOTE - In some cases, the new screen may already display information the user was working with on the old screen. This automatic JUMP/FIND feature is designed to save time when the user needs to use a different screen.

3. If the user is already on GDTLOG and wants to remove all the data that is currently being displayed, press the REFRESH function key (PF8).

Display a Technician's Log

1. Enter the work center ID in the CENTER field.

2. Enter the technician's three-digit employee code in the TECH EC field.

3. If the user wants to see the log for a date other than the current date, enter the date in the DATE field (MM DD YY format).

4. Perform a FIND.

Page Forward Through a Technician's Log

Usually, a technician's log will fit on a single terminal screen. If it is longer than a page, perform a FORWARD function to see the next page.

Once the user has reached the last page of the technician's log, another FORWARD command will return them to page one of the log.

Page Backward Through a Technician's Log

To page backward through a technician's log, perform a BACK function.

Add (PreAssign) a Job to a Technician's Log

To add a new job to a technician's log perform a BACK function.

1. First, perform a "FIND" for the technician log of interest.

2. On any line of the job data section on the screen, enter the following:

   — Under the C (line command) column, enter an "A" (for Add)

   — Under the SEQ (sequence) column, enter a sequence number that is HIGHER than the sequence number of the job that is to be worked BEFORE the added job, but LOWER than the sequence number of the job to be worked AFTER the added job

   — Under the JOBID column, enter the identification number for the job to be added - if it is a service order with multiple terminations, enter the termination number in the two spaces

provided just to the right of the JOBID input field. This job must be statused "PLD" for the addition to work. Also, NO CHECKING is done to assure the job is within the technician's turf or job type handling capability, since this essentially a manual preassignment.

3. Perform an ADD function.

The added job will be preassigned to the technician and displayed in the appropriate position (sequence) on the GDTLOG screen.

Delete a Job From the Technician's Log

To delete a job from a technician's log, do the following:

1. Display a page of the technician log that contains the job to be removed.

2. On the line displaying the job to be deleted, enter a "D" in the C (line command) field.

3. Perform a DELETE function.

Note that in order to remove a job from a technician's log, the job status must be "PRE" (preassigned). The job will be removed from the technician's scheduled work and statused PLD (Pending Load).

Change the Sequence of Jobs

To update the order (sequence) of jobs to be worked, do the following:

1. Display a page of the technician log.

2. On the line displaying the job to be rearranged in the schedule, do the following:

   • Under the C (line command) column, enter "U" (for Update)

   • Under the SEQ column, type over the old sequence number with a new sequence number that, when numerically sorted, will cause it to appear in the desired position of the log (e.g., if desired to be after job with sequence number 050, and before the job with seq number 060, assign it a sequence number between 50 and 60, like 55).

3. Perform an UPDATE.

To renumber the sequence of jobs to be worked when a job sequence of "000" has been reached, do the following:

1. Display a page of the technician log.

2. Enter "RENUM" in the COMMAND field.

3. Press the ENTER (S/R) key.

   The resequencing will result in jobs being renumbered "010," "020," "030," ... etc.

Move PREassigned Job(s) Between Technician's GDTLOGS

To move a PREassigned job(s) from a source technician's GDTLOG to a designated target technician's GDTLOG, do the following:

1. Display a page of the source technician's log.

2. Enter "MOVE" in the COMMAND field.

3. On the line(s) displaying the job(s) to be moved, enter "X" in the C (line command) field.

4. Enter target technician's EC in MOVE=>EC field.

5. Enter target date of move in MOVE=>DATE field.

6. Press the ENTER (S/R) key.

Note that if a subsequent resequencing of jobs is desired on target technician's log, the job(s) to be moved may be resequenced prior to executing the MOVE command on the source technician's log. Moved job(s) will sequence on the target technician's log using the sequence numbers from the source log. A moved job's sequence number cannot match an existing target sequence number or be sequenced prior to existing DSP, CMP, or PLD jobs on the target log.

Once the MOVE command has been executed, the target GDTLOG containing the moved jobs will appear. To return to the source log screen, depress the PF7 key. The jobs remaining on the source log will now have been resequenced to exhibit the decrease in preassigned jobs.

A MOVE of a job(s) in "PRE" status from one technician's log to another's log is done irrespective of a match in the Job Type and/or DAA between the job(s) to be moved and the target technician's attributes. The target technician, however, must be in the same center as the source technician and the target technician must have available productive time on the GDPAD for the target date.

Following a "MOVE" of jobs from one technician to another, the fields listed below will have been recalculated to reflect the respective changes on both the source log and the target log:

- #PRE
- PRICE_LEFT
- EST_CMP
- EST_START

Print a Technician's Log

To print a technician's log, do the following:

1. Display the technician log.

2. Enter "PRINT" in the COMMAND field.

3. Enter a valid printer ID in the PRTR field.

4. Press the ENTER key.

Group Processing On GDTLOG

This section provides information the user may refer to when regarding group processing on GDTLOG.

- The lead work request of "S" and "G" groups may be preassigned. "S" and "G" members CANNOT be preassigned.

- Only the lead of "S" and "G" groups will show a DSP jobstatus.

- Members of "L" groups may be preassigned.

- The MOVE command is valid for the lead of "S" and "G" groups.

- Helpers may be assigned to the lead of "S" and "G" groups only.

- Members of a "G" group will be added to GDTLOG when they are returned or completed. A HDLGCODE of "GRP" will be used.

5.2.15 GDISSU

```
COMMAND: --------       GDS: ISSUE  (GDISSU)                /FOR --------
                                                        08/11/89 14:58:56
CENTER: -----------  SOI PARSE OPTION: --

SELECT DOCUMENTS:
  POTS INST:    IWR: -   SOI: -
  LMOS MAINT:   MWR: -

  SS INST:     ISWR: -   SOI: -   WORD: -
  SSC MAINT:   MSWR: -   WORD: -

  TECHNICIAN LOG: -
  SUMMARY ROUTE SHEET: -

SPECIFIC ISSUE: JOBID: ------------- --      PRTR: --------

BULK LOAD ISSUE: ISSUE DATE: -- -- --    SEND TO GARAGE: -  PRTR: --------
  SELECT/REJECT: -
  SUPV GRP: --- --- --- --- --- --- --- --- --- --- --- --- --- --- ---

  SELECT/REJECT: -
  TECH EC:  --- --- --- --- --- --- --- --- --- --- --- --- --- --- ---
```

Figure 5-22. Issue Screen For Document Distribution (GDISSU)

PF1	PF2	PF3	PF4	PF5	PF6	PF7	PF8	PF9	PF10	PF11
FIND							REFH			HELP

COMMANDS

FIND, ISSUE, CANCEL, HELP, OVERRIDE

DESCRIPTION

The GDISSU screen enables the user to issue **one** selected document for a specific job to the requesting terminal and to send paper documents to remote printers (usually located in the technician garages). The screen supports the sending of work documents for center bulk loads as well as individual job documents as needed. When the SOI PARSE OPTION field is populated (indicating the user's desire for a parsed SOI) and an SOI field (either POTS or Special Services) is marked with an "X", the TTS-GDS SOI PARSE table is checked to determine which sections of the Service Order Image are to be issued. The SOI PARSE OPTION field is optional and will result in the whole SOI being issued if not used when the SOI is selected as a document to be issued.

If the user elects to issue the GDISWR document, only those ITEMs that are not cancelled (CAN) or complete (CMP) will be issued. The user will receive a notice at the end of the issued work document illustrating the JOBID, CKTID, and the words "***CANCELLED" or "***COMPLETED" for any ITEMS associated with the JOBID that are cancelled or completed.

Issue Bulk Load Work Document for a Work Center

To issue work documents for a bulk load (built via GDLOAD) to printers located in the garages and work centers, follow the steps listed below. Documents selected in the SELECT DOCUMENTS Section can be selected using **only** an "X" entry for work request, SOI, Technician Log, and Summary Route Sheet. The WORD document field can be selected using either an "X" for the parsed WORD or a "W" for the unparsed/whole WORD document.

> **NOTE -** The bulk issue process is used in conjunction with the SUPPRESS field in the GDS ISSUE OPTS TTS Table. When SUPPRESS is set to "Y", a document will not be reissued if nothing has changed on the work request since the last time the document was issued. The only changes/updates tracked by the issue process are SOP/SOAC passes, TIRKS messages, GOC messages, and a change in TECH EC. When SUPPRESS is set to 'N', a document will be issued whether or not changes were made to the work request. The user can also use the 'override' command to issue ALL documents whether or not SUPPRESS is set to "Y".

1a. Enter "ISSUE" in the COMMAND field or

1b. If the user wants to issue ALL documents whether or not changes were made or SUPPRESS is "Y", enter OVERRIDE in the command field.

2. Enter your work center in the CENTER field.

3. Select the desired documents to be issued by placing an "X" or a "W" as described in the paragraph above in the appropriate fields.

4. Enter the load date (MM DD YY) in the ISSUE DATE field.

5. Enter a "Y" in the SENT TO GARAGE field if documents are to be printed in the garage. Printer IDs for each garage location are defined in the GDSUPV tables.

6. Enter the printer identification number in the PRTR field if documents are to be sent to additional locations.

7. If the user wishes to select or reject the printing of the documents for specific supervisory groups or technicians, enter the appropriate data in the fields provided. To select on a specific qualifier, enter an "S" in the SELECT/REJECT field; to reject enter an "R" in the same field. Valid inputs for specific qualifiers are as follows:

— three-character field supervisor group codes assigned to the center

— three-character technician employee codes assigned to the center

> **NOTE** - If a qualification for a given factor is not specified, the effect is to "SELECT ALL" valid members for the set (e.g., if no supervisor groups are selected or rejected, the documents for ALL GROUPS for the center will be printed).
>
> If specific members are rejected, all members but those rejected will be selected.
>
> If specific members are selected, only those members will be selected.

8. Press the ENTER(S/R) key.

Issue Document for a Specific Job

To issue work documents for a specific job to a specific location, do the following:

1. Enter "ISSUE" in the COMMAND field.

2. Select the document(s) to print.

3. Enter your work center name in the CENTER field.

4. Enter the identification number for the specific job to be printed in the SPECIFIC JOBID field. If the job is a service order with multiple CKLs, enter the termination/CKL number in the input space provided just after the JOBID field.

5. Enter the eight-character printer identification code in the PRTR field.

6. Press the ENTER (S/R) key.

To issue only **one** document for a specific job to the requesting terminal without specifying LTERM, do the following:

1. Enter your work center name in the CENTER field.

2. Select the document(s) to view.

3. Enter the identification number for the specific job to be printed in the SPECIFIC JOBID field. If the job is a service order with multiple CKLs, enter the termination/CKL number in the input space provided just after the JOBID field.

4. There should be no entry in the PRTR field.

5. Perform a FIND function.

   The FIND function will return only ONE document for a specific job issue.

Cancel the Issue of Documents

If an issue has been performed and you wish to cancel, do the following:

1. Enter "CANCEL" in the COMMAND field.

2. Press the ENTER (S/R) key.

> **NOTE** - This transaction must be done from the same terminal that the issue was performed from. The "CANCEL" command does not cancel the issuing of the actual documents. The "CANCEL" command releases the issuing terminal for other GDISSU transactions.

Group Processing on GDISSU

This section provides information the user may refer to regarding group processing on GDISSU.

- The issue process is used in conjunction with the GDS ISSUE OPTS table. The "GRP STAT" field identifies the jobstats of members that should be included in the issue process.

5.3 GDS JOB GROUPING

This section provides an overview of the GDS grouping feature. Information on how to use the on-line screen GDGRP is also provided.

5.3.1 GENERAL INFORMATION

Grouping is a method of associating work requests. Grouping allows the user to create a "group" of jobs that will be subordinate to a lead work request. The jobs subordinate to the lead work request are known as the "members" of a group. The lead work request for a group is a "pseudo" work request; it contains a copy of all data of the first group member. GDS automatically creates a unique jobid for the pseudo lead work request when group is created. When a group is created, the user specifies the type of group being created: "L" (linked), "S" (stapled), or "G" (grouped).

Linking ("L") allows the user to associate jobs regardless of job type. The members of a "linked" group retain their own identities. The pseudo lead of a "L" group will have a "LNK" jobstatus until completed/cancelled. Members of an "L" group will retain their own jobstatus; **however, "L" members cannot be "PAC"**. Members are loaded, dispatched, and completed individually. The user, however, is notified that a job is "linked" on dispatch, completion, and work request screens.

Stapling ("S") is used for creating a group of related LMOS maintenance jobs. The pseudo lead work request of a "stapled" group is dispatched and completed. The members of a "S" group will retain the "STP" jobstatus while in a group until the lead is completed/cancelled or the member is removed from the group.

Grouping ("G") also allows the user to associate jobs regardless of jobtype. The GDS load program, will load the pseudo lead of a "G" group only. The lead and members are dispatched as a single entity, however, the members are completed/returned individually. Members of a "G" group retain their own jobstatus with the exception that members that are "pending load" will have a "GRP" jobstatus.

> **NOTE** - Members of "G" groups CANNOT
> have a "PAC" jobstatus.

5.3.2 GDS JOB GROUPING SCREEN (GDGRP)

This section provides information on how to use the on-line screen "GDGRP."

```
COMMAND: --------        GDS: JOB GROUPING (GDGRP)           /FOR: --------
CENTER: ----------- LJOBID: ------          PRTR:           08/11/89 14:59:50
NAME: ---------------------------- TECH: --- DATE: ------ VIEW: -
LJSTAT: --- HCODE: --- LJT: ----   TPRICE:       MSG:   DD:
COMMIT:              ACC: - A: ----- B: ----- APPT:        JOBPRI: -
CTTN: ----- SSCGRP: -------- GT: - GC:     TSP: ---
C CHILD JOBID      JSTAT HCODE JT  PRICE CKTS DD   I/M DATA   JP MSG TSP MFC
  CKTID                          COMMIT      A     B     APPT ORD/PROJ/RPTYP
- ------------ -- --- --- ----                              -     --- ---
                                         ----- -----

- ------------ -- --- --- ----                              -        --- ---
                                         ----- -----

- ------------ -- --- --- ----                              -        --- ---
                                         ----- -----

- ------------ -- --- --- ----                              -        --- ---
                                         ----- -----

- ------------ -- --- --- ----                              -        --- ---
                                         ----- -----
```

Figure 5-23. GDS Job Grouping Screen (GDGRP)

PF1	PF2	PF3	PF4	PF5	PF6	PF7	PF8	PF9	PF10	PF11
FIND	FORWARD	BACK	ADD	UPDT		PREV	REFH		DEL	HELP

COMMANDS

FIND, FORWARD, BACK, ADD, UPDATE, PREV, DELETE, HELP, COM, RET, LPR, SYNC

LINE COMMANDS

X (select), A (add), U (update), D (delete)

DESCRIPTION

The GDGRP screen is used for administering groups within GDS. On GDGRP, the user can

- create groups
- display existing groups
- add members to existing groups
- delete members from groups
- update selected data for the lead and member work request
- select specific members of a group for completion/return.

FUNCTIONS

Display a Blank Screen

1. From a cleared terminal screen, enter "/FOR GDGRP" and press the ENTER (S/R) key.

2. If the user is already on a GDS screen other than GDGRP, enter GDGRP" in the /FOR field and press the ENTER (S/R) key.

3. If the user is already on GDGRP and wants to remove all the data that is currently being displayed, press the REFRESH function key (PF8).

Find an Existing Group

Existing groups can be found by the following keys:

- CENTER and LJOBID
- CENTER and MEMBER JOBID/CKL
- CENTER and TECH
- CENTER and CTTN
- CENTER and SSCGRP.

The user can also request a direct find on a member of a group.

The user must specify either a LONG (L) or SHORT (S) view. The LONG (L) view of a group will display all members including those that were completed or cancelled. The SHORT (S) or DEFAULT (blank) will only display members that were not completed or cancelled. To display the contents of an existing group, do the following:

1. Select one of the keys listed above. Enter the required information.

2. If the long (L) view is desired, enter "L" in the VIEW field (optional).

3. Perform a FIND function.

Create a New Group

To create a new group, do the following:

1. Enter the work center name in the CENTER field.

2. Enter the group type ("S" - STAPLED, "G" - GROUPED, "L" - LINKED) in the GT field.

3. For each job to be added when creating a group, do the following:

   - Enter "A" in the LINE COMMAND column.

   - Enter the member jobids in the "CHILD JOBIDS" column.

     > NOTE - Only jobs with a jobstatus of PSC,
     > JEP, PWD, PFA, or PLD can be added.

   - Perform an ADD function.

Page Forward Through the MEMBERS of a GROUP

If there are more members than may be displayed on one screen, perform a FORWARD function. Once the user has reached the last page of the listing, an error message will indicate there are no more members of the group.

Page Back Through the MEMBERS of a GROUP

To page back though the list of members, perform a BACK function.

Add Additional Members to an Existing Group

1. Perform a FIND function.

2. For each member to be added, do the following:

   - Enter "A" in the LINE COMMAND column.

   - Enter the new member jobid(s) in the "CHILD JOBIDS" column.

3. Perform an ADD function.

     > NOTE - Only jobs with a jobstatus of PSC,
     > JEP, PWD, PFA, or PLD can be added.

     > NOTE - Orders where GDS is the OCO
     > (Overall Controlling Office) cannot be added to
     > a group.

Update the Pseudo Lead Work Request

The following fields can be updated for the lead work request:

- LJSTAT	- ACC
- LJT	- A
- HCODE	- B
- TPRICE	- CTTN (GT = S, only)
- MSG (SYS MSG)	- TSP
- JOBPRI	- NAME

To update the fields listed above, do the following:

1. Overtype the existing entry.

2. Perform an UPDT function.

Update the Member Work Request

The following fields can be updated on member work requests:

- JSTAT	- A
- HCODE	- B
- JT	- MFC
- MSG (SYS MSG)	- TSP
- JP (JOB PRI)	

To update the fields listed above, do the following:

1. Enter "U" in the LINE COMMAND column.

2. Overtype the existing entry.

3. Perform an UPDT function.

PREVIOUS

The PREVIOUS function is provided for jumping to the format previously displayed.

Delete Members of a GROUP

To delete members from an existing group, do the following:

1. Perform a "FIND" on the group from which the member(s) will be deleted.

2. For each job to be deleted do the following:

   • Enter "D" under the "COMMAND LINE" column.

   • For group types "G" and "L," overtype the JSTAT of the member if a new job status is required. For group type "S," enter a new job status in the JSTAT field.

> **NOTE** - When deleting a member, a job status of PRE, DSP, CMP, CAN, PFA, GRP, STP, or LNK cannot be entered. Deletion to PWD is also not allowed if the current member JSTAT is not equal to PWD. Deletion to PLD is only allowed if the member contains the fields required for a PLD job status.

3. Perform a DELETE function.

HELP

Help can be obtained while working on GDGRP by pressing the PF11 key. A message is returned describing error messages or operations on the GDGRP screen.

SYNC COMMAND

The SYNC command is used to:

1. synchronize Price of Group in the lead work request

2. synchronize the following counters in the lead work request:

    - #CMP

    - #CAN

    - #JEP with CKL propagated HCODE

    - Total number of group members

To initiate the SYNC command, do the following:

1. Enter "SYNC" in the COMMAND field.

2. Press the Enter (S/R) key.

LPRICE COMMAND

The LPRICE command is used to recalculate the TPRICE for the lead work request of a "G" group. To update TPRICE, do the following:

1. Enter "LPRICE" in the COMMAND field.

2. Press the Enter (S/R) key.

Dispatch of Grouped Jobs

Dispatch of grouped jobs is done via GDDISP. Refer to Section 3.6 for general information on dispatching grouped jobs. Refer to Section 5.4 for information on how to use the on-line dispatch screens.

Completion/Return of Groups (GT = L, S, G)

The completion/return process of groups with GT = "G" may begin either on GDGRP or GDCOMP. The completion/return of Stapled and Linked groups, however, can only begin on GDCOMP. Refer to Section 5.4 for general information on the completion/return process.

Creating Member Lists for Completion/Return

To initiate the completion/return of "G" groups from GDGRP, the user must first create a list of members they wish to complete/return. To create a list for completion/return, do the following:

Enter an "X" in the LINE COMMAND column for each member to be completed/returned. The user can use PF2/PF3 to move through the group listing. The list is considered "pending" as long as the user does not execute the "COM" or "RET" command. As long as the list is pending, the user can select or un-select members. The number of members selected for the pending list is displayed in the PL field.

When the "COM" or "RET" command is executed, the list is considered "active". The number of members selected for the active list is displayed in the AL field. The list remains active for the period of time specified in the GRP_LIFE field in the GDS OPTIONS table or until the user performs a find/jump with a different set of "keys".

If the user jumps from GDCOMP back to GDGRP with the same key, the list will still be active. The user may perform additional selections, if desired.

Using GDGRP to Complete/Return Groups (GT = G)

Members in a "G" group, are completed/returned individually. To complete/return members of a "G" group, do the following:

1. Perform a FIND function for the group.

2. Create a list of members to complete/return. The list may contain as few as one member. See the above description.

3. Enter the appropriate command ("COM" or "RET") in the COMMAND field.

4. Press the ENTER (S/R) key.

5. The first member selected in the list is displayed on the appropriate completion format (GDISCP, GDMSCP, GDMCP, GDCOMP).

6. Enter the data necessary to complete/return the member. Refer to Section 5.4 for information on how to use the GDS on-line completion screens.

> **NOTE** - The "RET" or "COM" command is automatically populated by the system.

7. Press the ENTER (S/R) key.

8. If the completion/return was not successful, the first member will remain on the screen and an error message will appear. Correct the error and press the ENTER (S/R) key.

9. If the user selected more than one member for completion/return, the next member in the list is displayed. If the user does not wish to complete/return the displayed member, use PF2 to see the next member in the selected list.

> **NOTE** - The members automatically displayed in the list consist only of the members originally selected ("X") on GDGRP.

10. When the last open member of a group is completed, the psuedo lead will be completed and the technician will automatically be redispatched (DISP TYPE = "Y" or blank).

Special Message Area

The third data line for a member is a read-only area which may contain the following information:

1. Messages describing the success or failure of an action taken against the member (e.g., ADD, SUCCESSFUL, UPDATE FAILED)

2. The SYSNARR data from GDCOMM if SYS-MSG is set to "Y" and SYSNARR is non-blank.

3. A message alerting the user to view GDCOMM is SYS-MSG is set to "Y" and SYSNARR is blank.

5.4 DISPATCH AND COMPLETION

This section provides the information on how to use the on-line screens for dispatching and completing jobs in GDS.

There are four on-line screens, each provided to support the dispatch and completion functions. Unique screens for POTS, (installation and maintenance), and Special Service jobs, (installation and maintenance), exist for both the dispatch and the completion functions.

The four screens listed below are to support the dispatch function and their descriptions begin immediately following this section.

- GDISDP (GDS Special Service Installation Dispatch)
- GDMSDP (GDS Special Service Maintenance Dispatch)
- GDMDP (GDS POTS Maintenance Dispatch)
- GDDISP (GDS POTS Installation Dispatch)

The four completion screens are below, but their descriptions begin following the dispatch screens, in Section 5.4.5.

- GDCOMP (GDS POTS Installation Completion)
- GDCMP2 (GDS POTS Installation Completion 2)
- GDISCP (GDS Special Service Installation Completion)
- GDMCP (GDS POTS Maintenance Completion)
- GDMSCP (GDS Special Service Maintenance Completion)

It is not necessary to type in a particular version of the screens each time. Having entered a particular JOBID or TECH EC on any version of the screens will automatically bring the user up on the correct version of either the dispatch or completion screen when a "FIND" or "DIS" transaction is performed.

5.4.1 Special Service Installation Dispatch Screen (GDISDP)

```
COMMAND: --------       GDS: SS INST DISPATCH (GDDISP)       /FOR: --------
CENTER: ----------- TECH EC:  --- DATE: -- -- --        08/11/89 15:02:24
DISP TYPE: - MANUAL JOBID: ----------- -- NEW TECH LOC DAA/AA: --- ----
JOB NARR: ---------------------------------------  JT:
TECH:           TECHSTAT:               PRICE LEFT      EST CMP:
JOBID: ----------- CKL -- OF   ITM -- OF   JSTAT: --- HDLGCODE: --- ISTAT:
CKTID:                          OCO:           NCI:
PON:                       CLO:          CSC:      DOC:
CCONNAME:                  TEL:          WC:       RTE:
CKL NAME:                  TEL:          DAA/AA:
CKL ADDR:                  COMM:     ACC:  A:        B:
LOC:                  DD:       SD:       APPT:
TESTER:     TEL:          TSP:  PTD:      PRICE      TECH PRICE
PROJ #:          RCVD:          SUPP:  ASSIGNED:      TECH EC:
                          LD      NX

COMMENTS:
PST RESULT:                          RCVD:               CNA:
USOCS:
FAC CABLE     PAIR   BP  COLOR           TERM ADDRESS     OE:
```

Figure 5-24. GDS Special Service Installation Dispatch Screen (GDISDP)

PF1	PF2	PF3	PF4	PF5	PF6	PF7	PF8	PF9	PF10	PF11
FIND	FORWARD				NEXT	PREV	REFH			HELP

COMMANDS

FIND, FORWARD, NEXT, PREVIOUS, DISPATCH, REJECT, PREASSGN, HELP

DESCRIPTION

The Special Service dispatch screens (installation and maintenance) are used to
- display the job currently assigned to a technician
- dispatch the next job to be worked by a technician, either through reference to the technician's log (schedule) or through dynamic job selection
- reject dispatched jobs as necessary and request a different job, assign a technician as a "helper" on a job already dispatched to another technician
- preassign a job to a technician to be worked as his/her next job
- view job information on "L", "S", and "G" groups.
- view job information on associated ITEMS (PF2).

FUNCTIONS

To view functions of both versions of the Special Service dispatch screens (installation and maintenance), refer to "FUNCTIONS" in the section immediately following, Section 5.4.2 GDMSDP screen.

5.4.2 Special Service Maintenance Dispatch Screen (GDMSDP)

```
COMMAND: --------          GDS: SSC MAINT DISPATCH (GDDISP)          /FOR: --------
CENTER: ----------- TECH EC:   --- DATE: -- -- --            08/11/89 15:03:05
DISP TYPE: - MANUAL JOBID: ------------ -- PRICE LEFT        EST CMP:
JOB NARR: ---------------------------------------- WC:       JT:
TECH:              TECHSTAT:                   JOBSTAT: --- HDLGCODE: ---
JOBID: ----------- CKL -- OF     SSC:              ACC:  A:        B:
CKTID:                              COMM:              APPT:
BILLNAME:                    TEL:            PRICE        TECH PRICE
CCONNAME:                    TEL:                  TSP:    NCI:
CKL NAME:                         TEL:         CAC:
CKL ADDR:                         PFS:                      CSC:
LOC:                                    TO:
TROUBLE:
COMMENTS:


          LD        NX
RPT RCVD:          ASSIGNED:              LAST CLRD:        TESTER:
FAC CABLE     PAIR  BP   COLOR        TERM ADDRESS
```

Figure 5-25. GDS Special Service Maintenance Dispatch Screen (GDMSDP)

PF1	PF2	PF3	PF4	PF5	PF6	PF7	PF8	PF9	PF10	PF11
FIND					NEXT	PREV	REFH			HELP

COMMANDS

FIND, NEXT, HELP, DISPATCH, REJECT, PREASSGN, PREVIOUS

DESCRIPTION

The Special Service dispatch screens (installation and maintenance) are used to
- display the job currently assigned to a technician
- dispatch the next job to be worked by a technician, either through reference to the technician's log (schedule) or through dynamic job selection
- reject dispatched jobs as necessary and request a different job, assign a technician as a "helper" on a job already dispatched to another technician
- preassign a job to a technician to be worked as his/her next job
- view job information on "Linked," "Stapled," or "Grouped" Groups

- view job information on associated ITEMS (PF2) (for installation only).

FUNCTIONS

The functions for both Special Service dispatch screens (GDISDP and GDMSDP) are listed below.

Display a Blank Screen

1. From a cleared terminal screen, enter "/FOR GDDISP" and press the ENTER (S/R) key.

2. If the user is already on a GDS screen other than GDDISP, enter "GDDISP" in the /FOR field and press the ENTER (S/R) key.

> NOTE - In some cases, the GDDISP screen may already display information the user was working with on the old screen. This automatic JUMP/FIND feature is designed to save time when the user needs to use a different screen.

3. If the user is already on GDDISP and wants to remove all the data that is currently being displayed, press the REFRESH function key (PF8).

Find the Job Currently Assigned to a Technician

If a technician is currently assigned to a job, they can display the assigned job on the GDDISP screen by doing the following:

1. Enter the work center name in the CENTER field.

2. Enter the technician's employee code in the TECH EC field.

3. Perform a FIND.

Switch to GDCOMP

If the user needs to display the GDCOMP screen for the current job, depress the PF6 key.

Dispatch a Regular Job to a Technician

When the technician is ready for his/her next job, the user obtains the next assignment on the GDDISP screen by entering "DISPATCH" in the COMMAND field. (This section describes how to get a "regular" job; see the section below to obtain a special "routine" maintenance job.)

Normally, when the user JUMP/FINDS to GDDISP from the GDCOMP screen (the most likely case), the "DISPATCH" command will be automatically executed (unless the user has specified that no new job is desired at this time through an entry of "N" in the "DISP TYPE" field). This feature saves time in the normal job return - job dispatch scenario.

To dispatch the next job to a technician, enter the following information (on either the GDCOMP or GDDISP screen):

1. Enter "DISPATCH" in the COMMAND field (if the user is starting from the GDCOMP screen and performing an immediate dispatch, this entry is not required).

2. Enter the work center name in the CENTER field.

3. Enter the technician's employee code in the TECH EC field (next to the CENTER field).

4. If the user wants to assign a specific job manually, enter the job identification number for a valid PLD job in the MANUAL JOBID field.

5. If the technician is located somewhere other than the location of his/her last job, enter the new DAA and AA codes in the NEW TECH LOC DAA/AA fields.

6. If the user wants to add a narrative to the history file for the dispatched job, to be used for later analysis, enter it in the JOB NARR field.

7. Press the ENTER (S/R) key.

The following rules apply to the selection of a technician's job at any point in time:

- If a valid job is specified in the MANUAL JOBID field, it will override any preassigned jobs or dynamic job selection.

- Without a manual job assignment, if there is a preassigned job for the technician, it will be selected.

- In the absence of any manual or pre-assignments, the system will evaluate all possible job assignments for the technician (job types handled by him/her within his/her turf) and select the best one.

It should also be noted that either installation or maintenance jobs may be selected at any given time (depending, of course, on such factors as job priorities and technician skills). The format of the GDDISP screen will automatically change to accommodate the appropriate kind of job information, either installation or maintenance.

If a technician is within 90 minutes of the end time shown on GDPAD and a dispatch is attempted, a highlighted field "EXTIME:HH:MM" will appear on the screen. The purpose of this field is to allow the dispatcher to make the decision as to whether or not overtime will occur. If the "D_OVTC" entry in the TTS-GDS LOAD PARMS table is set to "D" (for disallow dispatch), and a dynamic dispatch is attempted when the current time is greater than the technician's end time on GDPAD, the dispatch will not be allowed and the message "DISPATCH DISALLOWED, TECH SHOULD BE OFF" will be shown. If the D_OVTC entry in the TTS-GDS LOAD PARMS table is set to "A" (for allow dispatch) and a dynamic dispatch is attempted when the current time is greater than the technician's end time on GDPAD, the dispatch will be allowed and the highlighted field "EXTIME" and its value will appear on the screen.

Dispatch a Routine Maintenance Job to a Technician

At times, it may be desirable to dispatch a "routine" (preventive) maintenance job to a technician. These jobs, which are identified by the "R" in the first position of the job type code, are only considered for dispatch when the user actively requests them by entering an "R" in the DISP TYPE field.

To dispatch a routine maintenance job to a technician, enter the following information (on either the GDCOMP or GDDISP screen):

1. Enter "DISPATCH" in the COMMAND field (if the user is starting from the GDCOMP screen and jumping to GDDISP, this entry is not required).

2. Enter the work center name in the CENTER field.

3. Enter the technician's employee code in the TECH EC field (next to the CENTER field).

4. Enter an "R" (for Routine) in the DISP TYPE field.

5. If the technician is located somewhere other than the location of their last job, enter the new DAA and AA codes in the NEW TECH LOC DAA/AA fields.

6. If the user wants to add a narrative to the history file for the dispatched job, to be used for later analysis, enter it in the JOB NARR field.

7. Press the ENTER (S/R) key.

The system will evaluate all possible "routine" job assignments for the technician (all "R" job types which the technician handles within his/her turf) and select the best one.

It should be noted that requesting a routine job overrides any preassignments waiting for the technician on his/her technician log.

Reject a Job Assignment

At times, the user may want to reject a job assignment, either based on the test results or other circumstances. To do this, take the following steps:

1. Enter "REJECT" in the COMMAND field.

2. (The appropriate entries should already be in the CENTER and TECH EC fields.)

3. If the user doesn't want a "next choice" job, enter an "N" (for None) in the DISP TYPE field; otherwise, simply leave this field blank.

4. If the user wants the rejected job to be statused other than PLD when it is rejected, enter the new job status in the JOBSTAT field. The user can also enter a handling code for the job in the HDLGCODE field. If the user doesn't enter a new job status, the system will automatically restatus the job to PLD to be considered for re-dispatch to another technician.

5. Press the ENTER (S/R) key.

If the user has requested a second choice job, it will be presented on the GDDISP screen; if not, the rejected job will be removed from the technician and no new job selected.

Assign a Technician as a "Helper" on a Job

To assign a technician as a helper on a job already dispatched to another technician, do the following:

1. Enter "DISPATCH" in the COMMAND field.

2. Enter the work center name in the CENTER field.

3. Enter the technician to be assigned as a helper in the TECH EC field (next to CENTER field).

4. Enter "H" (for Helper) in the DISP TYPE field.

5. Enter the job identification code of the job to which the technician will be assigned as a helper in the MANUAL JOBID field.

6. If the user wants to add a narrative to be included in the history file being kept for the job, enter in the JOB NARR field.

7. Press the ENTER (S/R) key.

If the job the user has specified is currently dispatched to another technician in the same work center, the technician will be assigned to the job as a helper on the same job. His/her TECHSTAT will be changed to "HLP". However, no change will be made to the job status except when the job is processed for the 'lead' technician. The job will be assigned a HDLGCODE of "HLP".

Any number of technicians may be assigned as helpers to any job. To see how to return a helper technician, see the GDCOMP screen description.

Previous

The Previous function (PF7) is provided for jumping to the format previously displayed.

Preassign a Job to a Technician

The user can preassign a job as the very next job to be worked from the GDDISP screen. (If the user wants this job to be other than the next scheduled job, they should go to the GDTLOG to make the preassignment.) To preassign the job from the GDDISP screen, do the following:

1. Enter "PREASSGN" in the COMMAND field.

2. Enter the work center name in the CENTER field.

3. Enter the technician to be preassigned in the TECH EC field (next to CENTER field).

4. Enter the job identification code of the job to be preassigned in the MANUAL JOBID field.

5. If the user wants to add a narrative to be included in the history file being kept for the job, enter in the JOB NARR field.

6. Press the ENTER (S/R) key.

The job will be inserted into the technician's log with PRE job status, to be worked when the technician is done with his/her current assignment.

Preassign a Job for a Future Date to a Technician

The user can preassign a job to a technician for a future date from the GDISDP and GDMSDP screens. For a successful preassign to a future date from these dispatch screens, it is necessary to have productive time available on GDPAD for that date. The following steps should be followed to successfully preassign for a future date from these screens:

1. Enter "PREASSGN" in the COMMAND field.

2. Enter the work center name in the CENTER field.

3. Enter the technician to be preassigned in the TECH EC field.

4. Enter the desired future date in the DATE field. However, the technician must have productive time in GDPAD for the future date.

5. Enter the jobid of the job to be preassigned in the MANUAL JOBID field.

6. Press the ENTER (S/R) key.

The job will be inserted into the technician's future GDTLOG with a PRE job status, with the EST START field containing the PAD start time for that day.

Previous

The Previous function (PF7) is provided for jumping to the format previously displayed.

System Message

If a system message is received for a job in "PRE" status and a dispatch function is attempted, the following occurs:

1. The dispatch function is blocked.

2. The system will automatically jump to the GDCOMM screen.

3. The system message is displayed in the COMMENTS field.

Take action as required.

1. Change the SYSTEM MSG field from "Y" to "N".

2. Perform an UPDATE.

3. Proceed with dispatch.

To View Additional Items from GDISDP

If the technician is dispatched on a CKL containing more than one ITEM, depressing the PF2 key will display information for the next ITEM.

Processing Groups on GDISDP and GDMSDP

This section provides information the user may refer to regarding group processing on GDISDP and GDMSDP.

- LINKED "L" GROUPS

  — The number of open members in a "L" group will be displayed in the #LNKD field. The lead and next member jobid will be displayed in the LD and NX fields, respectively.

  — Members of "L" groups are available for dispatch. Any member of a linked group will be available for dispatch to any technician.

  — The lead cannot be dispatched. The lead will maintain a jobstatus of "LNK" until it is completed/cancelled. When the last open member is complete, the lead jobstat will be "CMP".

  — An "L" lead cannot have a jobstatus of "CAN" unless all of the members are cancelled.

  — To view members of a "L" group following a find on the lead/member, the user must do the following:

    1. (The appropriate work center name should already be in the CENTER field.)

    2. Use the space bar to blank out the TECH EC field.

    3. Enter the JOBID of the "NX" job in the JOBID. (NOT the MANUAL JOBID field).

    4. Perform a FIND

  — When a member of the group is completed, the technician is automatically dispatched by the system (DISP TYPE = "Y" or blank).

    5. If the user wants the rejected job to be statused other than PLD when it is rejected, enter the new job status in the JOBSTAT field. The user can also enter a handling code for the job in the HDLGCODE field. If the user doesn't enter a new job status, the system will automatically restatus the job PLD to be considered for re-dispatch to another technician.

    6. Press the ENTER (S/R) key.

If the user has requested a second choice job, it will be presented on the GDDISP screen; if not, the rejected job will be removed from the technician and no new job selected.

5.4.3 POTS Maintenance Dispatch Screen (GDMDP)

```
COMMAND: --------       GDS: LMOS MAINT DISPATCH (GDDISP)      /FOR: --------
CENTER: ----------- TECH EC:  --- DATE: -- -- --              08/11/89 15:04:04
DISP TYPE: - MANUAL JOBID: ------------ -- NEW TECH LOC DAA/AA: --- ----
JOB NARR: -------------------------------------------
TECH:           TECHSTAT:                   PRICE LEFT        EST CMP:
JOBID: ------------                    JOBSTAT: --- HDLGCODE: --- JT:
TN/CKTID:                      COMM:                    REACH:
NAME:                          ACC:   A     B
ADDR:                          WC:        RTE:     DAA/AA:
LOC:                           CSC:       PRICE        TECH PRICE
RPT RCVD:                      LD      NX
ASSIGNED:           TECH EC:    PFS:                       OE:
COMMENTS:
                                                              JOBPRI:
TROUBLE:
VER:     SUMMARY:                              SUBQ:    CTTN:
SCRN RSLT:      NARR:
FAC CUST INFO
F1
F2
FZ
HIST:
USOCS:                                                        PPN
```

Figure 5-26. POTS Maintenance Dispatch Screen (GDMDP)

PF1	PF2	PF3	PF4	PF5	PF6	PF7	PF8	PF9	PF10	PF11
FIND					NEXT	PREV	REFH			HELP

COMMANDS

FIND, NEXT, DISPATCH, TEST, DTR, REJECT, PREASSGN, HELP, PREVIOUS

DESCRIPTION

The POTS dispatch screens (both installation and maintenance) are used to
- display the job currently assigned to a technician
- dispatch the next job to be worked by a technician, either through reference to the technician's log (schedule) or through dynamic job selection
- initiate, on demand, a test of the line
- display the test results, either from the automatic predispatch test or from a test initiated on demand
- reject dispatched jobs as necessary and request a different job

- assign a technician as a "helper" on a job already dispatched to another technician
- preassign a job to a technician to be worked as his/her next job
- view job information for members of "L", "S", or "G".

FUNCTIONS

To view functions of both versions of the POTS dispatch screens (installation and maintenance), refer to "FUNCTIONS" in the section immediately following, Section 5.4.4 GDDISP screen.

5.4.4 POTS Installation Dispatch Screens (GDDISP)

```
COMMAND: --------        GDS: POTS INST DISPATCH (GDDISP)        /FOR: --------
CENTER: -----------  TECH EC:  --- DATE: -- -- --              08/25/88 13:26:45
DISP TYPE: -  MANUAL JOBID: ------------ -- NEW TECH LOC DAA/AA: --- ----
JOB NARR: ----------------------------------------
TECH:            TECHSTAT:                  PRICE LEFT:       EST CMP:
JOBID: ------------ TERM -- OF    #CKTS:    JOBSTAT: --- HDLGCODE: --- JT:
TN/CKTID:                          COMM:                      REACH:
NAME:                              ACC:   A      B
ADDR:                              WC:         RTE:       DAA/AA:
LOC:                               CSC:        PRICE:       TECH PRICE:
                                   LD        NX
ASSIGNED:            TECH EC:    SURVEY:          STARTDATE:
LAST UPD:            SUPP:       ORDSTAT:     RO FLAG:   CRO FLAG:
COMMENTS:
                                                              JOBPRI:

CKT     TN/CKTID          CSC        PST TEST RESULTS    RCVD:
  1
  2
  3
  4
  5
  6
  7
```

Figure 5-27. POTS Installation Dispatch Screen (GDDISP)

PF1	PF2	PF3	PF4	PF5	PF6	PF7	PF8	PF9	PF10	PF11
FIND					NEXT	PREV	REFRESH			HELP

COMMANDS

FIND, NEXT, PREVIOUS, DISPATCH, TEST, DTR, REJECT, PREASSGN, HELP

DESCRIPTION

The POTS dispatch screens (both installation and maintenance) are used to
- display the job currently assigned to a technician
- dispatch the next job to be worked by a technician, either through reference to the technician's log (schedule) or through dynamic job selection
- initiate, on demand, a test of the line
- display the test results, either from the automatic predispatch test or from a test initiated on demand
- reject dispatched jobs as necessary and request a different job

- assign a technician as a "helper" on a job already dispatched to another technician
- preassign a job to a technician to be worked as his/her next job
- view job information on "L," "S," or "G" groups.

FUNCTIONS

The functions for both POTS dispatch screens (GDMDP and GDDISP) are listed below.

Display a Blank Screen

1. From a cleared terminal screen, enter "/FOR GDDISP" and press the ENTER (S/R) key.

2. If the user is already on a GDS screen other than GDDISP, enter "GDDISP" in the /FOR field and press the ENTER (S/R) key.

> NOTE - In some cases, the GDDISP screen may already display information the user was working with on the old screen. This automatic JUMP/FIND feature is designed to save time when the user needs to use a different screen.

3. If the user is already on GDDISP and wants to remove all the data that is currently being displayed, press the REFRESH function key (PF8).

Find the Job Currently Assigned to a Technician

If a technician is currently assigned to a job, they can display the assigned job on the GDDISP screen by doing the following:

1. Enter the work center name in the CENTER field.

2. Enter the technician's employee code in the TECH EC field.

3. Perform a FIND.

> NOTE - No automatic test is initiated by the FIND command - this is useful when you need to view job information but don't desire a test.

Switch to GDCOMP

If the user needs to display the GDCOMP screen for the current job, depress the PF6 key.

Dispatch a Regular Job to a Technician

When the technician is ready for his/her next job, the user obtains the next assignment on the GDDISP screen by entering "DISPATCH" in the COMMAND field. (This section describes how to get a "regular" job; see the section below to obtain a special "routine" maintenance job.)

Normally, when the user JUMP/FINDS to GDDISP from the GDCOMP screen (the most likely case), the "DISPATCH" command will be automatically executed (unless the user has specified that no new job is desired at this time through an entry of "N" in the "DISP TYPE" field). This feature saves time in the normal job return - job dispatch scenario.

To dispatch the next job to a technician, enter the following information (on either the GDCOMP or GDDISP screen):

1. Enter "DISPATCH" in the COMMAND field (if the user is starting from the GDCOMP screen and performing an immediate dispatch, this entry is not required).

2. Enter the work center name in the CENTER field.

3. Enter the technician's employee code in the TECH EC field (next to the CENTER field).

4. If the user wants to manually assign a specific job, enter the job identification number for a valid PLD job in the MANUAL JOBID field.

5. If the technician is located somewhere other than the location of their last job, enter the new DAA and AA codes in the NEW TECH LOC DAA/AA fields.

6. If the user wants to add a narrative to the history file for the dispatched job, to be used for later analysis, enter it in the JOB NARR field.

7. Press the ENTER (S/R) key.

The following rules apply to the selection of a technician's job at any point in time:

- If a valid job is specified in the MANUAL JOBID field, it will override any preassigned jobs or dynamic job selection.

- Without a manual job assignment, if there is a preassigned job for the technician, it will be selected.

- In the absence of any manual or pre-assignments, the system will evaluate all possible job assignments for the technician (job types handled by him/her within his/her turf) and select the best one.

It should also be noted that either installation or maintenance jobs may be selected at any given point in time (depending, of course on such factors as job priorities and technician skills). The format of the GDDISP screen will automatically change to accommodate the appropriate kind of job information, either installation or maintenance.

If a technician is within 90 minutes of his end time shown on GDPAD and a dispatch is attempted, a highlighted field "EXTIME:HH:MM" will appear on the screen. The purpose of this field is to allow the dispatcher to make the decision as to whether or not overtime will occur. If the "D_OVTC" entry in the TTS-GDS LOAD PARMS table is set to "D" (for disallow dispatch), and a dynamic dispatch is attempted when the current time is greater than the technician's endtime on GDPAD, the dispatch will not be allowed and the message "DISPATCH DISALLOWED, TECH SHOULD BE OFF" will be shown. If the D_OVTC entry in the TTS-GDS LOAD PARMS table is set to "A" (for allow dispatch) and a dynamic dispatch is attempted when the current time is greater than the technician's endtime on GDPAD, the dispatch will be allowed and the highlighted field "EXTIME" and its value will appear on the screen.

Dispatch a Routine Maintenance Job to a Technician

At times it may be desirable to dispatch a "routine" (preventive) maintenance job to a technician. These jobs, which are identified by the "R" in the first position of the job type code, are only considered for dispatch when you actively request them by entering an "R" in the DISP TYPE field.

To dispatch a routine maintenance job to a technician, enter the following information (on either the GDCOMP or GDDISP screen):

1. Enter "DISPATCH" in the COMMAND field (if the user is starting from the GDCOMP screen and jumping to GDDISP, this entry is not required).

2. Enter the work center name in the CENTER field.

3. Enter the technician's employee code in the TECH EC field (next to the CENTER field).

4. Enter an "R" (for Routine) in the DISP TYPE field.

5. If the technician is located somewhere other than the location of his/her last job, enter the new DAA and AA codes in the NEW TECH LOC DAA/AA fields.

6. If the user wants to add a narrative to the history file for the dispatched job, to be used for later analysis, enter it in the JOB NARR field.

7. Press the ENTER (S/R) key.

The system will evaluate all possible "routine" job assignments for the technician (all "R" job types which the technician handles within his/her turf) and select the best one.

It should be noted that requesting a routine job overrides any preassignments waiting for the technician on his/her technician log.

Display Test Results from Pre-Dispatch Test - DTR

When an automatic pre-dispatch test is started at the time a job is dispatched, a message will appear on Line 24 of your screen stating "TEST IN PROGRESS". When the results arrive, and the user is ready to view them, do the following:

1. Enter "DTR" (Display Test Results) in the COMMAND field.

2. (The appropriate entries should already be in the CENTER and TECH EC fields.)

3. Press the ENTER (S/R) key.

If the test results have arrived, they will be presented on the last line of the screen. If they have not yet arrived, they will shortly.

If the user wants to see the "long" version of the test results (including detailed line measurements), they can enter the screen "GDTEST" in the /FOR field and press ENTER.

Manually Initiate a Test On a Job

Most pre-dispatch tests will be automatically initiated when the job dispatch is requested. However, the user can request additional tests on the line by doing the following:

1. Enter "TEST" in COMMAND field.

2. (The appropriate entries should already be in the CENTER and TECH EC fields.)

3. Press the ENTER (S/R) key.

The user will see the "TEST IN PROGRESS" message at the bottom of your screen. To see the results, use the "DTR" command as described above.

Reject a Job Assignment

At times, the user may want to reject a job assignment, either based on the test results or other circumstances. To do this, take the following steps:

1. Enter "REJECT" in the COMMAND field.

2. (The appropriate entries should already be the CENTER and TECH EC fields.)

3. If the user doesn't want a "next choice" job, enter an "N" (for None) in the DISP TYPE field; otherwise, simply leave this field blank.

4. If the user wants to add a narrative for the rejected job (to be saved in the job history file) enter it in the JOB NARR field.

5. If the user wants the rejected job to be statused other than PLD when it is rejected, enter the new job status in the JOBSTAT field. The user can also enter a handling code for the job in the HDLGCODE field. If the user doesn't enter a new job status, the system will automatically restatus the job PLD to be considered for re-dispatch to another technician.

6. Press the ENTER (S/R) key.

If the user has requested a second choice job, it will be presented on the GDDISP screen; if not, the rejected job will be removed from the technician and no new job selected.

Assign a Technician as a "Helper" on a Job

To assign a technician as a helper on a job already dispatched to another technician, do the following:

1. Enter "DISPATCH" in the COMMAND field.

2. Enter the work center name in the CENTER field.

3. Enter the technician to be assigned as a helper in the TECH EC field (next to CENTER field).

4. Enter "H" (for Helper) in the DISP TYPE field.

5. Enter the job identification code of the job to which the technician will be assigned as a helper in the MANUAL JOBID field.

6. If the user wants to add a narrative to be included in the history file being kept for the job, enter in the JOB NARR field.

7. Press the ENTER (S/R) key.

If the job the user has specified is currently dispatched to another technician in the same work center, the technician will be assigned to the job as a helper on the same job. His/her TECHSTAT will be changed to "HLP". However, no change will be made to the job status except when the job is processed for the 'lead' technician. The job will be assigned a HDLGCODE of "HLP".

Any number of technicians may be assigned as helpers to any job. To see how to return a helper technician, see the GDCOMP screen description.

Previous

The Previous function (PF7) is provided for jumping to the format previously displayed.

Preassign a Job to a Technician

The user can preassign a job as the very next job to be worked from the GDDISP screen. (If the user wants this job to be other than the next scheduled job, they should go to the GDTLOG to make the preassignment.) To preassign the job from the GDDISP screen, do the following:

1. Enter "PREASSGN" in the COMMAND field.

2. Enter the work center name in the CENTER field.

3. Enter the technician to be preassigned in the TECH EC field (next to CENTER field.)

4. Enter the job identification code of the job to be preassigned in the MANUAL JOBID field.

5. If the user wants to add a narrative to be included in the history file being kept for the job, enter in the JOB NARR field.

6. Press the ENTER (S/R) key.

The job will be inserted into the technician's log with PRE job status, to be worked when the technician is done with his/her current assignment.

Preassign a Job for a Future Date to a Technician

The user can preassign a job to a technician for a future date from the GDDISP and GDMDP screens. For a successful preassign to a future date from these dispatch screens, it is necessary to have productive time available on GDPAD for that date. The following steps should be followed to successfully preassign for a future date from the GDDISP or GDMDP screen:

1. Enter "PREASSGN" in the COMMAND field.

2. Enter the work center name in the CENTER field.

3. Enter the technician to be preassigned in the TECH EC field.

4. Enter the desired future date in the DATE field. However, the technician must have productive time in GDPAD for the future date.

5. Enter the jobid of the job to be preassigned in the MANUAL JOBID field.

6. Press the ENTER (S/R) key.

The job will be inserted into the technician's future GDTLOG with a PRE job status, with the EST START field containing the PAD start time for that day.

System Message

If a system message is received for a job in "PRE" status and a dispatch is attempted, the following occurs:

1. The dispatch will be blocked.

2. The system will automatically jump to the GDCOMM screen.

3. The system message is displayed in the COMMENTS field.

Take action as required.

1. Change SYSTEM MSG field from "Y" to "N".

2. Perform an UPDATE.

3. Proceed with the dispatch.

Group Processing on GDDISP and GDMDP

This section provides information the user may refer to regarding group processing on GDDISP.

- LINKED "L" GROUPS

  — The number of open members in a "L" group will be displayed in the #LNKD field. The lead and next member jobid will be displayed in the LD and NX fields, respectively.

  — Members of "L" groups are available for dispatch. Any member of a linked group will be available for dispatch to any technician.

  — The lead cannot be dispatched. The lead will maintain a jobstatus of "LNK" until it is completed/cancelled. When the last open member is complete, the lead jobstat will be "CMP".

  — An "L" lead cannot have a jobstatus of "CAN" unless all of the members are cancelled.

  — To view members of a "L" group following a find on the lead/member, the user must do the following:

    1. (The appropriate work center name should already be in the CENTER field.)

    2. Use the space bar to blank out the TECH EC field.

    3. Enter the JOBID of the NX job in the JOBID. (NOT the MANUAL JOBID field).

    4. Perform a FIND

  — When a member of the group is completed, the technician is automatically dispatched by the system (DISP TYPE = "Y" or blank).

- STAPLED "S" GROUPS

  — The number of open members in a "S" group will be displayed in the #STPL field. The lead and next member jobid will be displayed in the LD and NX fields, respectively.

  — The pseudo lead of a "S" group is dispatched. "S" members cannot be dispatched.

  — Members of "S" groups will retain a "STP" jobstatus until completed or deleted.

  — To view members of a "S" group following a find on the lead/member, the user must do the following:

    1. (The appropriate work center name should already be in the CENTER field.)

    2. Use the space bar to blank out the TECH EC field.

    3. Enter the JOBID of the "NX" job in the JOBID field. (NOT the MANUAL JOBID field).

    4. Perform a FIND

  — When the lead is completed, the technician is automatically dispatched by the system (DISP TYPE = "Y" or blank).

- GROUPED "G" GROUPS

  — The number of open members in a "G" group will be displayed in the #GRPD field. The lead and next member jobid will be displayed in the LD and NX fields, respectively.

  — The pseudo lead of a "G" group is dispatched. "G" members cannot be dispatched manually or dynamically.

— Members of "G" groups maintain their existing jobstatus when the lead is dispatched.

— An "G" lead cannot have a jobstatus of "CAN" unless all of the members are cancelled.

— The user can use PF2 to forward to view additional group members.

— When the last open member of a group is completed, the technician is automatically dispatched by the system (DISP TYPE = "Y" or blank).

5.4.5 GDS POTS Installation Completion Screen (GDCOMP)

```
COMMAND: --------      GDS: POTS INST COMPLETION (GDCOMP)    /FOR: --------
CENTER: ----------- TECH EC:  --- DATE: -- -- --           08/11/89 15:06:32
DISP TYPE: - MANUAL JOBID: ------------ -- NEW TECH LOC DAA/AA: --- ----
TECH:            TECHSTAT:    JOBS LEFT:   PRICE LEFT      EST CMP:
JOBID: ----------- TERM -- OF    #CKTS:    ORDSTAT:
TN/CKTID:                         COMM: -- -- -- -----
JOB ASSIGNED:                 JOB STARTED: -- -- -- ----- %CMP: --
JOB RETURNED: -- -- -- ----- JOBSTAT: --- HDLGCODE: --- PRE DT: ------ JT: ----
RET JOB NARR: ------------------------------------- MISSED APPT: -
COMMENTS: ----------------------------------------------------------------
-----------------------------------------------------------------
SOP - PR - SOI - DL - ED - POP -          LD        NX
NAME ----------------------------- ADDR ------------------------------
CHANGES:        -       -      -       -      -      -      -      -        -
ORDER         -----------------     ------    ----    ---      ---
STATS         -----------------     ------    ----    ---      ---
              -----------------     ------    ----    ---      ---
              -----------------     ------    ----    ---      ---
              ----------------      ---------     ----    ---      ---
              ----------------      ---------     ----    ---      ---

 MTR  GEO CODE  HOURS    MTR   GEO CODE  HOURS    MTR   GEO CODE  HOURS
 ---- ---------- ------   ---- ---------- ------   ---- ---------- ------

 ---- ---------- ------   ---- ---------- ------
```

Figure 5-28. GDS POTS Installation Completion Screen (GDCOMP)

PF1	PF2	PF3	PF4	PF5	PF6	PF7	PF8	PF9	PF10	PF11
FIND					NEXT	PREV	REFRESH			HELP

COMMANDS

FIND, NEXT, PREVIOUS, DTR, TEST, COMPLETE, RETURN, HELP

DESCRIPTION

The GDCOMP screen is used for processing jobs returned by technicians and, in some cases, for completing other jobs.

This description applies to the GDCOMP screen for POTS installation jobs. The system will provide the appropriate version of the completion screen at the time a job is returned by knowing what kind of job (installation vs. maintenance) is currently assigned to the technician.

FUNCTIONS

Display a Blank Screen

1. From a cleared terminal screen, enter "/FOR GDCOMP" and press the ENTER (S/R) key.

2. If the user is already on a GDS screen other than GDCOMP, enter "GDCOMP" in the /FOR field and press the ENTER (S/R) key.

> NOTE - In some cases, the GDCOMP screen may already display information the user was working with on the old screen. This automatic "JUMP/FIND" feature is designed to save time when the user needs to use a different screen.

3. If the user is already on GDCOMP and wants to remove all the data that is currently being displayed, just press the REFRESH function key (PF8).

Finding the Job Currently Assigned to a Technician

To find the job currently assigned to a technician in preparation for taking the job return, follow the steps below.

> NOTE - If the automatic pre-completion test feature is on, this will cause a test to be initiated on the line.

1. Enter the work center name in the CENTER field.

2. Enter the technician's employee code in the TECH EC field.

3. Perform a FIND.

The GDCOMP screen will provide information about the job currently assigned and automatically populate some of the required fields for completing the installation job.

Switch to GDDISP

If the user wants to display the GDDISP screen for the current job, press the PF6 key.

Initiating a Manual Test on a Job

Most of the time, tests will be automatically initiated on jobs processed through GDCOMP. When this occurs, the user will use the "DTR" command to view the results when they arrive (see description below for "Completing Installation Jobs"). If the user wants to initiate a test manually, they can do so by taking the following steps:

1. Perform a "FIND" on the job first.

2. Enter "TEST" in the COMMAND field.

3. Press the ENTER (S/R) key.

To see the test results, enter "DTR" (for "Display Test Results") in the COMMAND field and press the ENTER key. When the results arrive they will be shown at the bottom of your screen. Note that once the "DTR" command is entered, the user must wait for the test results to be returned before initiating another screen function.

Previous

The Previous function (PF7) is provided for jumping to the format previously displayed.

Complete an Installation Job

To complete an installation job using GDCOMP, do the following:

1. Use the FIND function to display the technician's job and appropriate input fields for completion (see description above). Verify with the technician that the job displayed is the one to be completed.

2. If the technician started field work at a time later than shown in the JOB STARTED field, enter the revised start time directly over the time displayed.

3. If the technician completed work earlier than the time shown in the JOB RETURNED date and time fields, enter the earlier date and/or time directly over those displayed.

4. Enter the completion narrative (describing the job's status, etc.) in the RET JOB NARR field. This will be stored with the history being kept for the job. Upon execution of a return of a dispatched job, the information placed in the RET JOB NARR field will be concatenated into the COMMENTS field.

5. If the user wants to store additional descriptive information with the completed job, enter it in the COMMENTS field.

6. If the SOP autocompletion feature is being used, the appropriate flags should be set with either a "Y" or an "N" depending on the user's desires. Refer to Section 3 for a complete description of the autocompletion feature.

7. Enter any MTR (Mechanized Time Reporting) data to be stored in the fields provided at the bottom of the screen.

8. If an automatic pre-completion test has been initiated, enter "DTR" in the COMMAND field. When the results arrive, they will be displayed at the bottom of the screen. If the user wishes to see the detailed test results, they can jump-find to the GDTEST screen and then back to GDCOMP. The system will save all of the completion inputs, as long as the user has requested the DTR command in the mean time.

9. If the user wants to add comments to the service order image, they can jump-find to GDSOI and add the comments in the scratchpad area provided (see GDSOI). Jump back to the GDCOMP screen when done with GDSOI.

10. Enter the order statistics information in the ORDER STATS fields.

11. Enter "COMPLETE" in the COMMAND field.

12. If no new job assignment is desired after the completion, enter an "N" (for "None") in the DISP TYPE field. If a new job is desired just leave this field blank.

13. If the next job is to be manual assignment, enter the job identification number in MANUAL JOBID field.

14. If an automatic assignment is to be selected, and the technician has moved to a field location other than where the completed job is located, enter his/her new location in the NEW TECH LOC DAA/AA fields.

15. Press the ENTER (S/R) key.

After executing the "COMPLETE" command, the completion process begins. If all the user-defined edit rules are met, noncorrected orders will be completed at this point and order stats will be passed back to the SOP. If a corrected order is being processed, however, GDCMP2 will now be displayed, providing the appropriate flags were set. Corrections must be entered for all selected sections that are also defined in PG2 in the GDS SOP OPTIONS TTS table. After all of the required correction information is entered, the order will be completed and the order statistics and correction information will be passed to the SOP.

Return An Installation Job Without Completing It

It is sometimes necessary or desirable to take a job return without actually completing it by taking the following steps:

1. Use the FIND function to display the technician's job and appropriate input fields for completion (see description above). Verify with the technician that the job displayed is the one to be returned.

2. If the technician started field work at a time later than shown in the JOB STARTED field, enter the revised start time directly over the time displayed.

3. If the technician completed work earlier than the time shown in the JOB RETURNED date and time fields, enter the earlier date and/or time directly over those displayed.

4. Enter the new GDS job status for the job in the JOBSTAT field (either PLD or JEP).

5. If the user wants to attach a GDS handling code to the job, enter a valid handling code in the HDLGCODE field. If the JOBSTAT is changed to "JEP", a valid handling code will be required in this field.

6. If the user wishes to change the job's job type code, enter the new job type in the JT field.

7. If the job is being returned due to a missed appointment, enter a "Y" in the MISSED APPT field.

8. Enter the returned job narrative (describing the job's status, etc.) in the RET JOB NARR field. This will be stored with the history file kept on the job. Upon execution of the return of a dispatched job, the information placed in the RET JOB NARR field will be concatenated into the COMMENTS field.

9. If the user wants to store additional descriptive information with the job, enter it in the COMMENTS field.

10. If the SOP autocompletion feature is being used, ORDER STAT information on a returned job may be passed to the SOP. For this to occur, edit rules for those ORDER STAT fields to be sent to the SOP are invoked and must be passed. (Corrections to the body of a service order are NOT allowed during a return.)

11. Enter any MTR (Mechanized Time Reporting) data to be stored for the technician in the fields provided at the bottom of the screen.

12. If the user wishes to see the results of any automatic test which has been initiated, enter "DTR" in the COMMAND field. When the results arrive, they will be displayed at the bottom of the screen.

13. When the user is ready to return the job, enter "RETURN" in the COMMAND field.

14. If no new job assignment is desired following the return, enter an "N" (for "None") in the DISP TYPE field. If a new job is desired, just leave this field blank.

15. If the next job is to be a manual assignment, enter the job identification number in MANUAL JOBID field.

16. If an automatic assignment is to be selected, and the technician has moved to a field location other than where the completed job is located, enter his/her new location in the NEW TECH LOC DAA/AA fields.

17. Press the ENTER (S/R) key.

The system will restatus the job in GDS as the user has specified and automatically jump to the GDDISP screen to display the new job dispatch (unless the user has requested no new job assignment). In addition, if the job is returned because of a missed appointment (i.e., the MISSED APPT field is set to "Y"), relevant information about the job will be sent to a printer. The printer is defined by the user in the GDS-TTS table GDS OPTIONS for each work center.

Use GDCOMP To Return and Preassign to a Future Date

The GDCOMP screen allows the return of an uncompleted job and the preassignment of that job to a future date for that technician. To successfully preassign to a future date, the technician must have productive time built in GDPAD for that date. Otherwise, the message "CRAFT HOURS MUST BE BUILT IN GDPAD" will appear. To preassign to a future date, the following steps should be taken:

1. Perform a FIND to display the technician's job and appropriate input fields for a return.

2. Enter "RETURN" in the COMMAND field.

3. Enter "PRE" in the JOBSTAT field.

4. Enter the desired future date in the PRE DT field. (Productive time for that technician for that future date must have been previously built in GDPAD).

5. Enter the appropriate narrative in the RET JOB NARR field. Upon execution of a return of a dispatched job, the information placed in the RET JOB NARR field will be concatenated into the COMMENTS field.

6. When the user is ready to return the job, press the ENTER (S/R) key.

After the RET to PREassignment is executed, the job will have a JOB STAT OF "FUT" on the GDTLOG for that day to distinguish from other possible preassigned jobs for that current day. When a "FIND" is performed on the GDTLOG screen for that technician for the preassigned future date, the job will display a JOB STAT of "PRE" with the EST START time displaying the first productive start time on GDPAD for that day. If more than one job is RETurned to PREassignment for the same future date, the jobs will be sequenced on the GDTLOG in the reverse order of which they were RETurned to PREassignment. In other words, the last job RETurned to PREassignment for a same day will be the first job to appear as a "PRE" job on that future date's GDTLOG with that technician's PAD start time as the EST START time.

Decrement the Price of Jobs

During the RETurn of any job, POTS or Specials, the user may decrement the total price of the job by entering a percentage in the %CMP field. For instance, if the total price of a job is 01:40, and during the RETURN operation the user enters 50 in the %CMP field, the new total price of the job will be 00:50 minutes. In effect, the user has decreased the original price, 100 minutes by 50% or 50 minutes.

There are methods and procedures concerning subsequent returns of previously decremented jobs. The technician must always be aware of the current price before informing the dispatcher of the new decremented percentage. Unless the current price is determined before entering a new value in the %CMP field, it is possible to understate the real price of the job.

Using GDCOMP To Return a Technician Assigned as a Helper

The GDCOMP screen also allows the user to remove a technician as a helper on a job. To do this, take the following steps:

1. Use the FIND function along with the appropriate CENTER and TECH EC values to verify that the technician is currently helping on a specific job.

2. Enter "RETURN" in the COMMAND field.

3. If the user doesn't want a new job assignment for the technician, enter an "N" (for "None") in the DISP TYPE field. If a new job assignment is desired, just leave this field blank.

4. If the next job is to be manual assignment, enter the job identification number in the MANUAL JOBID field.

5. If an automatic assignment is to be selected, and the technician has moved to a field location other than where the completed job is located, enter their new location in the NEW TECH LOC DAA/AA fields.

6. If the user wants to add a narrative to the history file being kept for the next job, enter it in the RET JOB NARR field.

7. If the user wants to store MTR data for the technician who has been helping on a job, enter it in the MTR input fields provided at the bottom of the screen.

8. Press the ENTER (S/R) key.

The system will remove the technician from the "helping" status, and automatically jump to the GDDISP screen to display the new job dispatch (unless the user has requested no new job assignment.) The job will remain on the technician's TLOG with a HDLGCODE of "HLP" to indicate that the technician helped on the particular job.

Completing an Installation Job Not Currently Assigned to a Technician

To complete a installation job which is not currently assigned to a field technician, do the following:

1. Enter the work center name in the CENTER field.

2. Make sure the TECH EC field has no input (blank).

3. In the JOBID field (NOT the MANUAL JOBID field) enter the job identification code of the job to be completed.

4. Perform a FIND.

If the user wants to test the line, follow the steps listed under the section "Initiating a Manual Test of a Job".

When the system provides the information and completion fields for the job, take the following steps:

1. Enter "COMPLETE" in the COMMAND field.

2. If the user wants the job identified as a "Missed Appointment", enter a "Y" in the MISSED APPT field.

3. Enter the completion narrative in the RET JOB NARR field. This will be stored with the history file kept on the job. Upon execution of a return of a dispatched job, the information placed in the RET JOB NARR field will be concatenated into the COMMENTS field.

4. Enter any additional descriptive information in the COMMENTS field.

5. If the SOP autocompletion feature is being used, the appropriate flags should be set with either a "Y" or an "N" depending on the user's desires. Refer to Section 3 for a complete description of the autocompletion feature.

6. Enter the order statistics in the ORDER STATS field. This is a required field when completing an installation job.

7. Press the ENTER (S/R) key.

The system will complete the job in GDS and send a copy of the completion information to the printer designated in the SO-COMP field of the GDS-TTS table GDS OPTIONS for the work center or send an Autocomplete message to the SOP.

System Message

If a system message is received for a job in "DSP" status and a completion is attempted, the following occurs:

1. The completion is blocked.

2. The system will automatically jump to GDCOMM screen.

3. The system message is displayed in the COMMENTS field.

Take action as required.

1. Read the message/comments.

2. Change the SYSTEM MSG from "Y" to "N".

3. Perform an UPDATE.

4. Proceed with the completion.

Group Processing on GDCOMP

This section provides information the user may refer to when regarding group processing on GDCOMP.

- LINKED "L" GROUPS

  — Member of "L" groups are completed/returned individually.

  — The number of open members in a "L" group will be displayed in the #LNKD field. The lead and next member jobids will be displayed in the LD and NX fields.

  — The lead jobstatus of a "L" group will change from "LNK" to 'CMP' when the last member is completed.

  — The lead jobstatus will change from "LNK" to "CAN" only if all members are cancelled.

- STAPLED "S" GROUPS

— The lead of a "S" group is completed/returned.

— The number of open members in a "S" group will be displayed in the #STPL field. The lead and next member jobids will be displayed in the LD and NX fields.

• GROUPED "G" GROUPS

— The number of open members in a "G" group will be displayed in the #GRPD field. The lead and next member jobids will be displayed in the LD and NX fields.

— PF2 can be used to forward through members in a group. If a member job has more than one item, PF2 will display the next work request item before displaying the next group member. If a list was created on GDGRP, PF2 will display the next member in the list (which is not necessarily the next member in the group).

— Members of "G" groups are completed/returned individually. To complete/return a member, perform a find on the member and proceed with the completion return process as described previously. The user can use PF2 to forward to the next member in the group and repeat the process, if desired.

— Upon completing/returning a member, if the #GRPD is greater than zero, GDGRP will be displayed.

5.4.6 GDS POTS Installation Screen 2 (GDCMP2)

```
COMMAND: --------        GDS: POTS INST COMPLETION (GDCMP2)      /FOR: --------
CENTER: ----------- TECH EC:     DATE:                08/11/89 15:08:16
JOBID: ------------ TERM -- OF    TN/CKTID:
DISP TYPE: - MANUAL JOBID: ------------ -- NEW TECH LOC DAA/AA: --- ----
SECTIONS:       -      -      -      -      -      -      -      -      -      -
LN  SECT:        #LINES    ************ LN  CHANGES ************************
                                        --- - ----- --------------------------
                                        --- - ----- --------------------------
                                        --- - ----- --------------------------
                                        --- - ----- --------------------------
                                        --- - ----- --------------------------
                                        --- - ----- --------------------------
                                        --- - ----- --------------------------
                                        --- - ----- --------------------------
                                        --- - ----- --------------------------
                                        --- - ----- --------------------------
                                        --- - ----- --------------------------
                                        --- - ----- --------------------------
                                        --- - ----- --------------------------
                                        --- - ----- --------------------------
                                        --- - ----- --------------------------
                                        --- - ----- --------------------------
                                        --- - ----- --------------------------
                                        --- - ----- --------------------------
```

Figure 5-29. GDS POTS Installation Screen 2 (GDCMP2)

PF1	PF2	PF3	PF4	PF5	PF6	PF7	PF8	PF9	PF10	PF11
FIND	FORWARD	BACK			NEXT	PREV	REFRESH			HELP

COMMANDS

COMP

DESCRIPTION

The GDCMP2 screen is used in the GDS Autocompletion process of corrected orders. Corrected orders are those orders that need changes to the body of the service order. GDCMP2 is used to view specified sections of a Service Order Image and input the necessary corrections to the section at the time an order is being completed. During the completion process, GDCMP2 will automatically display the first section of the service order to be corrected. GDCMP2 can also be used as a view only screen.

In order to use this screen, the GOS SOI PARSE table with a table record key of 'AC' must be built for the SOP. The sections listed in this GDS SOI PARSE table are the only ones that may be viewed or corrected.

FUNCTIONS

Display a Blank Screen (VIEW mode only)

1. From a cleared terminal screen, enter "/FOR GDCMP2" and press the ENTER (S/R) key.

2. If the user is already on a GDS screen other than GDCMP2 enter "GDCMP2" in the /FOR field and press the ENTER key (S/R).

3. If the user is already on GDCMP2 and wants to remove all the data that is currently being displayed, press PF8.

Find an Existing Service Order Image

1. Enter the work center name in the CENTER field.

2. Enter the jobid of the order in the JOBID field.

3. Perform a FIND.

The first section of the service order image listed in the GDS SOI PARSE table will be displayed.

Page Forward Through the Service Order Image

Press PF2 to page forward through the service order section displayed.

Page Back Through the Service Order Image

Press PF3 to page back through the service order section being displayed.

Advance to the Next Section of the Service Order Image

Use PF6 to advance to the next section of the Service Order Image. If the service order/GDCMP2 screen was displayed as part of the completion process, PF6 will display only the sections specified in the PG2 field in the GDS SOP OPTIONS TTS table. If GDCMP2 is being used in view-only mode, the user must enter a 'y' following the desired section in the SECTIONS field.

PREVIOUS

PREVIOUS (PF7) is provided for jumping back to the previous screen. PREVIOUS must NOT be used during the completion process from GDCOMP. All of the changes/corrections made on GDCOMP and GDCMP2 will be lost if a PREVIOUS function was performed during the completion process.

HELP

Help can be obtained while working on GDCMP2 by pressing PF11. A message is returned describing error message or GDCMP2 operation.

COMP

The COMP command can only be used if the completion process was initiated on GDCOMP. COMP is used to complete an order after all the necessary corrections were made. If all of the required sections of the service order were not corrected, the next section requiring corrections will be displayed upon pressing the ENTER (S/R) key. The COMP command will be carried from GDCOMP, and therefore will never have to be entered. Depress the ENTER (S/R) key to initiate the COMP command.

Correcting Sections of the Service Order Image

Sections of the SOI can only be corrected when GDCMP2 is displayed as part of the installation completion process from GDCOMP. Corrections can only be entered for sections marked with a "Y"

that are listed in PG2 of the GDS SOP OPTIONS TTS table. The existing service order section is displayed on the left side of the GDCMP2 screen. The right side of the screen is used to input changes. Line numbers corresponding to the physical lines of the service order image are displayed under the "LN" column. The "CHANGES" column consists of three fields: UPDT, IACT, and TEXT (refer to Figure 5-30).

```
              ### x xxxxx xxxxxxxxxxxxxxxxxxxxxxxxxx
               |  | |            |
               |  | |            |
         LN <---  | |        ---> TEXT
      UPDATE <------      ------------> IACT
```
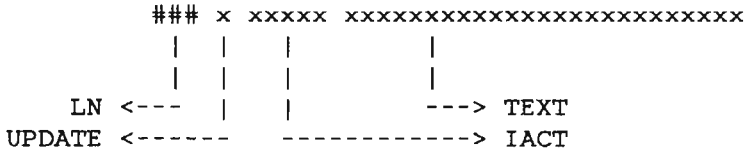
Figure 5-30. The Changes Section of GDCMP2

Options regarding the use of this screen are defined in the GDS SOP OPTIONS TTS table. These options include:

- LN# - specifies if line numbers are being used. If "Y" then at least one LN must be populated for all corrected sections.

- LN_LENGTH - indicates the maximum length of a physical line of the service order. This ensures that the corrected lines will not be too long for the SOP to handle.

- UPDATE - identifies the valid 1 character update options. This ensures that the SOP will know how to process the data.

Use PF2/PF3 to page through the displayed service order section. Use PF6 to jump to the next section requiring corrections.

To correct a section of the service order do the following:

1. Enter the number of the line being corrected in the LN column, (if required). The LN being corrected must exist in the displayed service order section.

2. Enter a VALID update option in the UPDT field.

   NOTES: If LN# = Y in the GDS SOP OPTIONS table and LN is not populated, then the correction is another separate correction to the last entered line number. If LN# = Y and LN is populated, the text entry is a correction to that line number. If LN# = N in the GDS SOP OPTIONS table, the TEXT entered will always be considered a separate correction.

3. Enter the Installation Action in the IACT field.

4. Enter the corrected text in the TEXT field. To continue a correction on the NEXT LINE, leave the LN, UPDT, and IACT fields blank. Add the additional text in the TEXT field. The text fields will be concatenated before validating the length of the TEXT.

Corrections must be entered for each section marked with a "x" before the COMP command is executed.

5.4.7 Special Service Installation Completion Screen (GDISCP)

```
COMMAND: --------        GDS: SS INST COMPLETION (GDCOMP)        /FOR: --------
CENTER: ----------- TECH EC:  --- DATE: -- -- --            08/11/89 15:09:46
DISP TYPE: - MANUAL JOBID: ------------ -- NEW TECH LOC DAA/AA: --- ----
JOB NARR: ----------------------------------------
TECH:            TECHSTAT:    JOBS LEFT:   PRICE LEFT        EST CMP:
JOBID: ----------- CKL -- OF    #ITMS    BILL:
CKTID:                              OCO:            DOC:        TSP:
COMM:            DD:        SD:        PTD:        ISTAT:
                             LD        NX
JOB ASSIGNED:              JOB STARTED: ------ ----- SOI: -    %CMP: --

CMP/RET DT/TM: ------ ----- JOBSTAT: --- HDLGCODE: --- PRE DT: ------ JT: ----
RET JOB NARR: --------------------------------------- MISSED APPT: - MFC: ---
COMMENTS: ----------------------------------------------------------------------
--------------------------------------------------------------------------------
ORDER STATS: -------------------------------------------------------------
             -------------------------------------------------------------
             -------------------------------------------------------------
             -------------------------------------------------------------
             -------------------------------------------------------------
             -------------------------------------------------------------

MTR CODES: ------   ------   ------   ------   ------
```

Figure 5-31. GDS Special Service Installation Completion Screen (GDISCP)

PF1	PF2	PF3	PF4	PF5	PF6	PF7	PF8	PF9	PF10	PF11
FIND					NEXT	PREV	REFH			HELP

COMMANDS

FIND, NEXT, PREVIOUS, COMPLETE, RETURN, HELP, ITMCOMP

DESCRIPTION

The GDISCP screen is used for processing jobs returned by technicians and, in some cases, for completing other jobs.

This description applies to the GDISCP screen for special service installation jobs. The system will provide the appropriate version at the time a job is returned by knowing what kind of job (installation vs. maintenance) is currently assigned to the technician.

FUNCTIONS

Display a Blank Screen

1. From a cleared terminal screen, enter "/FOR GDISCP" and press the ENTER (S/R) key.

2. If the user is already on a GDS screen other than GDISCP, enter "GDISCP" in the /FOR field and press the ENTER (S/R) key.

> NOTE - In some cases, the GDISCP screen may already display information the user was working with on the old screen. This automatic JUMP/FIND feature is designed to save time when the user needs to use a different screen.

3. If the user is already on GDISCP and wants to remove all the data that is currently being displayed, press the REFRESH function key (PF8).

Finding the Job Currently Assigned to a Technician

To find the job currently assigned to a technician in preparation for taking the job return, follow the steps below.

1. Enter the work center name in the CENTER field.

2. Enter the technician's employee code in the TECH EC field.

3. Perform a FIND.

The GDISCP screen will provide information about the job currently assigned and automatically populate some of the required fields for completing the job.

Switch to GDDISP

If the user wants to display the GDDISP screen for the current job, perform a NEXT function (PF6).

Previous

The Previous function (PF7) is provided for jumping to the format previously displayed.

Completing an Installation Job

To complete an installation job using GDISCP, do the following:

1. Use the FIND function to display the technician's job and appropriate input fields for completion (see description above). Verify with the technician that the job displayed is the one to be completed.

2. If the technician started field work at a time later than shown in the JOB STARTED field, enter the revised start time directly over the time displayed.

3. The CMP/RET DT/TM field will be blank after a FIND returns the job. If a completion date/time (which must be less than or equal to the current system date/time) is not entered by the user, the current system date/time will populate the field.

4. Enter the completion narrative (describing the job's status, etc.) in the RET JOB NARR field. This will be stored with the history file kept for the job.

5. If the user wants to store additional descriptive information with the completed job, enter it in the COMMENTS field.

6. Enter any MTR (Mechanized Time Reporting) data to be stored in the fields provided at the bottom of the screen.

7. If the user wants to add comments to the service order image, they can jump-find to GDSOI and add the comment in the scratchpad area provided (see GDSOI). Jump back to the GDISCP screen when done with GDSOI.

8. Enter the order statistics information in the ORDER STATS input field. This field is required on installation job completions.

9. Enter "COMPLETE" in the COMMAND field.

10. If no new job assignment is desired after the completion, enter an "N" (for "None") in the DISP TYPE field. If a new job is desired, leave this field blank.

11. If the next job is to be manual assignment, enter the job identification number in MANUAL JOBID field.

12. If an automatic assignment is to be selected, and the technician has moved to a field location other than where the completed job is located, enter their new location in the NEW TECH LOC DAA/AA fields.

13. If the user wants to add a narrative to the history file being kept for the new job, enter it in the JOB NARR field.

14. Press the ENTER (S/R) key.

15. The ITMCOMP (ITM) COMMAND should be performed if the SSDAC is OCO and the completion process is going to occur on the last CKL for an ITEM. The ITM COMMAND sends due date completion and ITEM level completion to the status reporter.

The system will complete the job in GDS and send a copy of the relevant information to a printer where the Net-3 completion can be performed in the Service Order Processor (SOP) system. The printer is defined by the user in the GDS-TTS table GDS OPTIONS for each work center. Also, the system will automatically jump to the GDDISP screen to display the new job dispatch (unless the user has requested no new job assignment).

User Verification

If the USER-VER field is set to "Y" on the GDS OPTIONS table, the user will see the verification message when attempting to complete a CKL with multiple ITEMs. If the user intends to continue with the completion of the CKL and all non-cancelled or completed ITEMs, return to the GDCOMP screen by pressing the ENTER. Once the GDCOMP screen is returned, enter the COMMAND 'COM' and continue with the normal completion routine.

If the user does not want to continue with the completion, change the COMMAND upon the return to the GDCOMP screen.

Returning An Installation Job Without Completing It

It is sometimes necessary or desirable to return a job without actually completing it by taking the following steps:

1. Use the FIND function to display the technician's job and appropriate input fields for completion (see description above). Verify with the technician that the job displayed is the one to be returned.

2. If the technician started field work at a time later than shown in the JOB STARTED field, enter the revised start time directly over the time displayed.

3. The CMP/RET DT/TM field will be blank after a FIND returns the job. If the user does not enter a return date/time (which must be less than or equal to the current system date/time), the current system date/time will populate the field.

4. Enter the new GDS job status for the job in the JOBSTAT field (usually either PLD, or JEP). If the user does not enter a JOBSTAT, the system will default to "PRE" and the job will remain on the TLOG of the technician.

5. If the user wants to attach a GDS handling code to the job, enter a valid handling code in the HDLGCODE field. If the JOBSTAT is changed to "JEP," a handling code must be entered in this field.

6. If the user wishes to change the job's job type code, enter the new job type in the JT field.

7. If the job is being returned due to a missed appointment, enter a "Y" in the MISSED APPT field.

8. Enter the returned job narrative (describing the job's status, etc.) in the RET JOB NARR field. This will be stored with the history file kept on the job.

9. If the user wants to store additional descriptive information with the job, enter it in the COMMENTS field.

10. Enter any MTR (Mechanized Time Reporting) data to be stored for the technician in the fields provided at the bottom of the screen.

11. If the user wishes to see the results of any automatic test which has been initiated, enter "DTR" in the COMMAND field. When the results arrive, they will be displayed at the bottom of the screen.

12. When the user is ready to return the job, enter "RETURN" in the COMMAND field.

13. If no new job assignment is desired following the return, enter an "N" (for "None") in the DISP TYPE field. If a new job is desired just leave this field blank.

14. If the next job is to be a manual assignment, enter the job identification number in MANUAL JOBID field.

15. If an automatic assignment is to be selected, and the technician has moved to a field location other than where the completed job is located, enter their new location in the NEW TECH LOC DAA/AA fields.

16. If the user wants to add a narrative to the history file being kept for the next job, enter it in the JOB NARR field.

17. Press the ENTER (S/R) key.

The system will restatus the job in GDS as the user has specified and automatically jump to the GDDISP screen to display the new job dispatch (unless the user has requested no new job assignment). In addition, if the job is returned because of a missed appointment (i.e., the MISSED APPT field is set to "Y"), relevant information about the job will be sent to a printer. The printer is defined by the user in the GDS-TTS table GDS OPTIONS for each work center.

Using GDISCP To Return and Preassign to a Future Date

The GDISCP screen allows the return of an uncompleted job and the preassignment of that job to a future date for that technician. To successfully preassign to a future date, the technician must have productive time built in GDPAD for that date. Otherwise, the message "CRAFT HOURS MUST BE BUILT IN GDPAD" will appear. To preassign to a future date, the following steps should be taken:

1. Perform a FIND to display the technician's job and appropriate input fields for a return.

2. Enter "RETURN" in the COMMAND field.

3. Enter "PRE" in the JOBSTAT field.

4. Enter the desired future date in the PRE DT field. (Productive time for that technician for that future date must have been previously built in GDPAD).

5. Enter the appropriate narrative in the RET JOB NARR field.

6. When the user is ready to return the job, press the ENTER (S/R) key.

After the RET to PREassignment is executed, the job will have a JOB STAT of "FUT" on the GDTLOG for that day to distinguish from other possible preassigned jobs for that current day. When a "FIND" is performed on the GDTLOG screen for that technician for the preassigned future date, the job will display a JOB STAT of "PRE" with the EST START time displaying the first productive start time on GDPAD for that day. If more than one job is RETurned to PREassignment for the same future date, the jobs will be sequenced on the GDTLOG in the reverse order of which they were RETurned to PREassignment. In other words, the last job RETurned to PREassignment for a same day will be the first job to appear as a "PRE" job on that future date's GDTLOG with that technician's PAD start time as the EST START time.

Decrementing the Price of Jobs

During the RETurn of any job, POTS or Specials, the user may decrement the total price of the job by entering a percentage in the %CMP field. For instance, if the total price of a job is 01:40, and during the RETURN operation the user enters 50 in the %CMP field, the new total price of the job will be 00:50 minutes. In effect, the user has decreased the original price, 100 minutes, by 50% or 50 minutes.

There are methods and procedures concerning subsequent returns of previously decremented jobs. The technician must always be aware of the current price before informing the dispatcher of the new decremented percentage. Unless the current price is determined before entering a new value in the %CMP field, it is possible to understate the real price of the job.

Using GDISCP To Return a Technician Assigned as a Helper

The GDISCP screen also allows the user to remove a technician as a Helper on a job. To do this, take the following steps:

1. Use the FIND function along with the appropriate CENTER and TECH EC values to verify that the technician is currently helping on a specific job.

2. Enter "RETURN" in the COMMAND field.

3. If the user doesn't want a new job assignment for the technician, enter an "N" (for "None") in the DISP TYPE field. If a new job assignment is desired, just leave this field blank.

4. If the next job is to be manual assignment, enter the job identification number in the MANUAL JOBID field.

5. If an automatic assignment is to be selected, and the technician has moved to a field location other than where the completed job is located, enter their new location in the NEW TECH LOC DAA/AA fields.

6. If the user wants to add a narrative to the history file being kept for the next job, enter it in the JOB NARR field.

7. If the user wants to store MTR data for the technician who has been helping on a job, enter it in the MTR input fields provided at the bottom of the screen.

8. Press the ENTER (S/R) key.

The system will remove the technician from the "Helping" status, and automatically jump to the GDDISP screen to display the new job dispatch (unless the user has requested no new job assignment.) The job will remain on the technician's TLOG with a HDLGCODE of "HLP" to indicate that the technician helped on the particular job.

Completing an Installation Job Not Currently Assigned to a Technician

To complete an installation job which is not currently assigned to a field technician, do the following:

1. Enter the work center name in the CENTER field.

2. Make sure the TECH EC field has no input (blank).

3. In the JOBID field (NOT the MANUAL JOBID field), enter the job identification code of the job to be completed.

4. Perform a FIND.

When the system provides the information and completion fields for the job, take the following steps:

1. Enter "COMPLETE" in the COMMAND field.

2. If the user wants the job identified as a "Missed Appointment", enter a "Y" in the MISSED APPT field.

3. Enter the completion narrative in the RET JOB NARR field. This will be stored with the history file kept on the job.

4. Enter any additional descriptive information in the COMMENTS field.

5. Enter the order statistics in the ORDER STATS field. This is a required field when completing an installation job.

6. Press the ENTER (S/R) key.

The system will complete the job in GDS and send a copy of the completion information to the printer designated in the SO-COMP field of the GDS-TTS table GDS OPTIONS for the work center.

System Message

If a system message is received for a job in "DSP" status and a completion is attempted, the following occurs:

1. The completion is blocked.

2. The system will automatically jump to the GDCOMM screen.

3. The system message is displayed in the COMMENTS field.

Take action as required.

1. Read the message/comments.

2. Change the SYSTEM MSG from "Y" to "N".

3. Perform an UPDATE.

4. Proceed with the completion.

Group Processing on GDISCP

Refer to the section on "Group Processing" under GDCOMP (Section 5.4.5).

5.4.8 GDS POTS Maintenance Completion Screen (GDMCP)

```
COMMAND: --------        GDS: LMOS MAINT COMPLETION (GDCOMP)      /FOR: --------
CENTER: ----------- TECH EC:  --- DATE: -- -- --              08/11/89 15:13:52
DISP TYPE: - MANUAL JOBID: ------------ -- NEW TECH LOC DAA/AA: --- ----
JOB NARR: ----------------------------------------
TECH:            TECHSTAT:    JOBS LEFT:    PRICE LEFT        EST CMP:
JOBID: ------------                                          CTTN: -----
TN/CKTID:                      COMM:                 SCRN RSLT:
RPT RCVD:                      LD      NX
JOB ASSIGNED:          JOB STARTED: -- -- -- -----              %CMP: --

JOB RETURNED: -- -- -- ----- JOBSTAT: --- HDLGCODE: --- PRE DT: ------ JT: ----
RET JOB NARR: ----------------------------------------
COMMENTS: --------------------------------------------------------------------
----------------------------------------------------------------------------
EST:  WP: -  IST: --- DATE: -- -- -- TIME: ----- OOS: -
NARRATIVE: ------------------------------------------------------------------
FST:  TYPE: --- DISPOSITION: ---- CAUSE: --- FL1: --- FL2: --- FL3: --- X: -
NARRATIVE: ------------------------------------------------------------------


 MTR   GEO CODE   HOURS   MTR   GEO CODE   HOURS   MTR   GEO CODE   HOURS
 ----  ---------  ------  ----  ---------  ------  ----  ---------  ------
 ----  ---------  ------  ----  ---------  ------
```

Figure 5-32. GDS POTS Maintenance Completion Screen (GDMCP)

PF1	PF2	PF3	PF4	PF5	PF6	PF7	PF8	PF9	PF10	PF11
FIND					NEXT	PREV	REFRESH			HELP

COMMANDS

FIND, DTR, TEST, COMPLETE, RETURN, NEXT, HELP, PREVIOUS

DESCRIPTION

The GDMCP screen is used for processing jobs returned by technicians and, in some cases, for completing other jobs not assigned to technicians.

This description applies to the GDMCP screen for POTS maintenance jobs. The system will provide the appropriate version at the time a job is returned by knowing what kind of job (installation vs. maintenance) is currently assigned to the technician.

FUNCTIONS

Display a Blank Screen

1. From a cleared terminal screen, enter "/FOR GDMCP" and press the ENTER (S/R) key.

2. If the user is already on a GDS screen other than GDMCP, enter "GDMCP" in the /FOR field and press the ENTER (S/R) key.

> NOTE - In some cases, the GDMCP screen may already display information the user was working with on the old screen. This automatic JUMP/FIND feature is designed to save time when the user needs to use a different screen.

3. If the user is already on GDMCP and wants to remove all the data that is currently being displayed, press the REFRESH function key (PF8).

Finding the Job Currently Assigned to a Technician

To find the job currently assigned to a technician in preparation for taking the job return, follow the steps below.

> NOTE - If the automatic pre-completion test feature is on, this will cause a test to be initiated on the line.

1. Enter the work center name in the CENTER field.

2. Enter the technician's employee code in the TECH EC field.

3. Perform a FIND.

The GDMCP screen will provide information about the job currently assigned and automatically populate some of the required fields needed to complete the job.

Initiating a Manual Test on a Job

Most of the time, tests will be automatically initiated on jobs the user processes through GDMCP. When this occurs, the user will use the "DTR" command to view the results when they arrive (see description below for "Completing Maintenance Jobs"). If the user wants to initiate a test manually, they can do so by taking the following steps:

1. Perform a FIND on the job first.

2. Enter "TEST" in the COMMAND field.

3. Press the ENTER (S/R) key.

To see the test results, enter "DTR" (for "Display Test Results") in the COMMAND field and press the ENTER key. When the results arrive they will be shown at the bottom of the screen. Note that when the DTR command is initiated, the user must wait for the test results to be returned prior to performing another screen function.

NOTE: The POTS feature restriction as defined in Section 3.1.10 (FAM), applies to this feature.

Completing a Maintenance Job

To complete a maintenance job using GDMCP, do the following:

1. Use the FIND function to display the technician's job and appropriate input fields for completion (see description above). Verify with the technician that the job displayed is the one to be completed.

2. If the technician started field work at a time later than shown in the JOB STARTED field, enter the revised start time directly over the time already displayed there.

3. If the technician completed work earlier than the time shown in the JOB RETURNED date and time fields, enter the earlier date and/or time directly over those displayed.

4. Enter the completion narrative (describing the job's status, etc.) in the RET JOB NARR field. This will be stored with the history file kept on the job. Upon the execution of the return of a dispatched job, the information placed in the RET JOB NARR field will be concatenated into the COMMENTS field.

5. If the user wants to store additional descriptive information with the completed job, enter it in the COMMENTS field.

6. Enter the LMOS WP (Work Performed) code for a completed job in the WP field on the line beginning with "EST".

7. Enter the final LMOS IST (Intermediate Status) code for the job (usually 091 or 092) in the IST field.

8. If the date or time of field work completion is earlier than those shown in the DATE and TIME fields on the EST line, enter the earlier times in these fields.

9. If the user wants the job to be identified as an "Out of Service" job prior to completion, enter an "Y" in the OOS field.

10. If the user wants to add a narrative to be included with the LMOS EST, enter it in the NARRATIVE field on the next line. If the user leaves this blank, no narrative that is related to EST DATA will be sent to LMOS.

11. Enter the LMOS Disposition code in the DISPOSITION field.

12. Enter the LMOS Cause code in the CAUSE field.

13. Enter any special study codes in the FL1, FL2, and FL3 fields.

14. If the job is to be excluded in LMOS, enter an "X" in the X field provided.

15. If the user wants to enter a final narrative for the LMOS closeout, enter it in the NARRATIVE field on the next line. If the user leaves this blank, the system will automatically use the RET JOB NARR narrative in the LMOS FST narrative.

16. Enter any MTR (Mechanized Time Reporting) data to be stored in the fields provided at the bottom of the screen.

17. If an automatic pre-completion test has been initiated (the "TEST IN PROGRESS" message will be at the bottom of the screen), enter "DTR" in the COMMAND field. When the results arrive, they will be displayed at the bottom of the screen. If the user wishes to see the detailed test results, they can jump-find to the GDTEST screen and then back to GDMCP. The system will save all of the completion inputs for the user, as long as they have requested the DTR command in

the mean time.

18. When the user is ready to complete the job, enter "COMPLETE" in the COMMAND field.

19. If no new job assignment is desired after the completion, enter an "N" (for "None") in the DISP TYPE field. If a new job is desired, just leave this field blank.

20. If the next job is to be manual assignment, enter the job identification number in MANUAL JOBID field.

21. If an automatic assignment is to be selected, and the technician has moved to a field location other than where the completed job is located, enter his/her new location in the NEW TECH LOC DAA/AA fields.

22. If the next assignment is to be a routine maintenance job, enter an "R" in the DISP TYPE field.

23. If the user wants to add a narrative to the history file being kept for the new job, enter it in the JOB NARR field.

24. Press the ENTER (S/R) key.

The system will complete the job in GDS, complete the job in LMOS, and automatically jump to the GDDISP screen to display the new assignment (unless you have requested no new job assignment).

Returning A Maintenance Job Without Completing It

It is sometimes necessary or desirable to take a job return without actually completing it (and, occasionally the user may want to complete the job in GDS but not in LMOS). This can be done by doing the following:

1. Use the FIND function to display the technician's job and appropriate input fields for completion (see description above). Verify with the technician that the job displayed is the one to be completed.

2. If the technician started field work at a time later than shown in the JOB STARTED field, enter the revised start time directly over the time displayed.

3. If the technician finished field work earlier than the time shown in the JOB RETURNED date and time fields, enter the earlier date and/or time directly over those displayed.

4. Enter the new GDS job status for the job in the JOBSTAT field (either PLD, or JEP).

5. If the user wants to attach a GDS handling code to the job, enter a valid handling code in the HDLGCODE field. If the JOBSTAT is changed to "JEP," a handling code must be entered in this field.

6. If the user wishes to change the job's job type code, enter the new job type in the JT field.

7. Enter the returned job narrative (describing the job's status, etc.) in the RET JOB NARR field. This will be stored with the history field kept on the job. Upon the execution of the return of a dispatched job, the information placed in the RET JOB NARR field will be concatenated into the COMMENTS field.

8. If the user wants to store additional descriptive information with the job, enter it in the COMMENTS field.

9. If the user wants to update the job's status in LMOS, enter an LMOS WP (Work Performed) code in the WP field on the line beginning with "EST".

10. Enter an LMOS IST code for the job in the IST field.

11. If the date or time of field work completion is earlier than those shown in the DATE and TIME fields on the EST line, enter the earlier times in these fields.

12. If the user wants the job to be identified as an "Out of Service" in LMOS, enter an "Y" in the OOS field.

13. If the user wants to add a narrative to be included with the LMOS EST, enter it in the NARRATIVE field on the next line. If they leave this blank, the system will automatically use the narrative entered in RET JOB NARR in the LMOS EST narrative.

14. Enter any MTR (Mechanized Time Reporting) data to be stored in the fields provided at the bottom of the screen.

15. If the user wishes to see the results of any automatic pre-completion test which has been initiated, enter "DTR" in the COMMAND field. When the results arrive, they will be displayed at the bottom of the screen.

16. When the user is ready to return the job, enter "RETURN" in the COMMAND field.

17. If no new job assignment is desired following the return, enter an "N" (for "None") in the DISP TYPE field. If a new job is desired just leave this field blank.

18. If the next job is to be manual assignment, enter the job identification number in MANUAL JOBID field.

19. If an automatic assignment is to be selected, and the technician has moved to a field location other than where the completed job is located, enter his/her new location in the NEW TECH LOC DAA/AA fields.

20. If the next assignment is to be a routine maintenance job, enter an "R" in the DISP TYPE field.

21. If the user wants to add a narrative to the history file being kept for the next job, enter it in the JOB NARR field.

22. Press the ENTER (S/R) key.

The system will restatus the job in GDS as the user has specified, restatus the job in LMOS, and automatically jump to the GDDISP screen to display the new assignment (unless the user has requested no new job assignment).

Using GDMCP To Return and Preassign to a Future Date

The GDMCP screen allows the return of an uncompleted job and the preassignment of that job to a future date for that technician. To successfully preassign to a future date, the technician must have productive time built in GDPAD for that date. Otherwise, the message "CRAFT HOURS MUST BE BUILT IN GDPAD" will appear. To preassign to a future date, the following steps should be taken:

1. Perform a FIND to display the technician's job and appropriate input fields for a return.

2. Enter "RETURN" in the COMMAND field.

3. Enter "PRE" in the JOBSTAT field.

4. Enter the desired future date in the PRE DT field. (Productive time for that technician for that future date must have been previously built in GDPAD).

5. Enter the appropriate narrative in the RET JOB NARR field. Upon the execution of the return of a dispatched job, the information placed in the RET JOB NARR field will be concatenated into the COMMENTS field.

6. When the user is ready to return the job, press the ENTER (S/R) key.

After the RET to PREassignment is executed, the job will have a JOB STAT of "FUT" on the GDTLOG for that day to distinguish from other possible preassigned jobs for that current day. When a "FIND" is performed on the GDTLOG screen for that technician for the preassigned future date, the job will display a JOB STAT of "PRE" with the EST START time displaying the first productive start time on GDPAD for that day. If more than one job is RETurned to PREassignment for the same future date, the jobs will be sequenced on the GDTLOG in the reverse order of which they were RETurned to PREassignment. In other words, the last job RETurned to PREassignment for a same day will be the first job to appear as a "PRE" job on that future date's GDTLOG with that technician's PAD start time as the EST START time.

Decrementing the Price of Jobs

During the RETurn of any job, POTS or Specials, the user may decrement the total price of the job by entering a percentage in the %CMP field. For instance, if the total price of a job is 01:40, and during the RETURN operation the user enters 50 in the %CMP field, the new total price of the job will be 00:50 minutes. In effect, the user has decreased the original price, 100 minutes, by 50% or 50 minutes.

There are methods and procedures concerning subsequent returns of previously decremented jobs. The technician must always be aware of the current price before informing the dispatcher of the new decremented percentage. Unless the current price is determined before entering a new value in the %CMP field, it is possible to understate the real price of the job.

Using GDMCP To Return a Technician Assigned as a Helper

The GDMCP screen also allows the user to remove a technician as a helper on a job. To do this, take the following steps:

1. Use the FIND function along with the appropriate CENTER and TECH EC values to verify that the technician is currently helping on a specific job.

2. Enter "RETURN" in the COMMAND field.

3. If the user doesn't want a new job assignment for the technician, enter an "N" (for "None") in the DISP TYPE field. If a new job assignment is desired, just leave this field blank.

4. If the next assignment is to be a routine maintenance job, enter an "R" in the DISP TYPE field.

5. If the next job is to be manual assignment, enter the job identification number in MANUAL JOBID field.

6. If an automatic assignment is to be selected, and the technician has moved to a field location other than where the completed job is located, enter his/her new location in the NEW TECH LOC DAA/AA fields.

7. If the user wants to add a narrative to the history file being kept for the next job, enter it in the JOB NARR field.

8. If the user wants to store MTR data for the technician who has been helping on a job, enter it in the MTR input fields provided.

9. Press the ENTER (S/R) key.

The system will remove the technician from the "helping" status, and automatically jump to the GDDISP screen to display the new assignment (unless no new job assignment has been requested). The job will remain on the technician's TLOG with a HDLGCODE of "HLP" indicating that the technician helped on this particular job.

Completing Maintenance Jobs Not Assigned to Technicians

To complete a maintenance job which is not, at the time, assigned to a field technician, do the following:

1. Enter the work center name in the CENTER field.

2. Make sure the TECH EC field has no input (blank).

3. In the JOBID field (NOT the MANUAL JOBID field) enter the job identification code of the job to be completed.

4. Perform a FIND.

The user can, if desired, initiate a manual test of the line. See the Section "Initiating a Manual Test on a Job".

When the system provides the information and completion fields for the job, take the following steps:

1. Enter "COMPLETE" in the COMMAND field.

2. Enter the completion narrative in the RET JOB NARR field. This will be stored with the history file kept on the job. Upon the execution of the return of a dispatched job, the information placed in the RET JOB NARR field will be concatenated into the COMMENTS field.

3. If the user wants to store additional descriptive information with the completed job, enter it in the COMMENTS field.

4. Enter the LMOS WP (Work Performed) code for the completed job in the WP field.

5. Enter the final LMOS IST (Intermediate Status) code for the job in the IST field.

6. If the user wants the job to be identified as an "Out of Service" job prior to completion, enter an "Y" in the OOS field.

7. If the user wants to add a narrative to be included with the LMOS EST, enter it in the NARRATIVE field on the next line. If the user leaves this blank, the system will automatically use the narrative entered in RET JOB NARR in the LMOS EST narrative.

8. Enter the LMOS Disposition code in the DISPOSITION field.

9. Enter the LMOS Cause code in the CAUSE field.

10. Enter any special study codes in the FL1, FL2, and FL3 fields.

11. If the job is to be excluded in LMOS, enter an "X" in the X field provided.

12. If the user wants to enter a final narrative for the LMOS closeout, enter it in the NARRATIVE field on the next line. If the user leaves this blank, the system will automatically use the RET JOB NARR narrative in the LMOS FST narrative.

13. Press the ENTER (S/R) key.

The system will complete the job in GDS and complete the job in LMOS.

Previous

The Previous function (PF7) is provided for jumping to the format previously displayed.

System Message

If a system message is received for a job in "DSP" status and a completion is attempted, the following occurs:

1. The completion is blocked.

2. The system will automatically jump to the GDCOMM screen.

3. The system message is displayed in the COMMENTS field.

Take action as required.

1. Read the message/comments.

2. Change the SYSTEM MSG from "Y" to "N".

3. Perform an UPDATE.

4. Proceed with the completion.

Group Processing on GDMCP

Refer to Section 5.3.4 in Group Processing on GDCOMP, for information on this feature.

5.4.9 Special Service Maintenance Completion Screen (GDMSCP)

```
COMMAND: --------       GDS: SSC MAINT COMPLETION (GDCOMP)      /FOR: --------
CENTER: ----------- TECH EC:  --- DATE: -- -- --         08/11/89 15:15:33
DISP TYPE: - MANUAL JOBID: ------------ -- NEW TECH LOC DAA/AA: --- ----
JOB NARR: ------------------------------------------
TECH:           TECHSTAT:    JOBS LEFT:    PRICE LEFT        EST CMP:
JOBID: ----------- CKL --   CCON:                    TEL:
CKTID:                                SSC:
COMM:            RPT RCVD-CUST:            RPT RCVD-SSDAC:
                                LD       NX
JOB ASSIGNED:           JOB STARTED: ------ -----           %CMP: --


CMP/RET DT/TM: ------ ----- JOBSTAT: --- HDLGCODE: --- PRE DT: ------ JT: ----
RET JOB NARR: ---------------------------------------       TSP:
COMMENTS: -----------------------------------------------------------------
          -----------------------------------------------------------------
          -----------------------------------------------------------------
SSC CLOSEOUT:
    RESTORED TO: ---  D/T: ------ -----
    TROUBLE FOUND: --------------------------------------------------------
    ACTION TAKEN:  --------------------------------------------------------
    NA: ------ ----- TO: ------ -----    MSC: -    CTTN: -----
    FST:   TYPE: --- DISPOSITION: ---- CAUSE: --- FL1: --- FL2: --- FL3: ---
MTR CODES: ------  ------  ------  ------  ------
```

Figure 5-33. GDS Special Service Maintenance Completion Screen (GDMSCP)

PF1	PF2	PF3	PF4	PF5	PF6	PF7	PF8	PF9	PF10	PF11
FIND				UPDATE	NEXT	PREV	REFRESH			HELP

COMMANDS

FIND, COMPLETE, RETURN, NEXT, HELP, UPDATE, PREVIOUS

DESCRIPTION

The GDCOMP screen is used for processing jobs returned by technicians and, in some cases, for completing other jobs not assigned to technicians.

This description applies to the GDMSCP screen for special service maintenance jobs. The system will provide the appropriate version at the time a job is returned by knowing what kind of job (installation vs. maintenance) is currently assigned to the technician.

FUNCTIONS

Display a Blank Screen

1. From a cleared terminal screen, enter "/FOR GDMSCP" and press the ENTER (S/R) key.

2. If the user is already on a GDS screen other than GDCOMP, enter "GDCOMP" in the /FOR field and press the ENTER (S/R) key.

> NOTE - In some cases, the GDCOMP screen may already display information the user was working with on the old screen. This automatic JUMP/FIND feature is designed to save time when the user needs to use a different screen.

3. If the user is already on GDCOMP and wants to remove all the data that is currently being displayed, press the REFRESH function key (PF8).

Finding the Job Currently Assigned to a Technician

To find the job currently assigned to a technician in preparation for taking the job return, follow the steps below.

> NOTE - If the automatic pre-completion test feature is on, this will cause a test to be initiated on the line.

1. Enter the work center name in the CENTER field.

2. Enter the technician's employee code in the TECH EC field.

3. Perform a FIND.

The GDCOMP screen will provide information about the job currently assigned and automatically populate some of the required fields needed to complete the job.

Completing a Maintenance Job

To complete a maintenance job using GDMSCP, do the following:

1. Use the FIND function to display the technician's job and appropriate input fields for completion (see description above). Verify with the technician that the job displayed is the one to be completed.

2. If the technician started field work at a time later than shown in the JOB STARTED field, enter the revised start time directly over the time already displayed there.

3. The CMP/RET DT/TM field will be blank after a FIND returns the job. If a completion date/time (which must be less than or equal to the current system date/time) is not entered by the user, the current system date/time will populate the field.

4. Enter the completion narrative (describing the job's status, etc.) in the RET JOB NARR field. This will be stored with the history file kept on the job.

5. If the user wants to store additional descriptive information with the completed job, enter it in the COMMENTS field.

6. If the user wants to indicate that the circuit was restored to service as well as complete the job in GDS, enter the initials or employee code of the person who acknowledged the circuit restoral in the RESTORED TO field.

7. Enter the date and time that the circuit was restored to service in the D/T field. This field is not required to complete a job, but if left blank it will be populated with the current system date and time.

8. Enter the trouble found in the TROUBLE FOUND field.

9. Enter the action that was taken to clear trouble in the ACTION TAKEN field.

10. If the user wants to indicate that a no access condition was encountered during the dispatch, enter the "from" and "to" date and time of the no access in the NA and TO fields.

11. If the user wants to indicate that a maintenance of service charge is to be applied, enter a "Y" in the MSC field.

12. If the user wants to indicate that this job was part of a cable failure, enter the cable trouble ticket number in the CTTN field.

13. Enter the LMOS "Type" code in the TYPE field on the line which begins with "FST".

14. Enter the LMOS Disposition code in the DISPOSITION field.

15. Enter the LMOS Cause code in the CAUSE field.

16. Enter any special study codes in the FL1, FL2, and FL3 fields.

17. Enter any MTR (Mechanized Time Reporting) data to be stored in the fields provided at the bottom of the screen.

18. When the user is ready to complete the job, enter COMPLETE in the COMMAND field.

19. If no new job assignment is desired after the completion, enter an "N" (for "None") in the DISP TYPE field. If a new job is desired, just leave this field blank.

20. If the next job is to be manual assignment, enter the job identification number in MANUAL JOBID field.

21. If an automatic assignment is to be selected, and the technician has moved to a field location other than where the completed job is located, enter his/her new location in the NEW TECH LOC DAA/AA fields.

22. If the next assignment is to be a routine maintenance job, enter an "R" in the DISP TYPE field.

23. If the user wants to add a narrative to the history file being kept for the new job, enter it in the JOB NARR field.

24. Press the ENTER (S/R) key.

The system will complete the job in GDS, send completion information to CIMAP/SSC, and automatically jump to the GDDISP screen to display the new assignment (unless the user has requested no new job assignment).

Returning A Maintenance Job Without Completing It

It is sometimes necessary or desirable to return a job without actually completing it (and, occasionally the user may want to complete the job in GDS but not in SSC). This can be done by doing the

following:

1. Use the FIND function to display the technician's job and appropriate input fields for completion (see description above). Verify with the technician that the job displayed is the one to be completed.

2. If the technician started field work at a time later than shown in the JOB STARTED field, enter the revised start time directly over the time displayed.

3. The CMP/RET DT/TM field will be blank after a FIND returns the job. If the user does not enter a return date/time (which must be less than or equal to the current system date/time), the current system date/time will populate the field.

4. Enter the new GDS job status for the job in the JOBSTAT field (either PLD or JEP).

5. If the user wants to attach a GDS handling code to the job, enter a valid handling code in the HDLGCODE field. If the JOBSTAT is changed to "JEP" a handling code must be entered in this field.

6. If the user wishes to change the job's job type code, enter the new job type in the JT field.

7. Enter the returned job narrative (describing the job's status, etc.) in the RET JOB NARR field. This will be stored with the history field kept on the job.

8. If the user wants to store additional descriptive information with the job, enter it in the COMMENTS field.

9. If the user wants to update the status in CIMAP/SSC, enter a "Y" in the SSC RMK field.

10. When the user is ready to return the job, enter "RETURN" in the COMMAND field.

11. If no new job assignment is desired following the return, enter an "N" (for "None") in the DISP TYPE field. If a new job is desired, just leave this field blank.

12. If the next job is to be manual assignment, enter the job identification number in MANUAL JOBID field.

13. If an automatic assignment is to be selected, and the technician has moved to a field location other than where the completed job is located, enter his/her new location in the NEW TECH LOC DAA/AA fields.

14. If the next assignment is to be a routine maintenance job, enter an "R" in the DISP TYPE field.

15. If the user wants to add a narrative to the history file being kept for the next job, enter it in the JOB NARR field.

16. Press the ENTER (S/R) key.

The system will restatus the job in GDS as the user has specified, restatus the job in SSC, and automatically jump to the GDDISP screen to display the new assignment (unless the user has requested no new job assignment).

Using GDMSCP To Return and Preassign to a Future Date

The GDMSCP screen allows the return of an uncompleted job and the preassignment of that job to a future date for that technician. To successfully preassign to a future date, the technician must have productive time built in GDPAD for that date. Otherwise, the message "CRAFT HOURS MUST BE BUILT IN GDPAD" will appear. To preassign to a future date, the following steps should be taken:

1. Perform a FIND to display the technician's job and appropriate input fields for a return.

2. Enter "RETURN" in the COMMAND field.

3. Enter "PRE" in the JOBSTAT field.

4. Enter the desired future date in the PRE DT field. (Productive time for that technician for that future date must have been previously built in GDPAD).

5. Enter the appropriate narrative in the RET JOB NARR field. Upon the execution of the return of a dispatched job, the information placed in the RET JOB NARR field will be concatenated into the COMMENTS field.

6. When the user is ready to return the job, press the ENTER (S/R) key.

After the RET to PREassignment is executed, the job will have a JOB STAT of "FUT" on the GDTLOG for that day to distinguish from other possible preassigned jobs for that current day. When a "FIND" is performed on the GDTLOG screen for that technician for the preassigned future date, the job will display a JOB STAT of "PRE" with the EST START time displaying the first productive start time on GDPAD for that day. If more than one job is RETurned to PREassignment for the same future date, the jobs will be sequenced on the GDTLOG in the reverse order of which they were RETurned to PREassignment. In other words, the last job RETurned to PREassignment for a same day will be the first job to appear as a "PRE" job on that future date's GDTLOG with that technician's PAD start time as the EST START time.

Decrementing the Price of Jobs

During the RETurn of any job, POTS or Specials, the user may decrement the total price of the job by entering a percentage in the %CMP field. For instance, if the total price of a job is 01:40, and during the RETURN operation you enter 50 in the %CMP field, the new total price of the job will be 00:50 minutes. In effect, you have decreased the original price, 100 minutes, by 50% or 50 minutes.

There are methods and procedures concerning subsequent returns of previously decremented jobs. The technician must always be aware of the current price before informing the dispatcher of the new decremented percentage. Unless the current price is determined before entering a new value in the %CMP field, it is possible to understate the real price of the job.

Using GDMSCP To Return a Technician Assigned as a Helper

The GDMSCP screen also allows the user to remove a technician as a helper on a job. To do this, take the following steps:

1. Use the FIND function along with the appropriate CENTER and TECH EC values to verify that the technician is currently helping on a specific job.

2. Enter "RETURN" in the COMMAND field.

3. If the user doesn't want a new job assignment for the technician, enter an "N" (for "None") in the DISP TYPE field. If a new job assignment is desired, just leave this field blank.

4. If the next assignment is to be a routine maintenance job, enter an "R" in the DISP TYPE field.

5. If the next job is to be manual assignment, enter the job identification number in MANUAL JOBID field.

6. If an automatic assignment is to be selected, and the technician has moved to a field location other than where the completed job is located, enter his/her new location in the NEW TECH LOC

DAA/AA fields.

7. If the user wants to add a narrative to the history file being kept for the next job, enter it in the JOB NARR field.

8. If the user wants to store MTR data for the technician who has been helping on a job, enter it in the MTR input fields provided.

9. Press the ENTER (S/R) key.

The system will remove the technician from the "helping" status, and automatically jump to the GDDISP screen to display the new assignment (unless the user has requested no new job assignment). The job will remain on the technician's TLOG with a HDLGCODE of "HLP" indicating that the technician helped on this particular job.

Completing Maintenance Jobs Not Assigned to Technicians

To complete a maintenance job which is not, at the time, assigned to a field technician, do the following:

1. Enter the work center name in the CENTER field.

2. Make sure the TECH EC field has no input (blank).

3. In the JOBID field (NOT the MANUAL JOBID field) enter the job identification code of the job to be completed.

4. Perform a FIND.

When the system provides the information and completion fields for the job, take the following steps:

1. Enter "COMPLETE" in the COMMAND field.

2. Enter the completion narrative in the RET JOB NARR field. This will be stored with the history file kept on the job.

3. If the user wants to store additional descriptive information with the completed job, enter it in the COMMENTS field.

4. If the user wants to indicate that the circuit was restored to service as well as complete the job in GDS, enter the initials or employee code of the person who acknowledged the circuit restoral in the RESTORED TO field.

5. Enter the date and time that the circuit was restored to service in the D/T field. This field is not required to complete a job, but if left blank it will be populated with the current system date and time.

6. Enter the trouble found in the TROUBLE FOUND field.

7. Enter the action that was taken to clear trouble in the ACTION TAKEN field.

8. Enter the LMOS Type code in the TYPE field.

9. Enter the LMOS Disposition code in the DISPOSITION field.

10. Enter the LMOS Cause code in the CAUSE field.

11. Enter any special study codes in the FL1, FL2, and FL3 fields.

12. Press the ENTER (S/R) key.

The system will complete the job in GDS and complete the job in SSC.

Update Information to SSC

To send updated information to SSC:

1. Enter narrative in the RET JOB NARR field.

2. Perform an UPDATE.

Previous

The Previous function (PF7) is provided for jumping to the format previously displayed.

System Message

If a system message is received for a job in "DSP" status and a completion is attempted, the following occurs:

1. The completion is blocked.

2. The system will automatically jump to the GDCOMM screen.

3. The system message is displayed in the COMMENTS field.

Take action as required.

1. Change the SYSTEM MSG from "Y" to "N".

2. Perform an UPDATE.

3. Proceed with the completion.

Group Processing on GDMSCP

Refer to the section on "Processing Groups on GDCOMP" in Section 5.4.5.

CONTENTS

6.0 MISCELLANEOUS SUPPORT

This section contains miscellaneous support facilities and on-line screens.

6.1 ARCHIVE AND RETRIEVAL

The archive and retrieval facility provides the means for the GDS user to remove old records from active databases, and to store those records on tape devices for easy retrieval. Five of the GDS databases may be archived: the Work Request database, the Service Order Image database, the Technician Log database, and the Personnel Availability - Daily database. Figure 6-1 is a diagram of the archive and retrieval process.
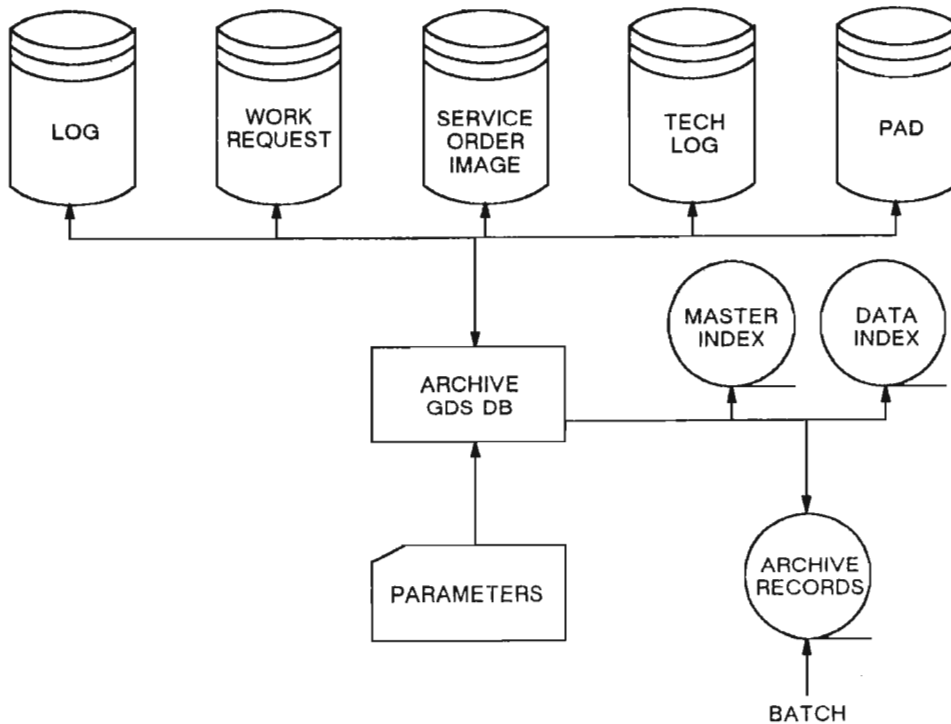
Figure 6-1. Database Archive Process

6.1.1 Work Request Database/Log Database Record Archive

The Work Request database archive is a DLI/BMP run that archives completed and cancelled work request records. Records may be archived by database partition or by GDS work center. Archived records are written to three files (Master Index, Data Index, and Data File), which are used as input to the work request retrieval run.

6.1.2 Service Order Image Database Record Archive

The Service Order Image database archive is a DLI/BMP run that archives completed service order images. Archived records are written to three files (Master Index, Data Index, and Data File), which are used as input to the service order image retrieval run.

6.1.3 Technician Log Database Record Archive

The Technician Log database archive is a DLI/BMP run that archives records from the Technician Log database. Archived records are written to three files (Master Index, Data Index, and Data File), which are used as input to the technician log database retrieval run.

6.1.4 Work Request Database/Log Database Record Retrieval

The retrieval run is a batch program that will retrieve and print work request records archived by the work request archive run. The program requires, as input, user-supplied parameters specifying retrieval criteria. Output produced by the program includes a run control report, error report, and four different detail reports. These reports are the maintenance trouble ticket report, a circuit installation report, cac/circuit ID/telephone number report, and a status log report. See Figure 6-2 for sample reports.

A. Work Request/Log Retrieval Parameters

The GDS user must supply the following parameters to the organization responsible for running the retrieval program:

(REQ'D)	CENTER	- The work center ID
	DATE	- The completion date of the work request (MMDDYY)
	or	
	FROM	- The FROM date of a completion date range in which a work
	and	request record may exist (MMDDYY)
	TO	- The TO date of a completion date range (MMDDYY)
	CLO	- The circuit layout number (13a/n)
	and/or	
	JOBID	- The job ID (12a/n)
(ONE REQ'D)	and/or	
	TELNO	- The telephone number (10n)
	and/or	
	CAC	- The circuit access code (10n)
	and/or	
	CKTID	- The circuit ID (45a/n).

```
┌─────────────────────────────────────────────────────────────────────────────────────────┐
│               NOTICE:  NOT FOR USE OR DISCLOSURE OUTSIDE THIS COMPANY OR BELL             │
│                COMMUNICATIONS RESEARCH WITHOUT WRITTEN PERMISSION                          │
├─────────────────────────────────────────────────────────────────────────────────────────┤
│ 11/09/88 09:02:21                        G D S                        PAGE    1           │
│ RUN BOOK(S) : 190-539-593    WORK REQUEST DATABASE ARCHIVED RECORDS RETRIEVAL  RUN ID  : VGGDR03 │
│ BELLCORE                           RUN CONTROL REPORT                 RELEASE  : G3.0      │
├─────────────────────────────────────────────────────────────────────────────────────────┤
│ CONTROL CARD INFORMATION / PROCESSING STATISTICS:                                         │
│                                                                                           │
│    CENTER = MRTN          DATE = 11/03/86  CAC = SMN4VD4                                   │
│                                                                                           │
│    CENTER = MRTN          DATE RANGE = 01/01/86-11/30/86                                   │
│    CKTID = 01/FXNT/0423429022/AA                                                          │
│                                                                                           │
│    CENTER = MRTN          DATE = 11/03/86  TTN = 0034987342                                │
│                                                                                           │
│    CENTER = DLLS          DATE RANGE = 10/01/86-11/30/86  JOBID = N00SLO1104               │
│                                                                                           │
│    CENTER = MRTN          DATE RANGE = 01/01/86-11/30/86  CLO = MRTNASTTRWQT               │
│                                                                                           │
│    THE RETRIEVAL RUN HAS COMPLETED SUCCESSFULLY.                                           │
│                                                                                           │
│                                                                                           │
│ FINAL RUN TOTALS                                                                          │
│                                                                                           │
│ MASTER INDEX RECORDS READ =                              5                                 │
│                                                                                           │
│ DATA INDEX RECORDS READ =                                57                                │
│                                                                                           │
│ ARCHIVED WORK REQUEST RECORDS READ =                     221                               │
│                                                                                           │
│ MAINTENANCE TROUBLE TICKET REPORTS PRINTED =             0                                 │
│                                                                                           │
│ CIRCUIT INSTALLATION REPORTS PRINTED =                   3                                 │
│                                                                                           │
│ CAC/CIRCUIT ID/TELEPHONE NUM REPORTS PRINTED =           3                                 │
│                                                                                           │
│ STATUS LOG REPORTS PRINTED =                             6                                 │
│                                                                                           │
│                           *** END OF REPORT ***                                           │
└─────────────────────────────────────────────────────────────────────────────────────────┘
```

Figure 6-2. Sample of Work Request Database Archived Records Retrieval Report (Page 1 of 15)

```
┌─────────────────────────────────────────────────────────────────────────────────────────┐
│               NOTICE:  NOT FOR USE OR DISCLOSURE OUTSIDE THIS COMPANY OR BELL             │
│                COMMUNICATIONS RESEARCH WITHOUT WRITTEN PERMISSION                          │
├─────────────────────────────────────────────────────────────────────────────────────────┤
│ 11/09/88 09:02:21                        G D S                        PAGE    2           │
│ RUN BOOK(S)  : 190-539-593   WORK REQUEST DATABASE ARCHIVED RECORDS RETRIEVAL  RUN ID  : VGGDR03 │
│ BELLCORE                          RETRIEVAL ERROR REPORT              RELEASE: : G3.0      │
├─────────────────────────────────────────────────────────────────────────────────────────┤
│                                                                                           │
│                           *** END OF REPORT ***                                           │
└─────────────────────────────────────────────────────────────────────────────────────────┘
```

Figure 6-2. Sample of Work Request Database Archived Records Retrieval Report (Page 2 of 15)

```
┌──────────────────────────────────────────────────────────────────────────────┐
│         NOTICE:  NOT FOR USE OR DISCLOSURE OUTSIDE THIS COMPANY OR BELL        │
│            COMMUNICATIONS RESEARCH WITHOUT WRITTEN PERMISSION                   │
│                                                                                │
│ 11/09/88 09:02:21                        G D S                  PAGE    5      │
│ RUN BOOK(S)  : 190-539-593    WORK REQUEST DATABASE ARCHIVED RECORDS RETRIEVAL  │
│ BELLCORE                      CAC / CIRCUIT ID / TELEPHONE NUMBER REPORT  RUN ID : VGGDR03 │
│                                                                 RELEASE : G3.0  │
│ ─────────────────────────────────────────────────────────────────────────────│
│ CIRCUIT ID / TELEPHONE NUMBER:  01/FXNT/0423429022/AA          CAC:            │
│ ─────────────────────────────────────────────────────────────────────────────│
│ JOBID: N00SLOISWR02                       CLO: MRTNASTTR                        │
│ CENTER: MRTN                              CNA:                                  │
│ CUSTOMER NAME: TEST GDS                   CUSTOMER TEL NUMBER: 2016991000       │
│ CUSTOMER ADDRESS: 33 KNIGHTSBRIDGE, PSCTWY NJ   LOCATION:                       │
│                                                                                │
│ TROUBLE REPORT:                           APPOINTMENT DATE:   /   /             │
│                                           APPOINTMENT TIME:     :               │
│                                           ACCESS AFTER: 08:00 ACCESS BEFORE: 17:00 │
│                                                                                │
│ TROUBLE FOUND:                            COMMITMENT DATE: 11/05/85             │
│                                           COMMITMENT TIME: 17:00                │
│                                                                                │
│ ACTION TAKEN:                             DISP:      CAUSE:                     │
│                                           MTR:       GEO:        HOURS:         │
│                                                                                │
│                                                                                │
│ NARRATIVE:                                                                      │
│                                                                                │
│ COMMENTS: THIS IS COMMENT FOR COMPLETION                                        │
│                                                                                │
│                                                                                │
│ ORDER COMPLETION STATS:  TEXT FOR ORDER STATS COMPLETION PROCESS - ITEM COMPLETED/C │
│                          ANCELLED ALL ITEMS FOR COMPLETION                      │
└──────────────────────────────────────────────────────────────────────────────┘
```

Figure 6-2. Sample of Work Request Database Archived Records Retrieval Report (Page 5 of 15)

| SYSTEM | | | LOGGED | LOG ACTIVITY | | JOB | HDG | TECH | SUPV | | MSG | MSG | |
DATE	TIME	EVT	BY	DATE	TIME	STAT	CDE	EC	GRP	INTERFACE	TYPE	NBR	NARRATIVE
11/03/88	16:08	CKL	UNKNOWN	11/03/88	16:08	CMP				UNKNOWN			NARRATIVE N/A - SCREEN = GDCOMP
11/03/88	16:00	CKL	UNKNOWN	11/03/88	16:00	PLD				UNKNOWN			** INITIAL STATUS WHEN CKL ADDED **

NOTICE: NOT FOR USE OR DISCLOSURE OUTSIDE THIS COMPANY OR BELL COMMUNICATIONS RESEARCH WITHOUT WRITTEN PERMISSION

11/09/88 09:02:21 — G D S — PAGE 6
RUN BOOK(S) : 190-539-593 — WORK REQUEST DATABASE ARCHIVED RECORDS RETRIEVAL — RUN ID : VGGDR03
BELLCORE — STATUS LOG — RELEASE : G3.0

Figure 6-2. Sample of Work Request Database Archived Records Retrieval Report (Page 6 of 15)

NOTICE: NOT FOR USE OR DISCLOSURE OUTSIDE THIS COMPANY OR BELL
COMMUNICATIONS RESEARCH WITHOUT WRITTEN PERMISSION

11/09/88 09:02:21 — G D S — PAGE 7
RUN BOOK(S) : 190-539-593 — WORK REQUEST DATABASE ARCHIVED RECORDS RETRIEVAL — RUN ID : VGGDR03
BELLCORE — CAC / CIRCUIT ID / TELEPHONE NUMBER REPORT — RELEASE : G3.0

CIRCUIT ID / TELEPHONE NUMBER: 2015421764 — CAC:

JOBID: N000MWR — CLO:
CENTER: MRTN — CNA:
CUSTOMER NAME: BILLY BIKER — CUSTOMER TEL NUMBER: 0034987342
CUSTOMER ADDRESS: 58 ROSE CT — LOCATION: APT 77

TROUBLE REPORT: XXX — APPOINTMENT DATE: / /
APPOINTMENT TIME: :
ACCESS AFTER: : ACCESS BEFORE: :

TROUBLE FOUND: — COMMITMENT DATE: 10/01/87
COMMITMENT TIME: 15:00

ACTION TAKEN: — DISP: CAUSE:
MTR: GEO: HOURS:

NARRATIVE:

COMMENTS: WRONG ADDRESS, WRONG NUMBER

Figure 6-2. Sample of Work Request Database Archived Records Retrieval Report (Page 7 of 15)

NOTICE: NOT FOR USE OR DISCLOSURE OUTSIDE THIS COMPANY OR BELL
COMMUNICATIONS RESEARCH WITHOUT WRITTEN PERMISSION

11/09/88 09:02:21   G D S   PAGE   8
RUN BOOK(S) : 190-539-593   WORK REQUEST DATABASE ARCHIVED RECORDS RETRIEVAL   RUN ID : VGGDR03
BELLCORE   STATUS LOG   RELEASE : G3.0

| SYSTEM | | | LOGGED | LOG ACTIVITY | | JOB | HDG | TECH | SUPV | | MSG | MSG | |
DATE	TIME	EVT	BY	DATE	TIME	STAT	CDE	EC	GRP	INTERFACE	TYPE	NBR	NARRATIVE
11/03/88	16:25	RMK	UNKNOWN	11/03/88	16:25					UNKNOWN			* MOVED FROM MRTN N000MWR 01
11/03/88	16:25	CKL	UNKNOWN	11/03/88	16:25	CAN				UNKNOWN			MANUAL STATUS CHANGE
11/03/88	16:23	CKL	UNKNOWN	11/03/88	16:22	PLD				UNKNOWN			CAN'T PERFORM JOB
11/03/88	16:22	CKL	UNKNOWN	11/03/88	16:22	DSP		A12	A01	UNKNOWN			NARRATIVE N/A - SCREEN = GDDISP
11/03/88	15:24	CKL	UNKNOWN	03/01/87	12:00	PLD				UNKNOWN			** INITIAL STATUS WHEN CKL ADDED **

Figure 6-2. Sample of Work Request Database Archived Records Retrieval Report (Page 8 of 15)

NOTICE: NOT FOR USE OR DISCLOSURE OUTSIDE THIS COMPANY OR BELL
COMMUNICATIONS RESEARCH WITHOUT WRITTEN PERMISSION

11/09/88 09:02:21   G D S   PAGE   9
RUN BOOK(S) : 190-539-593   WORK REQUEST DATABASE ARCHIVED RECORDS RETRIEVAL   RUN ID : VGGDR03
BELLCORE   CIRCUIT INSTALLATION REPORT   RELEASE : G3.0

ORDER NUMBER: N00SLO1104   CLO NUMBER:

CENTER: DLLS   CKT/TN: 7073251580
CUSTOMER NAME: TEST GDS   CUSTOMER TEL NUMBER: 8665927412
CUSTOMER ADDRESS: 10850 KINGSLEY GRAND POLE FL   LOCATION: BUILDING 4

CNA: CAC: APPOINTMENT DATE: / /
COMMITMENT DATE: 11/05/85   APPOINTMENT TIME: :
COMMITMENT TINE: 15:00   ACCESS AFTER: 08:00 ACCESS BEFORE: 17:00
     MTR: GEO: HOURS:

COMMENTS: WORK REQUEST CREATED THROUGH SOAC INTERFACE FOR TESTING ARCHIVE AND AUTO COMPLETION
     ORDER STATS

     *SO-INPUT: ASSIGNMENT MSG-WORK REQUEST UPDATED-
STATUS NOT CHANGED|*SO-INPUT: PLANNING MSG-WORK REQUEST UPDATED-STATUS NOT CHANGED|

ORDER	A-4 :		DY :	L13	L19	L25
STATS:	U-16:		D4 :	L14	L20	L25
	N-7 :	10101	TC :	L15	L21	L26
	DATE:	103188	TE :	L16	L22	L27
	M-5 :	12345	AN :	L17	L23	L29
	DM :	103188	L12	L18	L24	L30

Figure 6-2. Sample of Work Request Database Archived Records Retrieval Report (Page 9 of 15)

NOTICE: NOT FOR USE OR DISCLOSURE OUTSIDE THIS COMPANY OR BELL
COMMUNICATIONS RESEARCH WITHOUT WRITTEN PERMISSION

11/09/88 09:02:21   G D S   PAGE   10
RUN BOOK(S) : 190-539-593   WORK REQUEST DATABASE ARCHIVED RECORDS RETRIEVAL   RUN ID : VGGDR03
BELLCORE   STATUS LOG   RELEASE : G3.0

SYSTEM DATE	TIME	EVT	LOGGED BY	LOG ACTIVITY DATE	TIME	JOB STAT	HDG CDE	TECH EC	SUPV GRP	INTERFACE	MSG TYPE	MSG NBR	NARRATIVE
11/01/88	16:44	RMK	UNKNOWN	11/01/88	16:44					UNKNOWN			STAT CHG CMP USING GDIDRM
11/01/88	16:35	CKL	UNKNOWN	11/01/88	16:35	PLD		SLO	DDH	UNKNOWN			WORK REQUEST MOVED FROM HSTN
10/31/88	17:43	IOT	UNKNOWN	10/31/88	17:43	CMP		SLO	DDH	UNKNOWN	AUTOC	0	AUTOCOMPLETE MESSAGE SENT TO SOP
10/31/88	17:43	CKL	UNKNOWN	10/31/88	17:42	CMP		SLO	DDH	UNKNOWN			NARRATIVE N/A - SCREEN = GDCOMP
10/31/88	17:42	RMK	UNKNOWN	10/31/88	17:42					UNKNOWN			COMPLETION SCREEN AGAIN
10/31/88	17:42	RMK	UNKNOWN	10/31/88	17:42					UNKNOWN			MORE REMARKS
10/31/88	17:41	RMK	UNKNOWN	10/31/88	17:41					UNKNOWN			DISPATCH AGAIN
10/31/88	17:41	CKL	UNKNOWN	10/31/88	17:41	DSP		SLO	DDH	UNKNOWN			NARRATIVE N/A - SCREEN = GDDISP
10/31/88	17:41	RMK	UNKNOWN	10/31/88	17:41					UNKNOWN			RETURN AGAIN
10/31/88	17:40	IOT	UNKNOWN	10/31/88	17:40	PLD				UNKNOWN	AUTOC	0	AUTOCOMPLETE MESSAGE SENT TO SOP
10/31/88	17:40	CKL	UNKNOWN	10/31/88	17:40	PLD				UNKNOWN			NARRATIVE N/A - SCREEN = GDCOMP
10/31/88	17:36	RMK	UNKNOWN	10/31/88	17:36					UNKNOWN			WORK REQUEST COMMENTS UPDATED
10/31/88	17:35	RMK	UNKNOWN	10/31/88	17:35					UNKNOWN			MORE LINES ON REPORT
10/31/88	17:34	RMK	UNKNOWN	10/31/88	17:34					UNKNOWN			ADD REMARKS FOR ...
10/31/88	17:34	RMK	UNKNOWN	10/31/88	17:34					UNKNOWN			NEITHER NET1 NOR NET2
10/31/88	17:33	RMK	UNKNOWN	10/31/88	17:33					UNKNOWN			SOAC INTERFACE DOES NOT CHANGE STATUS
10/31/88	17:28	CKL	SO-INPUT	10/31/88	17:28	DSP		SLO	DDH	SO-INPUT	ASGM		NET2 ASSIGNMENT MESSAGE
10/31/88	17:28	CKL	SO-INPUT	10/31/88	17:28	DSP		SLO	DDH	SO-INPUT	PLNG		NET1 PLANNING MESSAGE
10/31/88	17:26	CKL	UNKNOWN	10/31/88	17:26	DSP		SLO	DDH	UNKNOWN			NARRATIVE N/A - SCREEN = GDDISP
10/31/88	17:23	RMK	UNKNOWN	10/31/88	17:23					UNKNOWN			AT LAST - THE LAST ONE
10/31/88	17:23	RMK	UNKNOWN	10/31/88	17:23					UNKNOWN			LAST T20
10/31/88	17:23	RMK	UNKNOWN	10/31/88	17:23					UNKNOWN			3 AND COUNTING DOWN
10/31/88	17:22	RMK	UNKNOWN	10/31/88	17:22					UNKNOWN			4 TO GO
10/31/88	17:22	RMK	UNKNOWN	10/31/88	17:22					UNKNOWN			5 MORE
10/31/88	17:22	RMK	UNKNOWN	10/31/88	17:22					UNKNOWN			WHERE IS REMARKS
10/31/88	17:22	RMK	UNKNOWN	10/31/88	17:22					UNKNOWN			AABBCC RFM COMMAND
10/31/88	17:21	RMK	UNKNOWN	10/31/88	17:21					UNKNOWN			TESTING 1 2 3 OF REMARKS
10/31/88	17:21	RMK	UNKNOWN	10/31/88	17:21					UNKNOWN			MORE REMARKS
10/31/88	17:18	IOT	UNKNOWN	10/31/88	17:18	PLD				UNKNOWN	AUTOC	0	AUTOCOMPLETE MESSAGE SENT TO SOP
10/31/88	17:18	CKL	UNKNOWN	10/31/88	17:18	PLD				UNKNOWN			NARRATIVE N/A - SCREEN = GDCOMP
10/31/88	17:18	CKL	UNKNOWN	10/31/88	17:18	DSP		SLO	DDH	UNKNOWN			NARRATIVE N/A - SCREEN = GDDISP
10/31/88	17:13	CKL	GDSOI	10/31/88	17:13	PLD				GDSOI			GDSOI STATUS CHANGE
10/31/88	17:12	CKL	UNKNOWN	10/31/88	17:12	PSC	TDO			UNKNOWN			GDITM
10/31/88	17:12	RMK	UNKNOWN	10/31/88	17:12					UNKNOWN			ANOTHER REMARK AGAIN
10/31/88	17:11	RMK	UNKNOWN	10/31/88	17:11					UNKNOWN			OVER AND OVER
10/31/88	17:11	RMK	UNKNOWN	10/31/88	17:11					UNKNOWN			NEED MORE THAN 45
10/31/88	17:11	RMK	UNKNOWN	10/31/88	17:11					UNKNOWN			AGAIN AND AGAIN
10/31/88	17:10	RMK	UNKNOWN	10/31/88	17:10					UNKNOWN			MORE REMARKS
10/31/88	17:09	IOT	UNKNOWN	10/31/88	17:09	JEP	TDO			UNKNOWN	AUTOC	0	AUTOCOMPLETE MESSAGE SENT TO SOP
10/31/88	17:09	CKL	UNKNOWN	10/31/88	17:09	JEP	TDO			UNKNOWN			NARRATIVE N/A - SCREEN = GDCOMP
10/31/88	17:08	CKL	UNKNOWN	10/31/88	17:08	DSP		SLO	DDH	UNKNOWN			NARRATIVE N/A - SCREEN = GDDISP
10/31/88	17:08	IOT	UNKNOWN	10/31/88	17:08	PRE		SLO	DDH	UNKNOWN	AUTOC	0	AUTOCOMPLETE MESSAGE SENT TO SOP
10/31/88	17:08	CKL	UNKNOWN	10/31/88	17:06	PRE		SLO	DDH	UNKNOWN			NARRATIVE N/A - SCREEN = GDCOMP
10/31/88	17:06	CKL	UNKNOWN	10/31/88	17:05	DSP		SLO	DDH	UNKNOWN			NARRATIVE N/A - SCREEN = GDDISP
10/31/88	17:05	RMK	UNKNOWN	10/31/88	17:05					UNKNOWN			THIS IS A TEST FOR ARCHIVE
10/31/88	17:04	RMK	UNKNOWN	10/31/88	17:04					UNKNOWN			REMARK 2 ADDED AGAIN

Figure 6-2. Sample of Work Request Database Archived Records Retrieval Report (Page 10 of 15)

NOTICE: NOT FOR USE OR DISCLOSURE OUTSIDE THIS COMPANY OR BELL
COMMUNICATIONS RESEARCH WITHOUT WRITTEN PERMISSION

11/09/88 09:02:21   G D S   PAGE   11
RUN BOOK(S) : 190-539-593   WORK REQUEST DATABASE ARCHIVED RECORDS RETRIEVAL   RUN ID : VGGDR03
BELLCORE   STATUS LOG   RELEASE : G3.0

| SYSTEM | | | LOGGED | LOG ACTIVITY | | JOB | HDG | TECH | SUPV | | MSG | MSG | |
DATE	TIME	EVT	BY	DATE	TIME	STAT	CDE	EC	GRP	INTERFACE	TYPE	NBR	NARRATIVE
10/31/88	17:04	RMK	UNKNOWN	10/31/88	17:04					UNKNOWN			REMARK 1 ADDED
10/31/88	17:02	CKL	UNKNOWN	10/31/88	17:02	PRE		SLO	DDH	UNKNOWN			STATUS CHANGE
10/31/88	16:59	CKL	GDSOI	10/31/88	16:59	PLD				GDSOI			GDSOI STATUS CHANGE
10/31/88	16:54	CKL	SO-INPUT	10/31/88	16:54	PSC	FMP			SO-INPUT	ASGM		NET2 ASSIGNMENT MESSAGE
10/31/88	16:54	CKL	SO-INPUT	10/31/88	16:54	PFA				SO-INPUT	PLNG		NET1 PLANNING MESSAGE

Figure 6-2. Sample of Work Request Database Archived Records Retrieval Report (Page 11 of 15)

NOTICE: NOT FOR USE OR DISCLOSURE OUTSIDE THIS COMPANY OR BELL
COMMUNICATIONS RESEARCH WITHOUT WRITTEN PERMISSION

11/09/88 09:02:21   G D S   PAGE   12
RUN BOOK(S) : 190-539-593   WORK REQUEST DATABASE ARCHIVED RECORDS RETRIEVAL   RUN ID : VGGDR03
BELLCORE   CIRCUIT INSTALLATION REPORT   RELEASE : G3.0

ORDER NUMBER: N00SLOISWR02   CLO NUMBER: MRTNASTTRWQT

CENTER: MRTN   CKT/TN: S 01/FXNT/0423429011/AA
CUSTOMER NAME: TEST GDS   CUSTOMER TEL NUMBER: 2016991000
CUSTOMER ADDRESS: 33 KNIGHTSBRIDGE, PSCTWY NJ   LOCATION:

CNA: ATT   CAC: SMN4WB7   APPOINTMENT DATE: / /
COMMITMENT DATE: 11/05/85   APPOINTMENT TIME: :
COMMITMENT TINE: 17:00   ACCESS AFTER: 08:00 ACCESS BEFORE: 17:00
       MTR: GEO: HOURS:

COMMENTS: THIS IS COMMENT FOR COMPLETION

ORDER COMPLETION STATS:

Figure 6-2. Sample of Work Request Database Archived Records Retrieval Report (Page 12 of 15)

PROPRIETARY – BELLCORE AND AUTHORIZED CLIENTS ONLY
See proprietary restrictions on title page.

6-9

11/09/88 09:02:21
RUN BOOK(S) : 190-539-593
BELLCORE

G D S
WORK REQUEST DATABASE ARCHIVED RECORDS RETRIEVAL
STATUS LOG

PAGE 13
RUN ID : VGGDR03
RELEASE : G3.0

SYSTEM			LOGGED	LOG ACTIVITY		JOB	HDG	TECH	SUPV		MSG	MSG	
DATE	TIME	EVT	BY	DATE	TIME	STAT	CDE	EC	GRP	INTERFACE	TYPE	NBR	NARRATIVE
11/03/88	16:10	CKL	UNKNOWN	11/03/88	16:10	CAN				UNKNOWN			MANUAL STATUS CHANGE
11/03/88	14:18	CKL	UNKNOWN	11/03/88	14:18	PLD				UNKNOWN			** INITIAL STATUS WHEN CKL ADDED **

Figure 6-2. Sample of Work Request Database Archived Records Retrieval Report (Page 13 of 15)

11/09/88 09:02:21
RUN BOOK(S) : 190-539-593
BELLCORE

G D S
WORK REQUEST DATABASE ARCHIVED RECORDS RETRIEVAL
CIRCUIT INSTALLATION REPORT

PAGE 14
RUN ID : VGGDR03
RELEASE : G3.0

ORDER NUMBER: N00SLOISWR01   CLO NUMBER: MRTNASTTRWQT

CENTER: MRTN
CUSTOMER NAME: TEST GDS
CUSTOMER ADDRESS: 33 KNIGHTSBRIDGE, PSCTWY NJ

CKT/TN: S 01/FXNT/042342 011/AA
CUSTOMER TEL NUMBER: 2016991000
LOCATION:

CNA: ATT   CAC: SMN4WB7
COMMITMENT DATE: 11/05/85
COMMITMENT TINE: 17:00

APPOINTMENT DATE: /   /
APPOINTMENT TIME: :
ACCESS AFTER: 08:00 ACCESS BEFORE: 17:00
MTR: GEO: HOURS:

COMMENTS: THIS IS COMMENT FOR COMPLETION

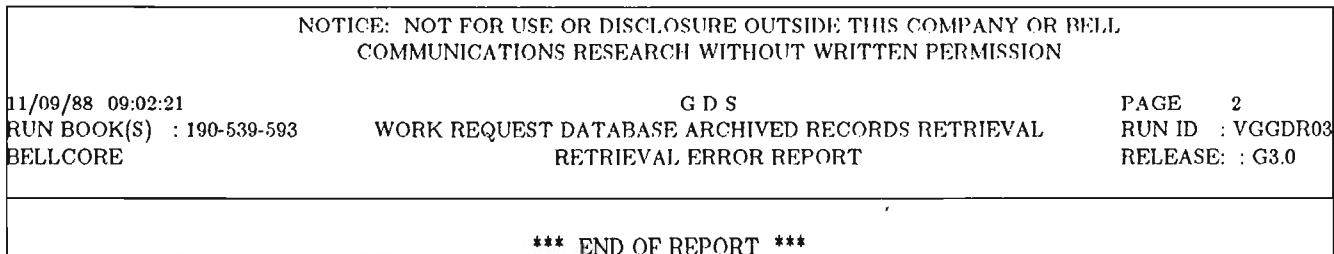ORDER COMPLETION STATS: ORDER STATS TEXT ENTERED HERE

Figure 6-2. Sample of Work Request Database Archived Records Retrieval Report (Page 14 of 15)

NOTICE: NOT FOR USE OR DISCLOSURE OUTSIDE THIS COMPANY OR BELL COMMUNICATIONS RESEARCH WITHOUT WRITTEN PERMISSION												

11/09/88 09:02:21   G D S   PAGE 15
RUN BOOK(S) : 190-539-593   WORK REQUEST DATABASE ARCHIVED RECORDS RETRIEVAL   RUN ID : VGGDR03
BELLCORE   STATUS LOG   RELEASE : G3.0

SYSTEM			LOGGED	LOG ACTIVITY		JOB	HDG	TECH	SUPV		MSG	MSG	
DATE	TIME	EVT	BY	DATE	TIME	STAT	CDE	FC	GRP	INTERFACE	TYPE	NBR	NARRATIVE
11/03/88	15:28	CKL	UNKNOWN	11/03/88	15:28	CMP		A11	A01	UNKNOWN			NARRATIVE N/A - SCREEN = GDCOMP
11/03/88	15:26	CKL	UNKNOWN	11/03/88	15:26	DSP		A11	A01	UNKNOWN			NARRATIVE N/A - SCREEN = GDDISP
11/03/88	14:18	CKL	UNKNOWN	11/03/88	14:18	PLD				UNKNOWN			** INITIAL STATUS WHEN CKL ADDED **

Figure 6-2. Sample of Work Request Database Archived Records Retrieval Report (Page 15 of 15)

6.1.5 Service Order Image Record Retrieval

The retrieval run is a batch program that will retrieve and print service order image records archived by the service order image archive run. The program requires, as input, user-supplied parameters specifying retrieval criteria. Output produced by the program includes a run control report, an error report, and a service order image report.

Figure 6-3 is a sample service order image report.

A. Service Order Image Retrieval Parameters

The following parameters must be supplied by the GDS user for the service order image retrieval run:

(REQ'D)   SO NUM   - The service order number (12a/n)

                             COMP DATE - The completion date of the service order (MMDDYY)
(ONE REQ'D)   or
                             FROM   - The FROM date of a completion date range in which the
                             and   requested service order may have been completed (MMDDYY)
                             TO   - The TO date of a completion date range (MMDDYY).

Figure 6-3. Service Order Image Detail Report

```
            NOTICE: NOT FOR USE OR DISCLOSURE OUTSIDE THIS COMPANY OR BELL
                  COMMUNICATIONS RESEARCH WITHOUT WRITTEN PERMISSION

02/11/87 08:53:20                    G D S                    PAGE    17
RUN BOOK(S) : 190-539-591    SERVICE ORDER IMAGE DATABASE ARCHIVED RECORDS RETRIEVAL      RUN ID  : VGGDR01
BELLCORE                         ARCHIVED SERVICE ORDER IMAGE DETAIL REPORT               RELEASE : G2.0
-----------------------------------------------------------------------------------

-----------------------------------------------------------------------------------
ORDER NUMBER: IBER30000001                        SUPP NUMBER: K

COMPLETION DATE: 01/20/87                          PAGE NUMBER: 01
-----------------------------------------------------------------------------------


            SERVICE ORDER IMAGE                           COMMENTS
...................................................................................
      LINE1                                       COM1
      LINE2                                       COM2
      LINE3                                       COM3
      LINE4                                       COM4
      LINE5                                       COM5
      LINE6                                       COM6
      LINE7                                       COM7
      LINE8                                       COM8
      LINE9                                       COM9
      LINE10                                      COM10
      LINE11                                      COM11
      LINE12                                      COM12
      LINE13                                      COM13
      LINE14                                      COM14
```

```
03/02/87 13:45:59                         G D S                        PAGE    4
RUN BOOK(S) : 190-539-592    TECHNICIAN LOG DATABASE ARCHIVED RECORDS RETRIEVAL    RUN ID  : VGGDR02
BELLCORE                       ARCHIVED TECHNICIAN LOG RECORDS DETAIL REPORT       RELEASE : G2.0
------------------------------------------------------------------------------------
CENTER: NYTEST        SUPV GRP: M01    DATE: 07/02/87
TECHNICIAN NAME: 101                   TECHNICIAN EC: 101


         COMM    COMM   START END    EST   ACT  TRAVEL
SEQ   JOBID       DATE   TIME   TIME  TIME  PRICE PRICE  TIME
------------------------------------------------------------------------------------
010 860702100001 01  07/02/86  10:22    08:00 08:34 00:34 00:34  00:00
020 860702100002 01  07/02/86  10:22    08:44 05:50 00:48 00:50  00:10
030 N1132568     01  07/02/86  12:00    09:15 10:15 00:50 01:00  00:25
```

Figure 8-4. Technician Log Report

6.2 MENU

DESCRIPTION

The menu facility provides an online listing of all GDS screens and tables. The menu format allows the GDS user to display a screen or table without knowing the format name, and is useful to a new user of the system.

GDSR provides several menu pages. The menu groups are User Screens, Load tables, Job Logging tables, TTS tables, and Utility screens.

FUNCTIONS

Display the Menu Screen

1. From a clear terminal screen, enter "/FOR GDS" and press the ENTER (S/R) key.

2. If the user is already on a GDS screen other than GDS, enter "GDS" in the /FOR field and press the ENTER (S/R) key.

Page Forward Through the Menus

To page forward through the menu pages, press the ENTER key. The system will wrap around through the menus.

Display a Screen or Table

To display a screen or table using the menu, do the following:

1. Page to the menu that contains the desired screen/table.

2. Tab down the select column to the desired format.

3. Place any character in the selection field next to the desired format.

4. Press the ENTER key.

6.2.1 Generic Dispatch System User Screens

| | GENERIC DISPATCH SYSTEM | 06/01/89 22:15:56 |
| | USER SCREENS | PAGE 01 OF 07 |

```
_ GDIWR       POTS INSTALLATION WORK REQUEST
_ GDISWR      SS INSTALLATION WORK REQUEST
_ GDMWR       LMOS MAINTENANCE WORK REQUEST
_ GDMSWR      SSC MAINTENANCE WORK REQUEST
_ GDCOMM      WORK REQUEST COMMENTS/FACILITIES
_ GDSOI       SERVICE ORDER IMAGE
_ GDMJRV      MECHANIZED JOB REVIEW
_ GDGRP       JOB STAPLING/LINKING/GROUPING
_ GDLST       WORK LIST
_ GDDISP      JOB DISPATCH
_ GDCOMP      JOB COMPLETION
_ GDCMP2      POTS INSTAL COMPLETION
_ GDTEST      VIEW LONG TEST RESULTS
_ GDTLOG      TECHNICIAN LOG
_ GDLOAD      BULK LOAD
_ GDISSU      ISSUE DOCUMENTS
```

****INSTRUCTIONS
CHECK THE DESIRED SCREEN NAME AND PRESS ENTER
TO SEE NEXT PAGE, PRESS ENTER

GENERIC DISPATCH SYSTEM   06/01/89 14:59:12
USER SCREENS   PAGE 02 OF 07

_ GDCRON   CRON SCHEDULER
_ GDITM   ITEM OPERATIONS
_ GDMTCH   WORK REQUEST MATCHER
_ GDMCKL   WORK REQUEST MATCHER (CKL LEVEL)
_ GDMITM   WORK REQUEST MATCHER (ITEM LEVEL)

****INSTRUCTIONS
CHECK THE DESIRED SCREEN NAME AND PRESS ENTER
TO SEE NEXT PAGE, PRESS ENTER

6.2.2 Generic Dispatch System Load Tables

GENERIC DISPATCH SYSTEM
LOAD TABLES

06/01/89 22:15:36
PAGE 03 OF 07

_ GDSUPV   SUPERVISOR GROUP ATTRIBUTES
_ GDTECH   TECHNICIAN ATTRIBUTES
_ GDPAD   PERSONNEL AVAILABILITY - DAILY
_ GDDATR   INTER-DAA TRAVEL TIME
_ GDAATR   INTER-AA TRAVEL TIME
_ GDDAA   DISPLAY CENTER DAA'S
_ GDADW   ASSIGN DISPATCH WEIGHTS
_ GDJTW   JOB TYPE WEIGHTS

****INSTRUCTIONS
CHECK THE DESIRED SCREEN NAME AND PRESS ENTER
TO SEE NEXT PAGE, PRESS ENTER

6.2.3 Generic Dispatch System Job Logging Tables

<pre>
                    GENERIC DISPATCH SYSTEM
                    JOB LOGGING TABLES   06/01/89 22:15:36
                                                    PAGE 04 OF 07
  _ GDWCM   NPANNX TO WIRE CENTER MAPPING
  _ GDCLLI   CLLI TO WIRE CENTER MAPPING
  _ GDICTR   INSTALLATION CENTER ROUTING
  _ GDCPM   CABLE/PAIR TO ROUTE MAPPING
  _ GDMAP   DAA/AA MAPPING
  _ GDFEP   FRONT END/UNIT# TABLE
  _ GDCSC   INSTALLATION CSC OPTIONS
  _ GDNCI   INSTALLATION NCI OPTIONS
  _ GDUSOC   INSTALLATION USOC OPTIONS
  _ GDFID   INSTALLATION FID OPTIONS
  _ GDPGS   INSTALLATION PAIR GAIN OPTIONS
  _ GDIJT   INSTALLATION JOB TYPES
  _ GDMJP   LMOS MAINTENANCE JOB PRICING OPTIONS
  _ GDSSTT   SSC TROUBLE TICKET PRICING OPTIONS
  _ GDPST   PST OPTIONS FOR NFV ORDERS
  _ GDSOP   GDS SERVICE ORDER PROCESSORS
</pre>

****INSTRUCTIONS
CHECK THE DESIRED SCREEN NAME AND PRESS ENTER
TO SEE NEXT PAGE, PRESS ENTER

6.2.4 Generic Dispatch System TTS Tables

GENERIC DISPATCH SYSTEM
TTS TABLES   06/01/89 22:15:36
                              PAGE 05 OF 07

_ VGTDSO   GDS CO OPTIONS
_ VGTDSO   GDS OPTIONS (+ CENTER)
_ VGTDSO   GDS LMOS ROUTING
_ VGTDSO   GDS PCS (+ CENTER)
_ VGTDSO   SSDAC DATES (+ CENTER)
_ VGTDSO   GDS MAINT JT (+ CENTER)
_ VGTDSO   GDS JOBPRI (+ CENTER)
_ VGTDSO   GDS JOBCLASS (+ CENTER)
_ VGTDSO   GDS HDLGCODE
_ VGTDSO   GDS TIME TYPES
_ VGTDSO   GDS SOC PRINTER (+ CENTER)
_ VGTDSO   GDS LOAD PARMS (+ CENTER)
_ VGTDSO   GDS EXCEPTIONS (+ CENTER)
_ VGTDSO   GDS SYNCH OPTS (+ CENTER)
_ VGTDSO   GDS SOAC ACCESS (+ CENTER)
_ VGTDSO   GDS SOAC PFAIL (+ CENTER)

*****INSTRUCTIONS
CHECK THE DESIRED SCREEN NAME AND PRESS ENTER
TO SEE NEXT PAGE, PRESS ENTER

GENERIC DISPATCH SYSTEM
TTS TABLES

08/22/89 16:29:48
PAGE 06 OF 07

_ VGTDSO   GDS VALID FMT
_ VGTDSO   MAIL GROUPS
_ VGTDSO   GDS SOI PARSE (+ SOP)
_ VGTDSO   GDS SOP OPTIONS (+ SOP)
_ VGTDSO   GDS SOP EDITS (+ SOP)
_ VGTDSO   GDS ISSUE OPTS (+ CENTER)
_ VGTDSO   GDS LMOS PRNK (+ CENTER)
_ VGTDSO   GDS ACTL VISIT (+ CENTER)

*****INSTRUCTIONS
CHECK THE DESIRED SCREEN NAME AND PRESS ENTER
TO SEE NEXT PAGE, PRESS ENTER

6.2.5 Generic Dispatch System Utility Screens

GENERIC DISPATCH SYSTEM
UTILITY SCREENS
08/26/89 09:03:26
PAGE 07 OF 07

_ GDSOT	SERVICE ORDER ENTRY TEST
_ GDTTE	TROUBLE TICKET ENTRY
_ GDPMD	WORK REQ PARTITIONING MATRIX DISPLAY
_ GDDBD	DATABASE DESCRIPTION LIST
_ GDDBD1	DBD TO TABLE REFERENCE
_ GDPSB	FORMAT TO PSB CROSS-REFERENCE
_ GDPSB1	BACKGROUND PSB CROSS-REFERENCE
_ VGHELP	ERROR MESSAGE HELP
_ GCRLOC	LOCATION REFERENCE
_ GTSDEV	TSEND DEVICE VALIDATION TABLE
_ GMAIL	ELECTRONIC MAIL
_ GDCHK	GDS TABLE CHECKER
_ GDLOG	GDS WORK REQUEST STATUS LOG
_ GDBROW	GDS DATABASE BROWSE UTILITY
_ GDUTIL	GDS COMMON UTILITY

*****INSTRUCTIONS
CHECK THE DESIRED SCREEN NAME AND PRESS ENTER
TO SEE NEXT PAGE, PRESS ENTER

- The B (BROADCAST) option is used to write and send a message to a group of users or terminals that has been pre-defined in the TTS Table MAIL GROUPS.

- The R (READ) option is used to display a list of all messages.

- Each message can be displayed using the F (First-In, First-Out) or L (Last-In, First-Out) option, or the assigned message number.

- The N (NEXT) option enables the display of each additional message. It is system-generated when more than one message exists for a user, and the F or L option has been specified.

- The D (DELETE) option is used to delete a message.

- The C (CLEAR) option is used to delete ALL messages in a single transaction.

FUNCTIONS

Display a Blank Screen

1. From a cleared terminal screen, enter "/FOR GMAIL" and press the ENTER (S/R) key.

2. If you are already on a GDS screen, enter "GMAIL" in the /FOR field and press the ENTER (S/R) key.

3. If you are already on GMAIL and want to remove all the data that is currently being displayed, press the REFRESH function key (PF8).

Send Mail to One or More Users

1. Enter either "MAIL" or "M" in the COMMAND field.

2. In the TO field, enter the user ID(s) where the mail is to be sent.

3. In the TEXT field, enter the message. Up to 18 lines of 79 characters each are permitted for one message.

4. Press the ENTER (S/R) key.

The message will then be saved for the user to look at. The user to whom the message was sent can then display the message using the READ command.

Send Mail to One or More Terminals

1. Enter either "WRITE" or "W" in the COMMAND field.

2. Enter the terminal ID(s) in the TO field.

3. In the TEXT field, enter the message to be sent. Up to 18 lines of characters each can be sent for one message.

4. Press the ENTER (S/R) key.

The message will then be sent immediately to the specified terminal(s). If the terminal is not in use at the time that the message is sent, the message will be saved and displayed once the terminal is in use.

Read Mail

1. Enter "READ" or "R" in the COMMAND field.

2. Press the ENTER (S/R) key.

   This will display a list of all available messages for the user or terminal. Each message will be identified by the user ID of the sender, plus the date and time that the message was sent.

3. To read messages in a user-defined order, enter the number of the message in the COMMAND field. To read messages in first-in first-out order, enter an "F" in the COMMAND field. To read messages in last-in first-out order, enter an "L" in the COMMAND field.

6.4 GDCRON

```
COMMAND: -------        GDS:  CRON SCHEDULER SCREEN (GDCRON)    /FOR: ------
                                                     06/01/89 10:14:41


CENTER: -----------      REQUEST: ---------    (APPTCTL, AUTODSP, AUTOSYNC,
                                                MWD, PSTEV, PSTNEV)


START DATE: -- -- --   END DATE: -- -- --


START TIME: -------    END TIME: -------

RUN INTERVAL: -- : -- ( HH : MM )

DAYS OF THE WEEK:  ALL - MON - TUE - WED - THU - FRI - SAT - SUN -

DAY OF THE MONTH: --

HOLIDAYS: -  (Y = ADD HOLIDAYS, N = EXCLUDE HOLIDAYS, BLANK = LEAVE AS IS)

OPTIONS:
  APPTCTL:  PREPARE FOR DATE:  -- -- --
```

Figure 6-6. GDS CRON Scheduler Screen (GDCRON)

PF1	PF2	PF3	PF4	PF5	PF6	PF7	PF8	PF9	PF10	PF11
FIND			ADD				REFRESH		DELETE	

COMMANDS

FIND, ADD, DELETE, HELP, EXECUTE

DESCRIPTION

The GDCRON screen is used to schedule certain "requests" to be run on a scheduled periodic basis, or immediately. The screen allows the user to specify certain dates, days of the week, start and end times, and run intervals (how often to run the request) for individual requests and specific work centers.

Once the user adds a scheduled request, it will be run automatically per the schedule that has been specified.

If the user wants to immediately run a request, simply use the "EXECUTE" command.

FUNCTIONS

Display a Blank Screen

1. From a cleared terminal screen, enter "/FOR GDCRON" and press the ENTER (S/R) key.

2. If the user is already on a GDS screen other than GDCRON, enter "GDCRON" in the /FOR field and press the ENTER (S/R) key. NOTE: In some cases, the GDCRON screen may already display information the user was working with on the old screen. This automatic "jump-find" feature is designed to save time when the user needs to use a different screen.

3. If the user is already on GDCRON and wants to remove all the data that is currently being displayed, press the REFRESH function key (PF8).

Find a GDCRON Request

To find a request that was previously added, do the following:

1. Enter the work center ID in the CENTER field.

2. Enter the request name in the REQUEST field. Valid requests are

   - APPTCTL: Used to schedule and/or run a program that prepares (updates) the databases used for appointment control reports for the specified work center. This should be scheduled to be run once daily some time during the night so that the appointment control reports for the day will have updated information.

   - AUTOSYNC: Used to schedule and/or run the job synchronization process between LMOS and GDS. This process insures that the GDS work center has all the LMOS jobs it is supposed to have. The TTS table GDS SYNCH OPTS is used to specify certain data to be used by the synchronization process. This program is designed to periodically (as defined by the AUTOSYNCH schedule built here) request lists of LMOS jobs pending dispatch (RCMD-DPJ report) and compare it with the corresponding list of pending jobs in the GDS system. Any LMOS jobs not found in the GDS job pool result in requests for duplicate Basic Output Reports (BORs). This will also happen when the job is found to have a "subsequent" report count that is higher in LMOS than in GDS. This will allow GDS to obtain any new job information that may have come in with the customer's subsequent report.

     It is recommended that this be run approximately every 30 minutes.

   - AUTODSP: The AUTO DISPATCH request is used to automatically dispatch technicians on their first job of the day. A job is a candidate for automatic dispatch as long as:

     — it is the FIRST entry on GDTLOG and the jobstat is "PRE"

     — the SYS MSG flag is set to 'N'.

     The AUTODSP function is executed via two transactions. TRAN#1 (VGGDADSP) is a permanent transaction that resides in the CRON database. This transaction must be inserted through the use of the GDCRON screen for each CENTER that wishes to use the AUTODSP function. It is recommended that this transaction be executed at 12:00 a.m. daily including weekends and holidays. An END TIME of 12:00 a.m. is also recommended. The RUN INTERVAL must be 00:00.

TRAN#1 will execute once a day at START TIME (12:00 a.m.). TRAN#1 accesses the Personnel Availability - Daily (PAD) database and retrieves the earliest PAD time (productive or nonproductive) for the participating center. TRAN#1 will enter TRAN#2 into the CRON database for this time.

Every 60 seconds, the CRON checks if the start date and time for TRAN#2 (VGGDDSP2) is less than or equal to the current date and time. At this time, the CRON inserts TRAN#2 in the IMS message queue and deletes the current CRON record.

TRAN#2 accesses the TECH LOG database and reads the "EST-START" time for each technician's first entry. If EST-START is less than or equal to the current time plus five minutes, the technician will automatically be dispatched providing SYS MSG = 'N' and the first GDTLOG entry is "PRE". TRAN#2 will reschedule itself in the CRON database for the next unique EST-START time. For example, if EST-START=0700 am, 0730 am, 0800 am, 0815 am, and 0830 am, TRAN#2 will execute at those five unique times.

An exception notice will be printed to alert the center if SYS MSG = "Y". The result of the automatic dispatch of the first "PRE" job will be shown on GDLOG.

- PSTFV: Used to schedule and run the procedure that creates and runs PST lists for field visit installation jobs with a start date less than or equal to today. The rules used in determining which PST list a job is to be placed under are as follows:

> Start Date $\leq$ Today
> Job Status = PLD, PRE or PSC
> Visit Flag = Yes
> PST TEST = Y
> Job Type = I...
> PST Unit $\neq$ Blanks
> FEPID $\neq$ Blanks
> Valid CKTID (10 N)

- PSTNFV: Used to schedule and run the procedure that creates and runs PST lists for non-field visit installation jobs (i.e., jobs statused "PAC") with a due date less than or equal to today. For Special Services, this run begins on or before the late start date. The rules used in determining which PST list a job is placed under are as follows:

> Start Date $\leq$ Today
> Job Status = PAC
> Visit Flag = No
> PST_TEST = Y
> Job Type = I...
> PST Unit $\neq$ Blanks
> FEPID $\neq$ Blanks
> Valid CKTID (10 N)

- MWD: Used to schedule and run the "missing word" program, which evaluates all "PWD" (Pending WORD document) work requests to see if their critical date, as specified in the MWD field of the SSDAC DATES table, is within a specified window in relation to the current date. Any work requests that fall within the window are automatically statused via the GDCRON MWD program to one of two job statuses based on the data in the WDSRCV=0 and the WDSRCV>1 fields in the SSDAC DATES table. These two fields must be of a value of "PSC" or "PLD".

Work requests that fall within the window are updated to "PSC" (Pending Screen) status or "PLD" (Pending Load) status with a handling code of Missing WORD (MWD).

If the critical date chosen by the CENTER is not on the order, the MWD-DEF value established in the SSDAC DATES Table is used.

3. Enter the date on which the request was scheduled to start in the START DATE field.

4. Enter the time at which the request was scheduled to start in the START TIME field.

5. Perform a FIND function.

Add a New GDCRON Request

To add a new GDCRON request, take the following steps:

1. Enter the work center name in the CENTER field.

2. Enter a valid request name in the REQUEST field.

3. Enter the date you want the scheduled request to start running in the START DATE field.

4. Enter the date at which you want the scheduled request to no longer be run in the END DATE field.

> NOTE - The END DATE must be greater than the START DATE but cannot exceed 12/31/99.

5. Enter the time at which you want the scheduled transaction to start running in the START TIME field.

6. Enter the time at which you want the scheduled request to no longer be run in the END TIME field.

7. Enter the amount of time you want between consecutive runs in the RUN INTERVAL field. For example, if you want the AUTOSYNC request to run every half hour, enter 00:30 in this field; if you want it to run every hour, enter 01:00. If you want the request to run only once a day (at the start time) enter all zeros (00:00).

8. In the DAYS OF THE WEEK field, enter the specific days that the user wants the request run. Enter an "X" in the fields that apply.

9. If you want the request to run on only a specific day of the month, enter the numerical day number in the DAY OF THE MONTH field. Requests running over several months will run on this specific day (e.g., the 14th) each month.

10. Specify whether you want holidays added to the scheduled days (Y), excluded when they occur on scheduled days (N), or ignored (blank), in the HOLIDAYS field.

11. Perform an ADD.

The request will be added and run automatically on the days/times that have been specified.

Delete an Existing GDCRON Request

To delete a GDCRON request, take the following steps:

1. First find the request and verify that it is the one you want to delete.

2. Perform a DELETE function.

Update a GDCRON Request

To update a GDCRON request, first delete the request and then add it in modified form.

Execute a Request Immediately

The GDCRON screen also allows you to run requests immediately. To execute a request immediately, do the following:

1. Enter "EXECUTE" in the COMMAND field.

2. Enter the work center name in the CENTER field.

3. Enter the request you want executed in the REQUEST field.

4. If the user is running the APPTCTL request, they can specify the date desired to be prepared in the field under APPTCTL: PREPARE FOR DATE field under the OPTIONS header.

5. Press the ENTER (S/R) key.

6.5 VGHELP

```
                    GDSR ONLINE HELP FACILITY   (VGHELP)          /FOR:
NBR: --------- TYPE: -  (M=MSG / A=ABEND / F=FIELD)          06/01/89 14:08:03
*****************************************************************************
```
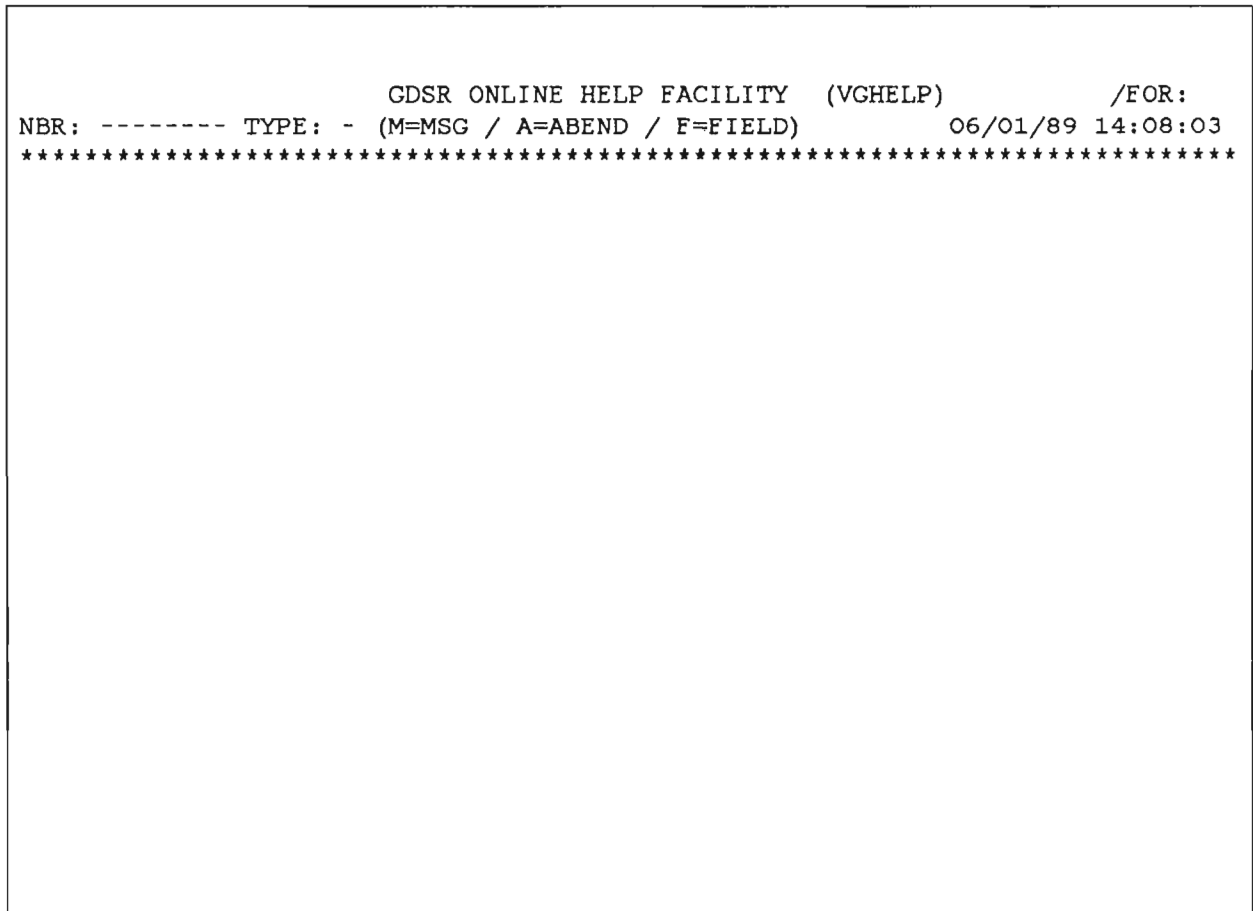
Figure 6-7. GDS On-Line Help Screen (VGHELP)

PF1	PF2	PF3	PF4	PF5	PF6	PF7	PF8	PF9	PF10	PF11
FIND	FORWARD	BACK					REFRESH			

COMMANDS

FIND, FORWARD, BACK

DESCRIPTION

The GDS on-line HELP screen allows the user to select and view specific error message or ABEND message information, or to sequentially forward through every error message in the system.

FUNCTIONS

Display a Blank Screen

1. From a clear terminal screen, enter "/FOR VGHELP" and press the ENTER (S/R) key.

2. If you are on a GDS screen other than VGHELP, enter "VGHELP" in the /FOR field and press the ENTER (S/R) key.

3. If you are already on VGHELP and want to remove all the data that is currently being displayed, press the REFRESH function key (PF8).

Display an Error Message

1. Enter the message number of the error message/ABEND number you wish to display in the "NBR" field.

2. Enter an "M" for message or an "A" for abend in the "TYPE" field. (Optional)

3. Press the ENTER (S/R) key or the PF1 key.

Forward Through Additional Messages

Following the display of an error message or ABEND message, additional messages can be displayed in numeric sequence by pressing the PF2 key.

Page Backward Through Messages

To page backward through the messages, press the PF3 key.

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See proprietary restrictions on title page.

6-33

6.6 GDPMD

```
COMMAND: --------        GDS:  PARTITIONING MATRIX (GDPMD)   /FOR: ---------
SELECT BY ===>      PARTITION:   --     CENTER: ------------- 06/01/87 14:10:34
*****************   FOR PARTITION#      ( CENTERS          )   **************
```

Figure 6-8. GDS Center Partitioning Matrix Screen (GDPMD)

PF1	PF2	PF3	PF4	PF5	PF6	PF7	PF8	PF9	PF10	PF11
FIND	FORWARD	BACK			NEXT	PREVIOUS	REFRESH			HELP

COMMANDS

FIND, FORWARD, BACK, NEXT, PREVIOUS, HELP

DESCRIPTION

The partitioning matrix database maintains the relationship of the GDS work centers to the Work Request database partitions. GDS work centers are built into one of ten partitions in the Work Request database. Format GDPMD provides the facility for the user to view the work center to partition matrix online.

FUNCTIONS

Display a Blank Screen

1. From a clear terminal screen, enter "/FOR GDPMD" and press the ENTER (S/R) key.

2. If you are on a GDS screen other than GDPMD, enter "GDPMD" in the /FOR field and press the ENTER (S/R) key.

3. If you are already on GDPMD and want to remove all the data that is currently being displayed, press the REFRESH function key (PF8).

Display Data Entries in the Partitioning Matrix Database

1. To find all of the GDS work centers in a partition, enter the partition number in the PARTITION field.

   To find the partition a work center resides in, enter the GDS work center ID in the CENTER field.

> **NOTE** - Performing a FIND with the PARTITION and leaving the CENTER fields blank will return all work centers for partition 01.

2. Perform a FIND.

Note that in either case all work centers for a partition are displayed.

Display Additional Work Centers in a Partition

Following the display of a work center to partition matrix, additional work centers for the same partition can be displayed by performing a FORWARD function.

Up to 100 work centers can be displayed on a single screen.

Page Backward Through Work Center Display

Following the display of a work center to partition matrix, perform a BACK function.

Display Additional Partition Data Entries

To display the work centers for the next partition, perform a NEXT function.

Display Previous Partition Data Entries

To display the work centers for the previous partition, perform a PREVIOUS function.

6.7 GDDBD

```
05/27/89 15:33:36  GDS: DATABASE DESCRIPTION LIST (GDDBD)      /FOR:
DBD NAME        TITLE                      DBD NAME    TITLE
VGGDJSDD        JOB SUMMARY                VGGDCRDP    CRAFT/CREW
VGGDJSP1        JOB-ID INDEX               VGGDCRDI    CRAFT/CREW INDEX
VGGDJSP2        CKT-ID INDEX               VGGDJLDP    APPT CNTL
VGGDL_DP        LOG DATABASE (1 THRU 10)   VGGDJLDI    APPT CNTL INDEX
VGGDL_DI        LOG INDEX                  VGGDMPDD    MAPPING
VGGDPMDD        PARTITIONING MATRIX        VGGDPADP    PERSON AVAIL
VGGDS_DD        SERVICE ORDER (1 THRU 10)  VGGDPADI    PERSON AVAIL INDEX
VGGDTLDD        TECH LOG                   VGGDPRDD    PRICING
VGGDW_DD        WORK REQUEST (1 THRU 10)   VGGDPRP1    PRICING INDEX
VGGDW_P1        CTR-STDT INDEX             VGGDTMDP    TRAVEL MATRIX
VGGDW_P2        LOAD INDEX                 VGGDTMDI    TRAVEL MATRIX INDEX
VGGDW_P3        CTR-EC INDEX
VGGDW_P4        GROUPING INDEX
```

Figure 6-9. GDS Database Description List Screen (GDDBD)

DESCRIPTION

The database description list screen is a display-of-find-only format that provides a list of GDS databases, the DBD name, and the database title.

FUNCTIONS

Display a Blank Screen

1. From a clear terminal screen, enter "/FOR GDDBD" and press the ENTER (S/R) key.

2. If the user is already on a GDS screen other than GDDBD, enter "GDDBD" in the /FOR field and press the ENTER (S/R) key.

The database list is displayed.

6.8 DBD to Table Reference (GDDBD1)

```
06/02/89 12:04:04      GDS: DBD TO TABLE REFERENCE (GDDBD1)      /FOR:
DBD NAME     TITLE     REC TYP   FORMAT    DBD NAME     TITLE     REC TYP  FORMAT
VGGDCRDP   CRAFT/CREW     S      GDSUPV    VGGDPRDD   PRICING        C     GDCSC
           CRAFT/CREW     C      GDTECH               PRICING        F     GDFID
VGGDMPDD   MAPPING        W      GDWCM                PRICING        I     GDIJT
           MAPPING        M      GDMAP                PRICING        M     GDMJP
           MAPPING        L      GDCLLI               PRICING        N     GDNCI
           MAPPING        P      GDCPM                PRICING        P     GDPGS
           MAPPING        F      GDFEP                PRICING        R     GDPST
           MAPPING        T      GDICTR               PRICING        A     GDSSTT
VGGDPADP   PERSON AVAIL          GDPAD                PRICING        U     GDUSOC
VGGDTMDP   TRAVEL MATRIX  T      GDAATR               PRICING        B     GDSOP
           TRAVEL MATRIX  T      GDAATR
           TRAVEL MATRIX  J      GDJTW
           TRAVEL MATRIX  W      GDADW
           DAA TABLE      D      GDDAA
```

Figure 6-10. GDS DBD to Table Reference Screen (GDDBD1)

DESCRIPTION

This screen provides a cross-reference from the actual GDS database name and title to the formats that access the given databases.

FUNCTIONS

Display a blank screen.

1. From a clear terminal screen, enter "/FOR GDDBD1" and press the ENTER (S/R) key.

2. If you are already on a GDS screen, type GDDBD1 in the /FOR and press the ENTER key.

3. If you are on the GDDBD screen, press the ENTER key. The system automatically jumps to the GDDBD1 screen.

```
┌─────────────────────────────────────────────────────────────────────────────────────────┐
│              NOTICE:  NOT FOR USE OR DISCLOSURE OUTSIDE THIS COMPANY OR BELL               │
│                 COMMUNICATIONS RESEARCH WITHOUT WRITTEN PERMISSION                         │
│                                                                                           │
│ 11/09/88  09:02:21                         G D S                            PAGE    3     │
│ RUN BOOK(S)  : 190-539-593      WORK REQUEST DATABASE ARCHIVED RECORDS RETRIEVAL   RUN ID  : VGGDR03│
│ BELLCORE                          CAC / CIRCUIT ID / TELEPHONE NUMBER REPORT      RELEASE : G3.0│
├───────────────────────────────────────────────────────────────────────────────────────────┤
│ CIRCUIT ID / TELEPHONE NUMBER: T 01/FXNT/201/885/7313/0001      CAC: SMN4VD4               │
│                                                                                           │
│ JOBID: N00SLOMSWR01                             CLO:                                       │
│ CENTER: MRTN                                    CNA: ATT                                   │
│ CUSTOMER NAME: HILDEGARD PERFUMES               CUSTOMER TEL NUMBER:                       │
│ CUSTOMER ADDRESS:  44 FANCIFUL WAY              LOCATION: 2ND FLOOR                        │
│                                                                                           │
│ TROUBLE REPORT: TESTING NEW DOW CHANGE          APPOINTMENT DATE:   / /                    │
│                                                 APPOINTMENT TIME:     :                    │
│                                                 ACCESS AFTER:  :    ACCESS BEFORE:   :     │
│                                                                                           │
│ TROUBLE FOUND:  NONE                            COMMITMENT DATE: 09/23/87                  │
│                                                 COMMITMENT TIME: 13:27                     │
│                                                                                           │
│ ACTION TAKEN: REPORTED                          DISP:      CAUSE:                          │
│                                                 MTR:       GEO:         HOURS:             │
│                                                                                           │
│                                                                                           │
│                                                                                           │
│ NARRATIVE:                                                                                 │
│                                                                                           │
│ COMMENTS: COMPLETED JOB WITHIN AN HOUR                                                     │
└─────────────────────────────────────────────────────────────────────────────────────────┘
```

Figure 6-2. Sample of Work Request Database Archived Records Retrieval Report (Page 3 of 15)

```
┌───────────────────────────────────────────────────────────────────────────────────────────────────┐
│              NOTICE:  NOT FOR USE OR DISCLOSURE OUTSIDE THIS COMPANY OR BELL                         │
│                 COMMUNICATIONS RESEARCH WITHOUT WRITTEN PERMISSION                                   │
│                                                                                                     │
│ 11/09/88  09:02:21                         G D S                                       PAGE    4    │
│ RUN BOOK(S)  : 190-539-593      WORK REQUEST DATABASE ARCHIVED RECORDS RETRIEVAL   RUN ID  : VGGDR03│
│ BELLCORE                                  STATUS LOG                              RELEASE : G3.0     │
├─────────────────────────────────────────────────────────────────────────────────────────────────────┤
│  SYSTEM          LOGGED    LOG ACTIVITY   JOB   HDG  TECH  SUPV            MSG  MSG                   │
│ DATE    TIME  EVT   BY    DATE    TIME  STAT  CDE  EC   GRP  INTERFACE  TYPE  NBR  NARRATIVE          │
│ 11/03/88 16:18 CKL UNKNOWN 11/03/88 16:18 CMP       A13  A01  UNKNOWN          NARRATIVE N/A - SCREEN = GDCOMP│
│ 11/03/88 16:17 CKL UNKNOWN 11/03/88 16:17 DSP       A13  A01  UNKNOWN          NARRATIVE N/A - SCREEN = GODISP│
│ 11/03/88 15:07 CKL UNKNOWN 11/03/88 15:07 PLD            UNKNOWN          ** INITIAL STATUS WHEN CKL ADDED **│
└─────────────────────────────────────────────────────────────────────────────────────────────────────┘
```

Figure 6-2. Sample of Work Request Database Archived Records Retrieval Report (Page 4 of 15)

6.9 GDPSB

```
06/02/89 12:02:10   GDS: FORMAT TO PSB CROSS-REFERENCE (GDPSB)   /FOR:
FORMAT   PGM(TRANS)        FORMAT   PGM(TRANS)        FORMAT   PGM(TRANS)
GDAATR   VGGDGTS           GDISWR   VGGDREQ           GDSOI    VGGDSOI
GDADW    VGGDGTS           GDITM    VGGDITM           GDSOP    VGGDGTS
GDBROW   VGGDBROW          GDIWR    VGGDREQ           GDSOT    VGGDSOE
GDCLLI   VGGDGTS           GDJTW    VGGDGTS           GDSSTT   VGGDGTS
GDCMP2   VGGDCMP2          GDLOAD   VGGDRLD           GDSUPV   VGGDGTS
GDCOMM   VGG015T(1)        GDLOG    VGG043T(1)        GDTECH   VGGDGTS
GDCOMP   VGGDTRAK          GDLST    VGG022T(1)        GDTEST   VGGDTRAK
GDCPM    VGGDGTS                    VGG023T(1)        GDTLOG   VGGDTLOG
GDCRON   VGGDPAS           GDMAP    VGGDGTS           GDTTE    VGGDTTE
GDCSC    VGGDGTS           GDMCKL   VGGDMTCH          GDUSOC   VGGDGTS
GDDAA    VGGDGTS           GDMITM   VGGDMTCH          GDUTIL   VGG020T(1)
GDDATR   VGGDGTS           GDMJP    VGGDGTS           GDWCM    VGGDGTS
GDDISP   VGGDTRAK          GDMJRV   VGGDMJR           GGACQ    VGRQGAC(1-3)
GDFEP    VGGDGTS           GDMSWR   VGGDREQ           GGPTQ    VGRQGPT(1-3)
GDFID    VGGDGTS           GDMTCH   VGGDMTCH          GGSPQ    VGRQGSP(1-3)
GDGOC    VGG035T(1)        GDMWR    VGGDREQ           GLXDQ    VGRQLXD
GDGRP    VGGDGRP           GDNCI    VGGDGTS           GMAIL    VGSSMRP
GDICTR   VGGDGTS           GDPAD    VGGDGTS                    (VGSSMR)
GDIJT    VGGDGTS           GDPGS    VGGDGTS           GTSDEV   VGC003T(1)
GDISSU   VGG025T(1)        GDPMD    VGG040T(1)        G1WRQ    VGRQ1WR(1-3)
                          GDPST    VGGDGTS           G2WRQ    VGRQ2WR(1-3)
```

Figure 6-11. GDS Format to PSB Cross-Reference Screen (GDPSB)

DESCRIPTION

The format to PSB Cross-Reference screen (GDPSB) is a display-on-find-only format which provides page 1 of a list of the GDS formats and the corresponding program and transaction names. Page 2 of the list of GDS formats and corresponding program and transaction names can be found on format GDPSB1.

FUNCTIONS

Display a Blank Screen

1. From a clear terminal screen, enter "/FOR GDPSB" and press the ENTER (S/R) key.

2. If the user is already on a GDS screen other than GDPSB, enter "GDPSB" in the /FOR field and press the ENTER (S/R) key.

The GDS formats are listed alphabetically with their corresponding program and transaction names.

6.10 GDPSB1

```
06/02/89  12:03:00   GDS: FORMAT TO PSB CROSS-REFERENCE (GDPSB1)   /FOR:
FORMAT    PGM(TRANS)           FORMAT    PGM(TRANS)           FORMAT    PGM(TRANS)
VGHELP    VGCMHELP
```

Figure 6-12. GDS Format to PSB Cross-Reference Screen (GDPSB1)

DESCRIPTION

The format to PSB cross-reference screen (GDPSB1) is a display-on-find-only format that provides page 2 of the list of the GDS formats and the corresponding program and transaction names. Page 1 of the list can be found using format GDPSB.

Display a Blank Screen

1. From a clear terminal screen, enter "/FOR GDPSB1" and press the ENTER (S/R) key.

2. If you are on a GDS screen other than GDPSB1, enter "GDPSB2" in the /FOR field and press the ENTER (S/R) key.

3. If you are on GDPSB, press the ENTER (S/R) key to view GDPSB1.

The GDS formats are listed alphabetically with their corresponding program and transaction names.

6.11 GDPSB2

```
05/27/89  15:36:37    GDS: BACKGROUND PSB CROSS-REFERENCE (GDPSB2)    /FOR:
BACKGROUND PROCESSES                                     PGM(TRANS)
 INCOMING INTERFACES
  SOAC SERVICE ORDER RECEIVER(S)                         VGGDSI1 VGGDSI2 VGGDSI3
  TIRKS WORD RECEIVER                                    VGGO28T(1)
  GOC UPDATE RECEIVER FROM STATUS REPORTER               VGGO21T(1)
  LMOS BOR RECEIVER                                      VGGDOID
  SSC HDD RECEIVER                                       VGGO32T(1)
  GOC STATUS ERROR RECEIVER                              VGGO37T(1)
  STATUS REPORTER ERROR RECEIVER                         VGGO38T(1)
  SOP RESPONSE RECEIVER                                  VGGDAC1
 CRON PROCESSES
  APPTCTL - APPOINTMENT CONTROL DB SYNCHRONIZATION       VGGO11T(1)
  AUTOSYNC - LMOS AUTO-SYNCHRONIZATION DPJ REQUEST       VGGO01T(1)
           - LMOS AUTO-SYNCHRONIZATION DPJ RECEIVER      VGGO02T(1)
  PSTFV, PSTNFV - AUTO-PST AND COMPLETION                VGGDTEST
                - AUTO-PST RESULTS RECEIVER              VGGDPSTR
  MWD - MISSING WORD CHECKER                             VGGO26T(1)
  AUTODSP - AUTOMATIC DISPATCH                           VGGDADSP
 MISCELLANEOUS
  SSC WORD RECEIVER FOR BACKGROUND ISSUE                 VGGO27T(1)
  SSC JUMP-FIND TO GDS                                   VGGO34T(1)
  LOG DATABASE MOVE PROCESS                              VGGDMLX
```

Figure 6-13. GDS Background PSB Cross-Reference Screen (GDPSB1)

DESCRIPTION

The background PSB Cross-Reference Screen is a display-on-find-only format that provides a list of the GDS background processes with the corresponding program and transaction names.

FUNCTIONS

Display a Blank Screen

1. From a clear terminal screen, enter "/FOR GDPSB2" and press the ENTER (S/R) key.

2. If you are on a GDS screen other than GDPSB2, enter "GDPSB2" in the /FOR field and press the ENTER (S/R) key.

3. If you are on GDPSB1, press the ENTER (S/R) key.

The GDS background processes are listed with their corresponding program and transaction names.

CONTENTS

7.0 FIELD DIRECTORY

#CKTS

GDCOMP, GDDISP, GDIWR, GDLOG, GDSOI, GDSOT, GDITM

Full Name	Number of circuits
Definition	The number of circuit terminations associated with a given installation job.
Data Content	to 2 N
Sample	01

%CMP

GDCOMP, GDISCP, GDMSCP, GDMCP, GDITM

Full Name	Percent Complete
Definition	The value for the field is input by the user either when RETurning a non-completed work request or when performing an item operation (GDITM). GDS decrements wiring price, test price, and technician price by whatever percentage is typed in this field.
Data Content	2 N
Sample	20

#GRPD

GDGRP, GDTTE, GDCOMP, GDMCP, GDMSCP, GDISCP, GDDISP, GDMDP, GDISDP, GDMSDP, GDSOI

Full Name	Number Grouped
Definition	Number of open members in a group. On GDGRP, this field determines the number of open members if VIEW = "S". If VIEW = "L" on GDGRP. The total number of members is displayed.
Data Content	4 N (System-Generated)
Sample	0004

 # ITMS

GDISCP

Full Name	Number of Items
Definition	The number of circuits on the order for the location (CKL). (This is a protected field.)
Data Content	2 N

 # OF RECORDS

VGTDSO

Full Name	Number of Records
Definition	The number of records or entries in a particular GDS-TTS table.
Data Content	4 N (System-Generated)
Sample	0025

/FOR

All GDS Formats

Full Name	Format
Definition	Identifies the name of a screen to which a user wishes to jump.
Data Content	to 8 A/N
Sample	GDCRON, GDDISP

#FAC

GDMITM

Full Name	Total Number of Facilities
Definition	The total number of facilities on the order. This number includes all F1, F2, F3, through FN cables/pairs on the order.
Data Content	2 N
Sample	02

#LNKD

GDGRP, GDTTE, GDDISP, GDMDP, GDISDP, GDMSDP, GDCOMP, GDMCP, GDMSCP, GDISCP, GDSOI

Full Name	Number Linked
Definition	The number of open members of an "L" group. On GDGRP, this field indicates the number of open members when VIEW = "S". If VIEW = "L" on GDGRP, this field indicates the total number of members in a group.
Data Content	4 N (System Generated)
Sample	0003

#PRE

GDTLOG

Full Name	Number Preassigned
Definition	The number of preassigned jobs
Data Content	4 N
Valid Entries	0000 - 9999

#STPL

GDGRP, GDTTE, GDMDP, GDMCP

Full Name	Number Stapled
Definition	The number of open members in an "S" group. On GDGRP, the number of open members is indicated when VIEW = "S". If VIEW = "L" on GDGRP, the total number of members in a group is specified.
Data Content	4 N (System-Generated)
Sample	0013

A

GDSOT

Full Name	Action Code
Definition	The action code associated with a USOC, FID, or PGS
Data Content	1 A
Valid Pattern	I = In action for equipment USOC

A

GDDISP, GDIWR, GDMWR, GDSOI, GDSOT, GDTTE, GDISWR, GDLOG, GDGRP

Full Name	After time
Definition	Provides the time after which access to the customer's premises is available.
Data Content	5 A/N
Valid Pattern	HHMM(A or P) where HH is hours and MM is minutes
Sample	0900A
Cross-Reference	ACC

AA

GDLST, GDMAP, GDAATR

Full Name	Allocation Area
Definition	The smallest geographic area into which jobs and/or people may be electronically mapped for use in determining travel distance and assigning jobs to the correct technician for dispatch. Several AAs may make up a DAA (Dispatch Administration Area).
Data Content	4 A/N
Sample	1109
Cross-Reference	DAA/AA

AC_A_B

GDSOT

Full Name	Access Flag and Access After or Before Times
Definition	(See ACC_A____B____) For GDSOT only, the A and B times are derived from the GDS SOAC ACCESS Table.

ACC _ A ___ B ___ _____

GDISDP, GDISWR, GDIWR, GDLOG, GDMSWR, GDMWR, GDSOI, GDTTE, GDDISP, GDMSDP, GDMDP, GDGRP

Full Name	Access Flag & Access After or Before Times
Definition	The ACC flag specifies whether access can be obtained on any day ("A"), on only the start date (late start date) ("D"), or that access to the customer's premise is not needed ("N"). Even though ACC=D specifies access on the start date (late start date), GDS will still load jobs with ACC values of D after the Commitment date and time.

When a work request is logged into GDS from the TIRKS or SSC interface, the value of ACC will automatically be set to "A". SOAC uses the GDS SOAC ACCESS table. The user can then update ACC to either a "D" or "N".

The times in the A and B fields indicate the time range(s) in which access to the premises may be obtained. If ACC is set to "N", the times in the A and B fields are ignored by the load algorithm. The load algorithm will load if current time is past the "B" time.

If the A and B fields are blank, and ACC=D, then default values are: A 0800A B 0500P.

If the A and B fields are blank, and ACC=A, then default values are: A 0800A B 0500P.

If the A and B fields are blank, and ACC=N, then default values are: A 1200A B 1159P.

Data Content	1 A (A, D, N) for ACC, times in format HHMM (A or P) for A and B fields
Sample	ACC D A 0800A B 0300P

ACCESS AFTER

GDTLOG

Full Name	Access After Time
Definition	This column header on the GDTLOG screen provides the time of day after which access to a customer's premises may be obtained. This field is populated by the system and is not updatable from the GDTLOG screen.
Data Content	5 A/N
Valid Pattern	HHMM(A or P) where HH is hours and MM is minutes
Sample	0930A

6.1.6 Technician Log Record Retrieval

The retrieval run is a batch program that will retrieve and print technician log records archived by the technician log archive run. The program requires, as input, user-supplied parameters specifying retrieval criteria. Output produced by the program includes a run control report, error report, and the technician log records report.

Figure 6-4 is a sample technician log report.

A. Technician Log Retrieval Parameters

The following parameters must be supplied by the GDS user for the technician log record retrieval run:

(REQ'D)   CENTER - The work center ID

              DATE   - The work date of the technician log (MMDDYY)
              or
              FROM   - The FROM date of a work date range in which a technician log
              and   record may exist (MMDDYY)
              TO   - The TO date of a work date range (MMDDYY)

              NAME   - The technician name (12 a)
(ONE REQ'D) and/or
              SGRP   - The supervisor's group ID (3 a/n)
              and/or
              EC   - The technician employee code (3 a/n).

ACCESS BEFOR
GDTLOG

Full Name	Access Before Time
Definition	This column header on the GDTLOG screen provides the time of day before which access to a customer's premises may be obtained. This field is populated by the system and cannot be updated from the GDTLOG screen.
Data Content	5 A/N
Valid Pattern	HHMM(A or P) where HH is hours and MM is minutes
Sample	0330P

ACT

GDFID, GDISWR, GDPGS, GDUSOC, GDMTCH, GDMITM, GDITM

Full Name	Action Code
Definition	An instructional code that describes the type of work to be performed.
Data Content	1 A
Valid Entries	A, AG, C, CG, CN, D, DG, DS, H, I, M, O, R, RG, RN, S, T

ACTION
GDMSWR

Full Name	Action Taken
Definition	The action that was taken by the field technician to clear the last Trouble Report.
Data Content	41 A/N
Sample	Cleared crossed wires at BP

ACTION TAKEN
GDMSCP

Full Name	Action taken
Definition	The action the field technician took to clear the Trouble Report.
Data Content	60 A/N
Sample	Replaced defective jack

AD
GDSOT

Full Name	Assigned Date
Definition	The date on which information required to design the service is to be available: facilities and equipment all reserved, assigned, or ordered.
Data Content	6 N
Valid Pattern	MMDDYY
Sample	061588

ADD

GDSOT

Full Name	Address
Definition	(See ADDR)

ADDR

GDDISP, GDIWR, GDLOG, GDMWR, GDSOI, GDTTE, GDMTCH, GDMDP, GDMCKL, GDCOMP

Full Name	Address
Definition	The customer's service address.
Data Content	to 30 A/N
Sample	8301 Walnut Ave.

ADSR

GDSOT, GDSOI

Full Name	Administration of Design Services Review
Definition	Indicates whether or not a circuit requires a design review.
Data Content	1 A
Valid Pattern	Y (Yes) N (No)

ADMIN AREA

VGTDSO

Full Name	Administrative Area
Definition	This field is not used by GDS.
Data Content	to 2 A
Sample	N/A

ADMINISTRATIVE AREA

GCRLOC

Full Name	Administrative Area
Definition	This field is not used by GDS.
Data Content	to 2 A
Samples	N/A

AFTER

GDLST

Full Name	Access After
Definition	The time of day after which access to a customer's premise may be obtained.
Data Content	5 A/N
Valid Pattern	HHMM (A or P)
Sample	1135A

AL

GDGRP

Full Name	Active List (Hidden field)
Definition	When marking ("X") members of a group for completion/return, the system automatically creates a list indicating the number of members selected. The list becomes "active" when the user issues a "RET" or "COM" command to GDCOMP.
Data Content	3 N
Sample	010

ALL

GDCRON

Full Name	All Days of the Week
Definition	This field allows the user to specify that a scheduled GDCRON request be run on every day of the week.
Data Content	1 A
Valid Entries	Y (Yes)

APP

GDISWR, GDSOT

Full Name	Application Date
Definition	Date the customer applied for service or date that order received approval for issuance.
Data Content	6 N
Valid Pattern	MMDDYY
Sample	041887

APPT

GDISDP, GDISWR, GDLOG, GDLST, GDMSWR, GDMSDP, GDGRP

Full Name	Appointment
Definition	The scheduled appointment date and time for joint work/testing of job.
Data Content	11 A/N
Valid Pattern	MMDDYY HHMM (A or P) where MM is the month, DD is the day, YY is the year, HH is the hour, and MM is the minutes. Time will be displayed if APPT is for today. If APPT is for a past or future date, that date will be displayed.
Sample	011287, 0912A

ASGN: F1 CBL__PR
    GDSOT

    Full Name   Assignment: F1 Cable and Pair
    Definition   The first segment (F1) of a circuit's local facility cable and pair
                             identification.
    Data Content   To 10 A/N, to 4 A/N
    Sample   A1301 251

ASSGND-DT
    GDLST

    Full Name   Assigned Date
    Definition   (See ASSIGNED)

ASSIGNED
    GDDISP, GDISWR, GDIWR, GDLOG, GDMSWR, GDMWR, GDISDP, GDMDP, GDMSDP,
    GDCOMM

    Full Name   Date Assigned
    Definition   The date the job was assigned to a technician. This is a system-generated
                             field and cannot be updated by the user. The rules by which the field is
                             generated are as follows: 1) A dynamic dispatch from any of the dispatch
                             screens (can only dynamic dispatch from current date) will result in an
                             assigned date of today (when the dispatch is made), 2) A preassign from the
                             dispatch screens or GDLST with the date as current day (can only preassign
                             on GDLST for today) will result in an assigned date of today, and 3) When
                             preassigning from GDLOAD, whether the load date is for the current day or
                             a future date, the assigned date will equal the load date on GDTLOG.
    Data Content   11 A/N
    Valid Pattern   MM DD YY HHMM(A or P) where MM is the month, DD is the day, YY is
                             the year, HH is the hour, and MM is the minutes
    Sample   01 12 86 0912A

AUTO-UPDATE LMOS STATUS?
    GDTTE

    Full Name   Automatically Update LMOS Status
    Definition   This field lets the user specify whether GDS should automatically send job
                             status updates (ESTs and/or FSTs) to LMOS. This is used only when a
                             maintenance job is entered into GDS via the GDTTE screen.
    Data Content   1 A - Required Entry
    Valid Entries   Y (Yes) or N (No)

B

GDDISP, GDIWR, GDMWR, GDSOI, GDSOT, GDTTE, GDISWR, GDMSWR, GDGRP

Full Name	Before
Definition	This field contains any "BEFORE" time applicable for a given job. For example, if a BEFORE time of 0300P is specified, it means the technician may gain access to the customer's premises only before 0300P.
Data Content	5 A/N
Valid Pattern	HHMM(A or P) where HH is the hour and MM is the minutes
Sample	0945A

BASE + CTL NBR

GCRLOC

Definition	This field not used by GDS at this time.

BP

GDCOMM, GDISDP, GDMSWR, GDMWR, GDTTE, GDMSDP, GDMDP

Full Name	Binding Post
Definition	A location within a cable terminal to which a drop wire or cross-wire is connected. Automatically populated on trouble tickets from LMOS and from SSC.
Data Content	to 4 N
Sample	11

Optional entry on GDTTE, GDMWR.

BEFOR

GDLST

Full Name	Access Before
Definition	The time of day before which access to a customer's premises may be obtained.
Data Content	5 A/N
Valid Pattern	HHMM (A or P)
Sample	1135A

BILL (See BILLNAME)

GDISCP

BILLNAME

GDISWR, GDMSWR, GDMSDP

Full Name	Billing Customer Name
Definition	The name of the customer who is billed for the service.
Data Content	30 A/N
Sample	J. J. Martin, Inc.

BULK LOAD EVENLY
GDADW

Full Name	Bulk Load Evenly
Definition	This factor indicates how important it is to build bulk loads of approximately equal size for all technicians receiving a bulk load. Valid entries are numbers between 0 and 99, where 0 is least important and 99 is most important.
Data Content	2 N
Valid Entries	Number between 00 and 99.

BULK LOAD ISSUE
GDISSU

Definition	The user may specify the exact set of documents that will be sent to a printer by using the fields that follow this header on the GDISSU screen.

C

GDAATR, GDCLLI, GDCPM, GDCSC, GDICTR, GDDAA, GDDATR, GDFID, GDIJT, GDJTW, GDMJP, GDMAP, GDPAD, GDPGS, GDPST, GDSSTT, GDSUPV, GDTECH, GDTLOG, GDUSOC, GDWCM, GDFEP, GDNCI, GTSDEV, GDLST, GDITM, GDSOP, GDLOG, GDGRP

Full Name	Line Command
Definition	The type of action to be performed on a specified row of table data when editing the contents of a GDS table.
Data Content	1 A
Valid Entry	Screen Dependent
Examples	A (Add), U (Update), D (Delete)

C

GDDAA

Full Name	Column
Definition	The column location where a specific DAA is located on the map-like display for a given work center. (This field is reserved for future use.)
Data Content	to 2 N
Sample	22

C

GDMWR, GDTTE

Full Name	Cause
Definition	A unique LMOS code that identifies the cause of a trouble. Automatically populated if present, on trouble tickets from LMOS up to 2 occurrences, one per line of status.
Data Content	3 N
Sample	600

CABLE

GDCOMM, GDCPM, GDISDP, GDISWR, GDMSWR, GDMWR, GDTTE, GDMITM, GDMSDP, GDMDP

Full Name	Cable
Definition	A unique designation assigned to a group of cable pairs between two termination points.
Data Content	to 10 A/N
Sample	12

CAC

GDMSDP, GDISWR, GDLOG, GDMSWR, GDMTCH, GDMITM

Full Name	Circuit Access Code
Definition	A TIRKS system-generated code that is equivalent to and provides a cross-reference to the circuit or the group literal ID.
Data Content	7 or 8 A/N
Sample	SMN4MDA3

CANCEL

GDITM

Full Name	Cancel
Definition	The number of items on the job which have been cancelled.
Data Content	2 N
Sample	01

CAUSE

GDMCP, GDMSCP

Full Name	Cause
Definition	A unique code used by LMOS to describe the cause of a trouble report.
Data Content	3 N
Sample	600

CBL

GDISWR

Full Name	Cable
Definition	(See Cable)

CC

GCRLOC

Definition	This field not used for GDS at this time.

CCON

GDMSCP

Full Name	Customer Contact Name
Definition	(See CCONNAME)

CCONNAME

GDISDP, GDMSDP, GDMSWR

Full Name	Customer Contact Name
Definition	The name of the customer contact at a circuit termination. On GDMSWR, the source is reported by the RPTD BY field on the OSSTR format in SSC.
Data Content	20 A/N
Sample	Mr. J. Jones

CENTER

GDADW, GDCHK, GDCOMM, GDCOMP, GDCRON, GDCSC, GDDAA, GDDISP, GDFID, GDIJT, GDISSU, GDISWR, GDIWR, GDJTW, GDLOAD, GDLST, GDMJP, GDMJRV, GDMSWR, GDMWR, GDNCI, GDPAD, GDPGS, GDPMD, GDPST, GDSOI, GDSOT, GDSSTT, GDSUPV, GDTECH, GDTEST, GDTLOG, GDTTE, GDUSOC, GDMTCH, GDMCKL, GDMITM, GDITM, GDLOG, GDISDP, GDMSDP, GDMDP, GDISCP, GDMSCP, GDMCP, GDCMP2, GDGRP

Full Name	GDS Work Center ID
Definition	A unique name of a POTS Maintenance Center, POTS Installation Center, combined POTS Maintenance/Installation Center or a SSDAC. This is used by GDS to associate each job to its unique work center. The GDS work center ID is validated against the GCRLOC table.
Data Content	to 11 A/N
Sample	NJNORTH

CHANGES

GDCOMP

Full Name	Change Indicators (i.e., Service & Equipment, Facilities, Name, Address, Billing)
Definition	Header for the ten possible change flags indicating a changed or corrected service order. The changes will need to be made manually in the SOP to correctly complete the service order there.
Data Content	1 A
Valid Entries	Y (Yes) or N (No)

CHILD JOBID

Full Name	Child Job Identification Number
Definition	Identifies the JOBID of a member of a group.
Data Content	to 14 A/N
Valid Entry	L, S, or G

CKL

GDCOMM, GDISCP, GDMSCP, GDISDP, GDMSDP, GDISWR, GDMSWR, GDSOT, GDMTCH, GDMITM, GDMCKL

Full Name	Circuit Termination Location Number
Definition	The unique code which identifies the termination of a circuit where work is performed. On GDMSWR, the source is the P1 or P2 name on the OSSTR format in SSC.
Data Content	2 N
Sample	02

6.3 GMAIL

```
┌──────────────────────────────────────────────────────────────────────────┐
│ COMMAND: -------          GDSR ELECTRONIC MAIL (GMAIL)          /FOR: ------- │
│ OPTIONS: M, W, R, D, B, N, F, L, C                             06/01/87 14:04 │
│ TO: ---------------------------------------------------------------------- │
│ TEXT:                                                                        │
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```

Figure 6-5. GDSR Electronic Mail Screen (GMAIL)

PF1	PF2	PF3	PF4	PF5	PF6	PF7	PF8	PF9	PF10	PF11
READ					NEXT		REFRESH	HELP		

COMMANDS

MAIL or M, WRITE or W, READ or R, BROADCAST or B, NEXT or N, F, L, DELETE or D, CLEAR or C.

DESCRIPTION

The Electronic Mail (GMAIL) format serves as a communication link between users and/or terminals. It provides an on-line method to write, send, and display messages using the following options:

- The M (MAIL) option allows the user to write and send a message to anyone whose log-on is valid in the GDS S1 Security System.

- The W (WRITE) option enables the user to write and send a message to any terminal that can be identified by its designated logical terminal name (LTERM).

CKL ACT

GDISWR, GDMTCH, GDMITM

Full Name	Circuit Termination Location Action
Definition	The interpretation of the Action code sent from SOAC behind the ACT tag. The SOAC tag/values for this tag are "O" and "N". GDS converts the "O" from SOAC to "O" and the "N" from SOAC to "I". The new value is placed in the CKL ACT field on the GDISWR screen.
Data Content	1 A
Valid Entries	A, D, I, O, R, W

CKL ADDR

GDISDP, GDMSDP, GDISWR, GDMSWR

Full Name	Circuit Termination Customer Address
Definition	The customer address at a circuit termination. On GDMSWR, the source is the P1 or P2 address on the OSSTR format in SSC.
Data Content	30 A/N
Sample	32 Williams St., New York City

CKL_OF_

GDLOG, GDISWR, GDISDP, GDMTCH, GDMCKL, GDMITM, GDMSWR, GDCOMM, GDMSDP, GDISCP, GDITM, GDSOT

Full Name	Circuit Termination Location Number
Definition	Indicates which circuit termination location is displayed and how many circuit termination locations there are on the circuit.
Data Content	2 N, 2 N
Sample	01, 02

CKLID

GDISWR, GDSOT, GDMTCH, GDMITM

Full Name	Circuit Termination Location Identification
Definition	A unique code which identifies a termination location on a circuit.
Data Content	to 4 A/N
Sample	01, 002

CKL NAME

GDISDP, GDMSDP, GDISWR, GDMSWR

Full Name	Circuit Termination (CKL) Customer Name
Definition	The name of the customer who has access to a circuit termination.
Data Content	30 A/N
Sample	Brown, Smith, and Associates

CKT

GDDISP, GDMTCH, GDMITM

Full Name	Circuit
Definition	Circuit for a GDS item.
Data Content	to 31 A/N, including circuit format
Sample	S 111FDDAI201765

CKTS

GDGRP

Full Name	Circuits
Definition	The number of circuits
Data Content	2 N
Sample	02, 10

CKT 1 2 3 4 5 6 7

GDIWR, GDDISP

Full Name	Circuits
Definition	Number of circuit IDs on the order for the terminating address (TERM).
Data Content	10-24 A/N
Sample	201 7632011

CKTID

GDCOMM, GDISCP, GDISDP, GDMSDP, GDMSCP, GDISWR, GDLOG, GDMSWR, GDITM, GDGRP

Full Name	Circuit Identification
Definition	The special service circuit identification
Data Content	to 30 A/N
Valid Pattern	1 A/N Format Indicator
	T = Telephone Number Special Service
	S = Serial Number Special
	2N/4A/3N/3N/4N/5 A/N/3 A/N (Telephone Format)
	2N/4A/6N/3N/5A/N/3N (Serial Format)
Sample	T 11/FLNT/314/023/7185/ /001
	S 01/FXNT/033087/034/NY

CLCI/CS

GDSSTT

Full Name	COMMON LANGUAGE Circuit Identification Class of Service
Definition	The class of service code of a special service circuit. The service code and modifier (3-6 characters) of the CLCI code.
Data Content	4 A
Sample	FDDA, LDFS

CLEARED
GDMWR, GDTTE

Full Name	Cleared Date
Definition	Automatically populated on Trouble Ticket entry from LMOS, if history is present. Up to three occurrences. The date and time a previous trouble report was cleared. The most recent previous trouble report cleared date is the same as the LST CLRD date on GDDISP, GDMSWR.
Data Content	2 N - 2 N - 2 N
Valid Pattern	MMDDYY
Sample	09-23-85
Cross-Reference	LST CLRD

CLLI (Code)
GDCLLI

Full Name	CLLI Code
Definition	A COMMON LANGUAGE code that identifies telephone company locations.
Data Content	8-11 A/N
Sample	DNVRCOMAF24

CLO

GDISDP, GDISWR, GDLOG, GDSOI, GDMTCH, GDITM

Full Name	Circuit Order Layout Number
Definition	The code used to identify a circuit order.
Data Content	12 A/N
Sample	ALS654032001

CLO ITM
GDMTCH, GDMITM

Full Name	Circuit Order Layout Number (last 4 characters)
Definition	The last four characters of the Circuit Order Layout Number from TIRKS.
Data Content	4 A/N
Sample	2001

CMP/RET DT/TM

GDISCP, GDMSCP

Full Name	Completion/Return Date and Time
Definition	The month, day, year, and time of day the job was completed or returned. This field will be blank when a FIND is done on a job. The user may enter a date and time when completing or returning a job, but if it is left blank, the current system date/time will populate the field.
Data Content	11 A/N
Valid Entries	The date/time may not be earlier than the JOB STARTED date/time or later than the current date and time.
Sample	110988 0900A

CNA

GDISWR, GDMSWR, GDSOT, GDICTR, GDISDP

Full Name	Carrier Name Abbreviation
Definition	Code used to identify the Access Carrier. The field is populated with the value for ACNA. The value for CCNA (Customer Carrier Name Abbreviation) is used if ACNA is not present on the order.
Data Content	3 A/N
Sample	ATT

CO

GDISWR, GDMSWR, GDSOT, GDMCKL

Full Name	Serving Central Office
Definition	The CLLI code of a Serving Central Office for a circuit termination.
Data Content	8 or 11 A/N
Sample	MIAMFL01

COLOR

GDISDP, GDMSDP, GDMDP, GDMWR, GDTTE, GDMSWR, GDCOMM

Full Name	Color Codes
Definition	The color codes assigned to a specific cable pair.
Data Content	to 19 A/N
Sample	1st OR-WII

COMM

GDCOMM, GDCOMP, GDDISP, GDISWR, GDIWR, GDLOG, GDLST, GDMSWR, GDMWR, GDSOI, GDSOT, GDTTE, GDISDP, GDMSDP, GDMDP, GDMCP, GDISCP, GDMSCP

Full Name	Commitment Date and Time
Definition	The date and time the customer has been promised to have their service installed or repaired.
Data Content	11 A/N
Valid Pattern	MM DD YY HHMM(A or P) where MM is the month, DD is the day, YY is the year, HH is the hour, and MM is the minutes
Sample	11 30 85 0500P

— Required entry on IWR, MWR, SOI, TTE, ISWR, MSWR

— Automatically populated on trouble tickets from LMOS and SSC. Calculated for installation jobs received from SOP/SOAC and the TIRKS system.

COMMAND

GCRLOC, GDAATR, GDADW, GDCLLI, GDCOMM, GDCOMP, GDCPM, GDCRON, GDCSC, GDDAA, GDDATR, GDDISP, GDFEP, GDFID, GDICTR, GDIJT, GDISSU, GDISWR, GDIWR, GDJTW, GDLOAD, GDLST, GDMAIL, GDMAP, GDMJP, GDMJRV, GDMSWR, GDMWR, GDNCI, GDPAD, GDPGS, GDPMD, GDPST, GDSOI, GDSOT, GDSSTT, GDSUPV, GDTECH, GDTEST, GDTLOG, GDTTE, GDUSOC, GDWCM, GMAIL, VGTDSO, GDMTCH, GDMCKL, GDMITM, GDISDP, GDMSDP, GDMDP, GDMCP, GDISCP, GDMSCP, GDITM, GTSDEV, GDSOP, GDLOG, GDGRP, GDCMP2

Full Name	Command
Definition	The specific function or action the user wants the system to perform on a specific screen. Commands to be used vary by screen. Refer to the screen description for a list of valid entries.
Data Content	to 8 A
Sample	FORWARD

COMM-DT/TM

GDLST

Full Name	Commitment Date and Time
Definition	(See COMM)

COMMENTS

GDCOMP, GDCOMM, GDDISP, GDISWR, GDIWR, GDMSWR, GDMWR, GDSOI, GDTTE, GDISDP, GDMSDP, GDMDP, GDMCP, GDMSCP, GDISCP

Full Name	Comments
Definition	Any comments pertaining to a job.
Data Content	to 139 A/N
Sample	DOG WILL BE IN BASEMENT.

COMMIT
GDGRP

Full Name	Commitment Date and Time
Definition	The date and time service completion (either repair or installation) has been promised to a customer.
Data Content	6 N - 5 A/N
Sample	050989 17:00

COMMIT DT/TIME
GDTLOG

Full Name	Commitment Date/Time
Definition	The date or time service completion (either repair or installation) has been promised to a customer. If the commitment date is the current date, this field will contain the commitment time. If the commitment date is a future or a past start date (late start date), this field will contain the commitment date. This field is populated by the system and is not updatable from the GDTLOG screen.
Data Content	to 6 A/N
Samples	112485
	0500P

COMMON I AND M FACTORS
GDADW

Definition	This header describes the dispatch factors beneath it which apply equally to both installation and maintenance jobs.

COMPANY
GCRLOC

Definition	This field not used for GDS at this time.

COMPLETE
GDITM

Full Name	Complete
Definition	The number of items on the job which have been completed.
Data Content	2 N
Sample	01

COPY TO: CENTER
GDADW, GDCSC, GDFID, GDIJT, GDJTW, GDMJP, GDNCI, GDPGS, GDPST, GDSSTT, GDUSOC

Full Name	Copy To Another Work Center
Definition	The work center name to which the user wants to copy the existing table.
Data Content	to 11 A/N
Sample	NJSOUTH

COPY TO: DAY/WEEK
GDPAD

Full Name	Day or week copy indicator
Definition	Indicates whether the copy function is to be for a Day ("D" entry) or a Week ("W" entry).
Data Content	1 A
Valid Entries	D (Copy 1 day) or W (Copy 1 week)

COUNTY
GCRLOC

Full Name	County
Definition	The county in which the work center is located.
Data Content	to 14 A/N
Sample	ESSEX

CRO
GDISWR, GDIWR

Full Name	Complete With Related Order
Definition	An associated service order that must be completed on the same due date as the order it is associated with.
Data Content	to 13 A/N (up to five different orders)
Sample	N1234567

CRO FLAG
GDDISP

Full Name	Complete With Related Order Flag
Definition	This field identifies whether or not the service order must be completed with another service order.
Data Content	1 A
Valid Entries	Y (Yes), N (No) or blank (No)

CS
GDTTE

Full Name	LMOS Class Of Service
Definition	An LMOS code that groups USOC class of service codes into a higher-level "class of service".
Data Content	to 5 A/N
Valid Entries	Any valid LMOS Class of Service. Must exist in GDS MAINT JT (TTS) table for pricing maintenance jobs.
Sample	CNTX (Centrex)

CSC

GDDISP, GDISWR, GDIWR, GDLOG, GDMSWR, GDMWR, GDSOT, GDISDP, GDMSDP, GDMDP, GDSOP

Full Name	Class Of Service Code
Definition	A USOC code that identifies the type of service the customer has.
Data Content	to 5 A/N
Sample	1FR

CSC

GDSOI

Full Name	Class of Service Code
Definition	On this screen, the value in this field is dependent upon the presence of ADSR from SOAC. If ADSR is "Y", the SCM (Service Code and Modifier) will appear here. If ADSR is "N" or blank, the CSC value will be present.
Data Content	to 5 A/N
Sample	1FR, FDDA

CSC/SCM

GDCSC

Full Name	Class of Service Code/Service Code & Modifier
Definition	A valid CSC or SCM may be entered here. For designed specials (ADSR=Y), the value of SCM will be used for pricing. For non-designed specials and POTS (ADSR=N, blank), the Class of Service is used for pricing.
Data Content	to 5 A/N
Sample	1FR, FDDA

CTTN

GDMCP, GDMSCP, GDMDP, GDLOG, GDMWR, GDTTE

Full Name	Cable Trouble Ticket Number
Definition	A unique number assigned to a known cable failure (or suspected failure). Individual jobs may be assigned to this CTTN by entering the CTTN number in the provided fields on the GDMWR or GDTTE screens. The CTTN may be used by LMOS/TRACKER/CRAS as a cable trouble identifier.
Data Content	5 A/N
Valid Entries	This field must be blank or contain a CTTN whose format is acceptable to CRAS (Cable Repair Administration System). Valid CRAS CTTN formats include: AANNN, ANNNN, or NNNNN.
Sample	R1111

CUST INFO

GDMDP, GDMWR, GDTTE

Full Name	Customer Information
Definition	Up to eight 3-character generic FIDs and two 15-character message fields, which are extracted on the initial receipt of the BOR/MOR from LMOS for POTS troubles.
Data Content	Up to eight 3-character A/N for FIDs
	Up to two 15-character A/N for messages
Sample	OWM (owner maintained) - FID
	BIG DOG, MEDICAL ALERT - messages

D

GDMWR, GDTTE

Full Name	Disposition
Definition	An LMOS code which describes the particular component or aspect of a customer's equipment involved in a trouble report.
Data Content	4 N
Sample	0400

DAA

GDDAA, GDLOAD, GDLST, GDMAP, GDSUPV, GDTECH, GDDATR

Full Name	Dispatch Administration Area
Definition	A code assigned to a geographic area comprised of allocation areas. Used to assign a job to a technician that handles the specific turf. Also used to determine the travel distance between jobs.
Data Content	3 A/N
Sample	118
Cross-Reference	DAA/AA

DAA/AA

GDDISP, GDISWR, GDIWR, GDMSWR, GDMWR, GDSOI, GDSOT, GDTTE, GDAATR, GDISDP, GDMDP, GDCMP2

Full Name	Dispatch Administration Area/Allocation Area
Definition	A unique geographic area comprised of the combination of a DAA and AA. Aids in matching jobs to technicians with regard to travel distance.
Data Content	3 A/N / 4 A/N
Sample	A83 1111
Cross-Reference	DAA, AA

DAC

GTSDEV

Full Name	TSEND Device Node Name
Definition	The Node Name of the device associated with TSEND network.
Data Content	8 A/N
Sample	PY509B00

DATA ENTRIES

GDICTR

Full Name	Data Entries
Definition	The data entries shown are the result of a find performed on one of the four possible choices (WC, ORDTYPE, CSC, and CNA).
Data Content	to 6 A/N
Sample	201699

DATE

GDCOMP, GDTLOG, GDPAD, GDMCP, GDISCP, GDMSCP, GDDISP, GDISDP, GDMSDP, GDMDP, GDCHK, GDCMP2, GDGRP

Full Name	Date
Definition	On the completion screens this is the date which should be used for the EST status. On the GDTLOG and GDPAD screens this is the date of the specific technician log/personnel schedule being requested or viewed. On GDPAD, the DATE field associated with the copy function is used in specifying the DATE to which the technician schedule is to be copied. For a DAY copy, this contains the Date. For a WEEK copy, this is the week ending date. On the dispatch screens, it refers to the present day of the dispatch. On the GDCHK screen, a date can be entered and checked against, for example on GDPAD, to ensure coverage was provided for that particular day. On GDGRP, the date of the preassignment or dispatch.
Data Content	6 N
Sample	09 09 85

DATE TO LOAD

GDLOAD

Full Name	Date To Load
Definition	The month, day and year for which the user wants a load to be built.
Data Content	6 N
Sample	09 09 85

DAY OF THE MONTH

GDCRON

Full Name	Day Of The Month
Definition	A specific day of the month, if a user wants a scheduled request to run only on that day.
Data Content	MM DD YY
Sample	04 04 86

DAYS OF THE WEEK

GDCRON

Full Name	Days Of the Week
Definition	This header applies to the fields which follow which allow specifying that a certain scheduled request be run on certain days of the week.

DBD NAME

GDDBD, GDDBD1

Full Name	GDS Database Name
Definition	The naming convention for individual databases in GDS. For instance, the Technician Log Database is defined as VGGDTLDD.
Sample	VGGDTMDP

DD

GDISCP, GDISDP, GDISWR, GDSOT, GDITM, GDGRP

Full Name	Due Date
Definition	The date that the service order activity is due to complete.
Data Content	6 N
Valid Pattern	MM DD YY
Sample	031587

DELETE

GCRLOC

Full Name	Delete
Definition	An "X" entered in this field indicates that the work center location is marked for deletion. An "*" indicates that the work center location is reactivated.
Data Content	1 A/N
Valid Entries	X - work center is marked for deletion * - work center is reactivated

DEL MIN

GDSOP

Full Name	DELay Duration in MINutes
Definition	Determines the length of time a completion message should be held in TCM before being passed to the Service Order Processor (SOP).
Data Content	4 N
Sample	0120 (representing 120 minutes)

DEL OFF

GDSOP

Full Name	DELay CutOFF
Definition	An optional field which indicates the time at which completion information should be passed to the SOP immediately, regardless of the DEL MIN value.
Data Content	4 N / 1 A
Valid Pattern	HHMM(AorP)
Sample	0430P

DESCRIPTION

GCRLOC

Full Name	Description
Definition	This field may be used to store optional narrative information about a work center.
Data Content	to 46 A/N
Sample	INSTALLATION CENTER FOR NORTHWEST QUADRANT

DISP TYPE
GDCOMP, GDDISP, GDISDP, GDMSDP, GDMDP, GDMCP, GDMSCP, GDISCP, GDCMP2

Full Name	Dispatch Type
Definition	The kind of dispatch action the user wants taken for a technician on the GDDISP (or GDCOMP) screen.
Data Content	1 A
Valid Entries	The following entries are possible:

I (Immediate Dispatch), N (No Dispatch Needed), R (Routine Maintenance Job Requested), H (Helper Dispatch)

DISPOSITION
GDMSCP, GDMCP

Full Name	Disposition Code
Definition	An LMOS code that relates to the type of facility that was involved in a trouble report.
Data Content	4 N
Sample	0101

DIST FROM TECH
GDADW

Full Name	Distance from Technician Location
Definition	This dispatch factor takes into account the travel time between a technician's current location (DAA/AA) and the locations of jobs being considered by the dispatch algorithms for assignment to that technician. This field on the GDADW screen lets the user assign a weight (priority) to this factor between 0 and 99. The higher the weight assigned to this factor the greater emphasis will be placed on selecting a job close to the technician's current location.
Data Content	2 N
Valid Entry	Any number from 00 to 99

DIST TO GARAGE
GDADW

Full Name	Distance to Garage
Definition	This dispatch factor lets the user specify how important it is to select jobs nearer a technician's garage location as the technician nears the end of his/her work shift. The user assigns a weight (priority) to this factor between 0 and 99. The higher the weight assigned to this factor, the greater emphasis placed on selecting jobs near the garage as the technician's day nears a close.
Data Content	2 N
Valid Entry	Any number from 00 to 99

DL

GDCOMP

Full Name	Delay
Definition	A flag indicating whether or not completion information should be delayed before passing it to the SOP. If the flag is "Y," then the completion message will be held for the delay period specified in the GDSOP table.
Data Content	1 A
Valid Entries	Y (Yes) or N (No)

DOC

GDISCP, GDISDP, GDISWR, GDSOT

Full Name	Detailed Order Class Code
Definition	The code used to categorize orders by class summaries of the circuit activity report.
Data Content	3 or 4 A/N
Valid Pattern	NAA or NNAA
Sample	6NM, 20BM

DOC CODE

GDCSC

Full Name	Detailed Order Class Code
Definition	The code used to categorize orders by class summaries of the circuit activity report. On the Class of Service Code Pricing Options screen, it allows unique pricing for service orders, particularly ESO, by the first two characters of the DOC CODE.
Data Content	2 A/N
Valid Pattern	NA or NN
Sample	6N, 20 BM

DR STUDY AREA

GCRLOC

Full Name	Division of Revenue Study Area
Definition	This field is currently not used by GDS. However, a two-character entry must be present in order to create a GDS work center ID.
Data Content	2 A/N
Sample	ZZ

DVA

GDISWR, GDSOT, GDITM

Full Name	Designed, Verified, and Assigned Date
Definition	The date installation forces verify and report whether or not everything is available for circuit installation as defined on the service order and WORD documents.
Data Content	6 N
Valid Pattern	MM DD YY
Sample	031587

EC

GDTECH, GDMJRV

Full Name	Employee Code
Definition	A unique three-digit code assigned to each technician (same as TECH EC.)
Data Content	3 A/N
Sample	101

ED

GDCOMP

Full Name	Edit
Definition	An override flag indicating whether the edit process will be invoked for the order stats when the complete or return command is executed, or the order stats are updated.
Data Content	1 A
Valid Entries	Y (Yes) or N (No)

EFFECTIVE DATE

GCRLOC

Full Name	Effective Date
Definition	Indicates the date that the GDS work center ID is effective.
Data Content	6 N
Sample	011286

END

GDISWR, GDMSWR, GDSOT, GDMCKL

Full Name	Circuit End
Definition	The A or Z end of a special service circuit.
Data Content	1 A
Valid Pattern	A or Z

END DATE

GDCRON

Full Name	End Date
Definition	The date on which a scheduled GDCRON request should no longer be run.
Data Content	MM DD YY
Sample	04 02 84

END TIME

GDCRON

Full Name	End Time
Definition	The time at which a scheduled GDCRON request should be run for the last time on any day.
Data Content	HHMM(AorP)
Sample	0500P

ESD

GDISWR, GDSOT

Full Name	Early Start Date
Definition	The earliest date that an installation job can be started.
Data Content	6 N
Valid Pattern	MM DD YY
Sample	050287

EST

GDMCP

Full Name	Enter Status
Definition	This header describes a line of input fields on the GDCOMP screen which allow input of unique LMOS codes describing the change in status for a returned or completed maintenance job.

EST CMP

GDCOMP, GDDISP, GDTLOG, GDMCP, GDISCP, GDMSCP, GDISDP, GDMSDP, GDMDP

Full Name	Estimated Completion Time
Definition	The time of day at which a technician is expected to complete work on the remaining jobs on his/her technician log.
Data Content	HHMM(AorP)
Sample	0330P

ESTIMATED_FIRST_NEXT_

GDCSC

Full Name	Estimated Price, First, Next
Definition	The estimated amount of time required to complete the wiring functions when they are performed the first time on a given job, and for a subsequent occurrence for the same job.
Data Content	2 N : 2 N
Valid Pattern	HH:MM
Sample	01:30

EST START

GDTLOG

Full Name	Estimated Start Time
Definition	The estimated time of day that a technician should start work on a specific job on his/her technician log.
Data Content	HHMM(AorP)
Sample	0330P

EXCL JOBS DUE BEFORE LOAD-DATE

GDLOAD

Full Name	Exclude Jobs Due Before The Load-Date
Definition	When building bulk loads for a specific date (i.e. the load-date), this field allows excluding any jobs that have commitment dates earlier than the load-date.
Data Content	1 A
Valid Entry	Y (Yes), N (No), or blank (No)

EXT

GCRLOC

Full Name	Extension
Definition	The telephone extension of a work center manager.
Data Content	4 N
Sample	8723

EXTIME

GDDISP, GDMDP. GDMSDP, GDISDP

Full Name	Expected OFF time
Definition	The EXTIME field will be populated with the technician's last non-productive time from GDPAD. The field name (EXTIME) or the actual GDPAD time will not appear until 90 minutes of the last non-productive time for the technician. The field will appear between the TECHSTAT and PRICE LEFT fields on all four dispatch screens.
Data Content	5 N - protected field
Sample	0500P

PROPRIETARY – BELLCORE AND AUTHORIZED CLIENTS ONLY
See proprietary restrictions on title page.

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FAC

GDMSWR, GDMSDP, GDMDP, GDISDP, GDMWR, GDTTE, GDCOMM

Full Name	Facility Table
Definition	The local facility segment number. Passed from SOAC, F1-F9.
Data Content	1 A, 1 N
Valid Pattern	AN
Sample	F1, F2

FACTR PRICE

GDTLOG

Full Name	Factored Price
Definition	The TECH PRICE from non-grouped work requests. The TPRICE from the leadwork request of "G" and "S" groups.

The FACTR PRICE that appears on GDTLOG is the result of a mathematical calculation using TECH PRICE and LOAD FACTOR (see LOAD FACTR in section 7). If the LOAD FACTOR on GDTECH is less than 100%, the FACTR PRICE on GDTLOG will increase. If the LOAD FACTOR is greater than 100%, the FACTR PRICE will decrease.

$$\begin{pmatrix} \text{FACTR PRICE} \\ \text{on GDTLOG} \end{pmatrix} = \frac{100}{\text{LOAD FACTOR}} \times \text{TECH PRICE}$$

The LOAD FACTR and FACTR PRICE feature allows the end user to tune pricing for individual technicians by:

1. Loading inexperienced technicians with less work.

2. Loading experienced technicians with more than the average load.

Data Content	6 N
Valid Pattern	HHHH:MM
Sample	002:30

FCD

GDISWR, GDSOT

Full Name	Frame Continuity Date
Definition	The date on which the frame-to-frame testing for a special service circuit installation must be completed.
Data Content	6 N
Valid Pattern	MM DD YY
Sample	031587

FDD

GDIWR

Full Name	From Due Date
Definition	The F order due date that appears on T orders.
Data Content	6 N
Sample	02 28 88

FID

GDFID, GDSOT

Full Name	Field Identifier
Definition	Code that is contained on service orders with various meanings.
Data Content	3 A/N
Sample	PXJ

FIELD NAME

VGTDSO

Full Name	Field Name
Definition	The name of a field within a GDS-TTS table.
Data Content	to 8 A/N
Samples	CENTER, HDLGCODE

FIELD VALUE

VGTDSO

Full Name	Field Value
Definition	The value of a specific field within a GDS-TTS table.
Data Content	to 60 A/N
Samples	NJNORTH, NAS

FMT

GCRLOC

Full Name	Location Code Format
Definition	The code originator.
Sample	USER

FORMAT

GDPSB, GDDBD1

Full Name	Format
Definition	This is a display-only field which lists the format identification associated with a program and transaction name.
Sample	GDISWR

FOR PARTITION
GDPMD

Full Name	For Partition Number
Definition	Defines the partition within the GDS processor that the center resides in.
Data Content	2 N
Sample	01

FRI
GDCRON

Full Name	Friday
Definition	Indicates that a scheduled request should be run on Fridays.
Data Content	1 A
Valid Entries	Y (Yes) or blank

FROM DAA
GDDATR

Full Name	From Dispatch Administration Area
Definition	Establishes the starting point from which travel times to other DAAs will be determined.
Data Content	3 A/N
Sample	123

FROM DAA/AA
GDAATR

Full Name	From Dispatch Administration Area/Allocation Area
Definition	Establishes the AA within a particular DAA as the starting point from which travel times to other AAs (within the same DAA) will be determined.
Data Content	3 A/N 4 N
Sample	201 0001

FST
GDMCP, GDMSCP

Full Name	LMOS Final Status
Definition	The final status of a job.
Data Content	This is a protected field.

FUNCTIONS
GDCHK

Full Name	Functions
Definition	The predefined table checker functions. Ten functions are supported with this release.
Data Content	to 30 N
Sample	3

FZ CBL_PR_
GDSOT

Full Name	FZ Cable and Pair
Definition	The last segment (FZ) of a circuit's local facility cable and pair identification.
Data Content	to 10 A/N, to 4 A/N
Sample	A2514 1151

F1 FACILITIES
GDMITM

Full Name	F1 Facilities
Definition	This protected header represents the first cable and pair leaving a central office, under which all fields are also protected.

F2 FACILITIES
GDMITM

Full Name	FZ Facilities (Final Cable/Pair)
Definition	This protected header represents the last cable on a loop for a circuit, under which all fields are also protected.

F1 F2 FZ
GDMDP, GDMWR, GDTTE

Full Name	F1 F2 FZ
Definition	Cable designations for a circuit, F1 first, F2 as second, and FZ as last.

FL1_FL2_FL3
GDMCP, GDMSCP

Full Name	Study Code
Definition	A unique code that is used by LMOS for special study of Trouble Reports.
Data Content	3 N
Sample	315

GARAGE LOC
GDSUPV, GDTECH

Full Name	Garage Location
Definition	The specific Dispatch Allocation Area - Allocation Area (DAA/AA) in which the garage for a field supervisory group is located. On GDSUPV, this field must be a valid entry in the GDDAA table. The garage location is used by GDS in determining travel distance between jobs and the garage.
Data Content	7 A/N
Sample	921 3301

GEO CODE
GDCOMP, GDMCP

Full Name	Geographic Code
Definition	Geographic codes for a technician's MTR data.
Data Content	10 A/N

GROUPING INFORMATION
GCRLOC

Full Name	Grouping Information Data Division
Definition	A division which contains data that is required to support a grouping of location codes, consisting of the MASTER LOC NAME and MASTER LOC.

GRP
GDSUPV, GDTECH

Full Name	Supervisor Group
Definition	A unique code assigned to each supervisory group within a GDS work center.
Data Content	3 A/N
Sample	A01

GC
GDGRP

Full Name	Group Cause
Definition	Indicates the reason why a group was created.
Data Content	This field will have a system-generated value of "MA" (manual).

GT
GDGRP, GDLST, GDMTCH, GDMCKL

Full Name	Group Type
Definition	Indicates if a group is "linked," "stapled," or "grouped."
Data Content	1
Valid Entries	L (Linked), S (Stapled), G (Grouped)

HCODE, HDLGCODE, HDLG, HDLG CODE, HANDLING CODE

GDCOMM, GDCOMP, GDDISP, GDISWR, GDIWR, GDLST, GDMJRV, GDMSWR, GDMWR, GDSOI, GDSOT, GDTLOG, GDTTE, GDLOAD, GDMCKL, GDITM, GDISDP, GDMSDP, GDMDP, GDMCP, GDMSCP, GDISCP, GDGRP

Full Name	Handling Code
Definition	Unique codes that provide additional detail on the status of a work request. There is a unique set of codes reserved for GDS. Other than these, an unlimited number may be user-defined via the TTS GDS HDLGCODE table (VGTDSO format).
Data Content	to 3 A/N
Sample	GDS DEFINED HDLGCODES: FFV (Failed Field Visit), FMP (Failed Mapping)
	USER DEFINED HDLGCODES: TOK (TEST Okay) NAS (No Access)

HIGH PAIR

GDCPM

Full Name	To Cable Pair
Definition	The end cable pair number of a group of cable pairs which are associated with a specific route code through entries in the GDCPM table.
Data Content	4 N
Sample	1234

HIST

GDMWR, GDMSWR, GDMDP, GDTTE

Full Name	Trouble Report History
Definition	This header describes fields which provide information on trouble report history. This information applies to former trouble reports which have previously been closed. Up to the last 2 occurrences of trouble history can be populated on GDMWR and GDTTE and one occurrence (most recent) on GDMDP. This information is extracted from the BOR on trouble tickets entered from LMOS, on all but GDMSWR.

HOLIDAYS

GDCRON

Full Name	Holiday Indicator
Definition	Indicates how to treat holidays when a scheduled request is specified via the GDCRON screen. The user may add holidays to the schedule if they fall outside the schedule (Y), exclude them if they fall within the schedule (N), or ignore holidays (blank).
Data Content	1 A
Valid Entry	Y (Yes), N (No), blank

HOME TURF?

GDLOAD

Full Name	Home Turf
Definition	The total DAAs a technician can work, including all DAAs from the GDSUPV Table and any included DAAs on the GDTECH Table that are particular for that one technician.
Data Content	1 A
Valid Entry	Y (Yes) or N (No)

HOURS

GDMCP, GDCOMP

Full Name	Hours Spent Per MTR Activity
Definition	The amount of time spent per MTR activity.
Data Content	2 N: 2 N
Valid Pattern	HH:MM
Sample	01:05

IACT

GDCMP2

Full Name	Installation Action
Definition	One of the four fields of the GDCMP2 CHANGES section. Identifies the installation action code.
Data Content	to 5 A/N
Sample	i1, ISS

I/M DATA

GDGRP

Full Name	Installation/Maintenance Data
Definition	This miscellaneous data field (populated for each member of a group) contains installation or maintenance data.
Data Content	If the member is an LMOS Maintenance request with a populated CTTN field, the field contains the CTTN value. If the member is a special service maintenance work request and is a member of an SSC group, this field contains the SSC Master SSC Trouble Ticket Number. If the member is a special service maintenance work request and the SSC group number is blank, this field contains the CAC value. If the member is a special service installation work request, this field contains the WRSCLOBASE and WRSICLOITM value.
Sample	12 A/N

IAD

GDSOI

Full Name	Inventory Availability Date
Definition	The summary of all IAD jeopardies of functions due on the Daily Report Summary. This field was passed from TIRKS.
Data Content	N
Valid Pattern	MMDDYY
Sample	010189

ID STAT

GCRLOC

Full Name	Work Center ID Status
Definition	The status of a GDS work center ID. This field should be populated with "IE" when creating or updating a GDS work center ID.
Data Content	2 A
Valid Entry	IE - in-effect

ID TYPE

GCRLOC

Full Name	Work Center ID Type
Definition	Specifies the type of GDS work center ID. Value should be "PRIME" when creating or updating a GDS work center ID.
Data Content	to 5 A/N
Valid Entry	PRIME, ALIAS

IMFC

GDMITM

Full Name	Item Missed Function Code
Definition	This is a protected field.

IN/OUT IND

GDIJT

Full Name	Inside/Outside Work Indicator
Definition	Used by GDS to determine whether there is premises work, cable facilities work, or both. The user may specify any combination of premises work, cable facilities work and Pair Gain System to define the last character of an installation jobtype.
Data Content	1 A
Valid Entries	I, O, B, blank

INC

GDLOG

Full Name	Increment By
Definition	Controls jumps to particular lines in a log history without moving page by page through the log. By inserting either a plus (+) or minus (-) sign and the desired number of lines to move either forward or backward, the user can easily jump directly to that page of the log which displays the desired log event entry by performing a FIND function. The last page of the log history (which contains the first log events) can also easily be displayed by entering a "+999" in this field and performing a FIND function.
Valid Pattern	(+ or -) and 3 N
Sample	+200, -550, +999

INSTALL NPANNX

GDWCM

Full Name	Installation Job NPANNX
Definition	This field includes six-digit NPANNXs found on service orders, i.e., the first six digits of the phone number. The GDWCM table translates these into Wire Center codes.
Data Content	6 N
Sample	201273

ISS#

GDISWR

Full Name	Issue Number
Definition	The issue sequence number of the TIRKS WORD document.
Data Content	To 3 N
Sample	02

ISSUE DATE

GDISSU

Full Name	Issue Date
Definition	The month, day, and year associated with the items the user wants sent to remote printer(s) through GDISSU.
Data Content	6 N
Valid Entries	The date must be a valid date.
Sample	09 23 86

IST

GDMCP

Full Name	Intermediate Status Code
Definition	A unique code used by LMOS indicating the work being performed on a job.
Data Content	3 N
Sample	092

ISTAT

GDISWR, GDISDP, GDISCP, GDITM, GDCOMM, GDMTCH, GDMITM

Full Name	ITEM Status
Definition	The ITEM status is a one-character code that represents the status of the individual ITEM.
Valid Entry	

C - ITEM is complete

X - ITEM is cancelled

J - ITEM is jeopardized with a handling code that is not associated with the CKL-PROP flag set of N from GDS HDLGCODE table.

G - ITEM is jeopardized with a handling code associated with the CKL-PROP flag set of Y from GDS HDLGCODE table.

blank - ITEM is considered available for dispatch (pending load).

ITEM

GDITM

Full Name	Item
Definition	The item number associated with each item displayed on the screen.
Data Content	2 N
Sample	01

ITEM STATUS SUMMARY: COMPLETE JEOPARDY CANCEL PENDING

GDITM

Full Name	Item Status Summary of Completed, Jeopardied, Cancelled, and Pending Items
Definition	This set of four fields summarizes the status of the items. The number of items completed, in jeopardy, cancelled, and dispatchable is displayed. The sum of these four fields should be the total number of items.
Data Content	2 N, 2 N, 2 N, 2 N
Sample	01, 02, 01, 05

ITM

GDCOMM, GDISDP, GDMTCH, GDMITM, GDISWR

Full Name	Item
Definition	The work item number associated with a work request.
Data Content	2 N
Sample	01, 02

JEOPARDY
GDITM

Full Name	Jeopardy
Definition	The number of items on the job which are in jeopardy.
Data Content	2 N
Sample	01

JOB ASSIGNED
GDCOMP, GDMCP, GDISCP, GDMSCP

Full Name	Job Assigned
Definition	The month, day, year, and time of day the job was assigned to the technician. The time displayed is system-generated when the job is dispatched using GDDISP.
Data Content	11 A/N
Sample	09 23 85 1100a

JOBCLASS
GDMJRV

Full Name	Job Classification
Definition	Indicates whether the user wants to display jobs in a particular job class. Job classes are groups of Job Status/Handling code combinations that are defined in the TTS table GDS JOBCLASS.
Data Content	3 A/N
Sample	LOG

JOBID
GDCOMM, GDCOMP, GDDISP, GDISWR, GDLOG, GDLST, GDIWR, GDMSWR, GDMWR, GDSOI, GDSOT, GDTEST, GDTLOG, GDTTE, GDMTCH, GDMITM, GDMCKL, GDITM, GDISDP, GDMSDP, GDMDP, GDMCP, GDISCP, GDMSCP, GDISSU, GDCP2

Full Name	Job Identification Number
Definition	A unique number assigned to each job in the system. The JOBID cannot be duplicated within a work center. If the job entered the system via LMOS or SSC the jobid is the same as the LMOS/SSC trouble ticket number (TTN). If entered from GDTTE, or any work request screen, any unique 7 A/N can be used as the JOBID. Installation JOBIDs are usually the same as their service order number.
Data Content	to 12 A/N

JOB NARR

GDDISP, GDISDP, GDMSDP, GDMDP, GDMCP, GDISCP, GDMSCP

Full Name	Job Narrative
Definition	Narrative description of an action is taken on a job through either GDDISP or GDCOMP. When using the GDDISP "JOB NARR" will be posted on the GDLOG of the Job Dispatched. When using the GDCOMP transaction, "JOB NARR" will be posted on the GDLOG of the next job dispatched.
Data Content	69 A/N
Sample	Returned No Access: Customer Left Note on Door - "Back at 3"

JOBPRI

GDDISP, GDISWR, GDIWR, GDLST, GDMSWR, GDMWR, GDTTE, GDMDP, GDGRP

Full Name	Job Priority
Definition	This number is used to give individual jobs their own unique priority: the higher the JOBPRI, the more likely a job is to get selected for dispatch (all other factors being equal, and assuming a non-zero weight has been assigned to the JOB PRIORITY factor on GDADW).
Data Content	1 N
Valid Entries	Number between 0 and 9

JOB PRIORITY

GDADW

Full Name	Job Priority
Definition	Weights may be assigned to this factor (separately for different pricing groups). These weights control the degree to which jobs with a higher JOB PRIORITY factor (see JOBPRI) are prioritized over jobs with lower JOBPRIs.
Data Content	2 N
Valid Entries	Number between 0 and 99

JOB RETURNED

GDCOMP, GDMCP

Full Name	Job Returned
Definition	The month, day, year, and time of day the job was returned or completed. This is system-generated to the current time when the GDCOMP screen is first pulled up. If the job has been returned or completed prior to the current time, the old date/time will be displayed. The user may update the return date/time shown, if desired, as long as the new date/time meets the requirements below.
Data Content	11 A/N
Valid Entries	The date/time may not be earlier than the JOB STARTED date/time or later than the current date and time.
Sample	09 23 85 0900A

JOB STARTED
GDCOMP, GDMCP, GDISCP, GDMSCP

Full Name	Job Started Date & Time
Definition	The month, day, year and time of day that the technician started field work on a job. This is system-generated to be the same as the JOB ASSIGNED date/time when the GDCOMP screen is first pulled up. The user may update the date/time if desired, as long as the new date/time meets the requirements below.
Data Content	11 A/N
Valid Entries	The date/time may not be earlier than the JOB ASSIGNED date/time or later than the JOB RETURNED date/time.
Sample	09 23 85 0950A

JOB TITLE
GCRLOC

Full Name	Job Title
Definition	The job title of a GDS work center manager.
Data Content	to 26 A/N
Sample	MGR - IC/MC OPERATIONS

JOBS LEFT
GDCOMP, GDMCP, GDISCP, GDMSCP

Full Name	Jobs Left
Definition	The number of jobs remaining on the technician's log that are awaiting dispatch (i.e., with a status of PRE).
Data Content	2 N
Valid Entries	System-Generated
Sample	02

JOBSTAT

GDCOMP, GDDISP, GDIWR, GDLST, GDMJRV, GDMSWR, GDMWR, GDSOI, GDTLOG, GDTTE, GDMSDP, GDMDP, GDMCP, GDMSCP, GDISCP

Full Name	Job Status
Definition	The current GDS operational status of a job.
Data Content	3 A
Valid Entries	PFA (Pending Facilities Assignment), PSC (Pending SCreen), PAC (Pending Auto Completion), PLD (Pending LoaD), PRE (PREassigned), DSP (DiSPatched), JEP (JEoPardy), STP (STaPled), GRP (GRouPed), LNK (LiNKed), CMP (CoMPlete), CAN (CANcelled), PWD (Pending WORD), TRL (TRiaL)*, RET (RETurned)*, and FUT (FUTure)*. A JOBSTAT of "***" indicates non-productive time on GDTLOG. In some cases, the JOBSTAT is assigned by GDS. In others, it can be altered by the user.

JP

GDGRP

Full Name	Job Priority
Definition	Indicates the Job Priority of a member of a group. Refer to JOBPRI.

JSTAT

GDCOMM, GDISDP, GDISWR, GDSOT, GDMTCH, GDMCKL, GDITM, GDGRP

Full Name	Job Status
Definition	(See JOBSTAT)

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* Only on GDTLOG screen.

JT

GDCOMM, GDCOMP, GDCSC, GDDISP, GDISWR, GDIWR, GDJTW, GDLOAD, GDLST, GDMJP, GDMSWR, GDMWR, GDSOI, GDSOT, GDSSTT, GDSUPV, GDTECH, GDTLOG, GDTTE, GDLOG, GDMCKL, GDISDP, GDMSDP, GDMDP, GDMCP, GDMSCP, GDISCP, GDGRP

Full Name	Job Type
Definition	A unique code assigned to each job, to help classify work for purpose of setting different dispatch priorities and distributing appropriate jobs to individual technicians. The JT is validated against the GDJTW table.
Data Content	From 1-4 A/N; first must be alpha
Valid Entries	1st character - I (installation), M (Maintenance), or R (routine)
	2nd character - Recommended: B (business), R (residence), C (coin), V (voice), D (data)
	3rd character - S (designed specials), P (POTS), N (nondesigned specials), O (official company business)
	4th character - any alphanumeric: user defined

On GDLST, GDSUPV, and GDTECH, generic job types may be used. A generic job type is a combination of letters, numbers, and asterisks. One to four asterisks may be entered. An asterisk means that any letter, number, or blank is valid for that position in the JT field (e.g., M*** represents all jobs with a job type that begins with "M").

Sample	MRPI

LAST CHAR OF JT

GDIJT, GDNCI

Full Name	Last Character of Job Type Code
Definition	The final (fourth) character of the job type (JT) code to installation jobs through the GDIJT table. The first three characters (or BASIC JT) are defined through the GDCSC table.
Data Content	1 A/N
Valid Entries	Any letter or digit

LAST CLRD

GDMSWR, GDMSDP

Full Name	Last Cleared Date
Definition	The last date a trouble was cleared on a circuit. Provided from circuit history on SSC handoff.
Data Content	6 N
Valid Pattern	MM DD YY
Sample	052487

LAST UPD

GDDISP, GDIWR

Full Name	Last Update
Definition	The date and time of the last update received from the SOP/SOAC which contained assignments.
Data Content	System-generated date/time
Sample	01 01 86 0830A

LAST UPDTE

GDSOI

Full Name	Last Update
Definition	The date and time of the last update received from the SOP/SOAC that contained assignments.
Data Content	System-generated date/time
Sample	06 04 88 0930A

LD

GDCOMP, GDDISP, GDIWR, GDIWR, GDMSWR, GDMWR, GDSOI, GDSOT, GDMCP, GDMSCP, GDISCP, GDISDP, GDMSDP, GDMDP, GDITM, GDTTE, GDLOG, GDMCKL

Full Name	Lead Job
Definition	The job that has been designated the pseudo-lead job of a group of GT "L," "S," or "G" (Linked, Stapled, or Grouped).
Data Content	6 A/N
Valid Entry	System Generated

LINE

GDLOG

Full Name	Top Line Displayed
Definition	This field is automatically populated by the system and reflects where the user is currently located in the overall log history. The number displayed in this field is the line number of the event displayed on the top of the page.
Data Content	6 N
Sample	000211

LINES PER PAGE

GDCHK

Full Name	Lines Per Page
Definition	Indicates the amount of data, in lines, that will be printed on output.
Data Content	2 N
Sample	10

LIST OF AA's

GDDAA

Full Name	List of Allocation Areas
Definition	Allocation areas within a specific DAA.
Data Content	4 A/N
Sample	901B

LJOBID

GDGRP

Full Name	Lead Job ID
Definition	The job identification number of the pseudo-lead of a group. The LJOBID is automatically generated by the system upon creating a group.
Data Content	6 A/N (System-Generated)
Valid Pattern	ANNNNN
Sample	L00078

LJSTAT

GDGRP

Full Name	Lead Job Status
Definition	Job status of the pseudo-lead work request of a group.
Data Content	3 A
Valid Entries	For GT=L groups, the job status of the pseudo-lead is "LNK."

For GT=G/S groups, valid job status values for the pseudo lead are PLD, PSC, PFA, JEP, PWD, PRE, DSP, CAN, CMP.

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LJT

GDGRP

Full Name	Lead Job Type
Definition	Job type of the pseudo-lead work request of the group. Job Type is a unique code assigned to each job to help classify work for the purpose of setting different dispatch priorities and distributing appropriate jobs to individual technicians. The LJT is validated against the GDJTW table.
Data Content	to 4 A/N; first character must be alpha
Valid Entries	

1st character - I (installation), M (maintenance), R (routine)

2nd character - Recommended: B (business), R (residence), C (coin), V (voice), D (data)

3rd character - S (designed specials), P (POTS), N (nondesigned specials), O (official company business)

4th character - any user-defined alphanumeric

LMOS CS

GDMWR

Full Name	LMOS Class of Service
Definition	An LMOS code that groups USOC class of service codes into a higher level "class of service".
Data Content	to 5 A/N
Valid Entries	Must exist in TTS table GDS MAINT JT for pricing maintenance jobs during automatic job logging.
Sample	CNTX

LMOS ID

GDFEP, GDTEST

Full Name	LMOS Processor Identification Code
Definition	This code identifies the specific LMOS processor. The first character defines the specific LMOS Host processor and the final two characters define the specific Front End processor.
Data Content	3 A/N
Sample	AA1 (Host A, Front End A1)

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LMOS IST
GDMWR, GDTTE

Full Name	LMOS Intermediate Status Code
Definition	Code used by LMOS to indicate work being done on a maintenance job. When entering a job on GDTTE, this field is used in conjunction with the LMOS CS field to determine the correct JT from the GDS MAINT JT Table.
Data Content	3 A/N
Valid Entries	Must exist in TTS table GDS MAINT JT for pricing maintenance jobs during automatic job logging.
Sample	PD3

LN
GDCMP2

Full Name	Line Number
Definition	The number of the service order line being changed.
Data Content	3 N
Valid Entry	The line number entered must exist in the displayed service order section.
Example	003

LOADTYPE
GDTECH

Full Name	Load Type
Definition	How a technician should be treated by the Bulk Load process: A "B" (Bulk) code means the technician is to receive a bulk load to match his/her availability as defined in the GDPAD table for bulk loading. An "F" (First Job) code means the technician should receive only a single (first) job, and a "D" (Dynamic) code means the technician should not receive any jobs through GDLOAD.
Data Content	1 A
Valid Options	B (Bulk), D (dynamic), or F (first)

LOAD FACTOR
GDTECH

Full Name	Load Factor
Definition	This field adjusts the price of a job being considered for assignment to a given technician. It is used to modify the FACTR PRICE on GDTLOG to better reflect the actual time needed by a specific technician to complete a job based on his/her skill level. An entry greater than 100% causes the FACTR PRICE to decrease while an entry less than 100%, increases the price. A 100% leaves the FACTR PRICE unchanged.

$$\frac{100}{\text{LOAD FACTOR}} \times \text{TECH PRICE} = \text{FACTOR PRICE (on GDTLOG)}$$

Data Content	to 3 N
Sample	075, 150

LOAD KEY
GDADW

Full Name	Load Key
Definition	Differentiates installation ADW dispatch weighting factors from maintenance factors. It allows multiple versions of a single table and provides the capability to "weigh" the same dispatch factors differently for installation versus maintenance jobs, if so desired.
Data Content	1 A
Valid Entries	I (Installation) or M (Maintenance)

LOAD TYP
GDADW

Full Name	Load Type
Definition	Allows further "fine-tuning" of dispatch "weighting" factors for installation and maintenance versions of the GDADW table. Each "I" and "M" load key record is further defined by "B" or "D" (bulk or dynamic) load type to allow four possibly distinct records for the same table.
Data Content	1 A
Valid Entries	B (Bulk Loading) or D (Dynamic Loading)

LOAD PRI
GDLST

Full Name	Load Priority Select
Definition	A select field to produce a list of jobs by load priority suitability.
Data Content	1 N
Valid Pattern	1

LOAN TO GRP
GDTECH

Full Name	Loan To Group
Definition	This field is used to loan a technician to another supervisory group. When used, the technician is given the turf (DAAs) of the other group. The technician's job types are still defined relative to his/her own group. The LOAN TO GRP input must be a valid supervisory group in the GDSUPV table.
Data Content	3 A/N
Sample	A01

LOC

GDDISP, GDISWR, GDIWR, GDLOG, GDMSWR, GDMWR, GDSOI, GDTTE, GDMTCH, GDMITM, GDISDP, GDMSDP, GDMDP, GDSOT

Full Name	Location
Definition	Describes any other service location in addition to the address. The second occurrence on GDISWR represents the customer's CLLI location. On GDMSWR, the source is the data from the CKL level LOC field on SSC format OSSCHU.
Data Content	to 30 A/N, 11 A/N for 2nd occurrence on GDISWR
Sample	Apt A12 - Downstairs, HSTNTXEAST

LOCATION CODE

GCRLOC

Full Name	Location Code
Definition	Identifies the GDS work center ID.
Data Content	to 11 A/N
Sample	NJNORTH

LOCATION NAME

GCRLOC

Full Name	Location Name
Definition	Identifies the name of a building or city where a GDS work center is located.
Data Content	to 19 A/N
Sample	NEW BRUNSWICK

LOCATION TYPE

GCRLOC

Full Name	Location Type
Definition	This field is not currently used by GDS.

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LOG ACTIVITY NARRATIVE
GDLOG

Full Name	Log Activity Narrative
Definition	This field is populated by the system and displays the type of activity that has transpired in the life of a work request. There are a possible two lines of narrative with 40 available characters each, with the exception of a "RMK" log narrative in which case there will only be one line. The activity time and date occupy the first twelve spaces of the first line of the narrative (only if different than the System Activity Narrative). This date and time will reflect the user date/time for the activity, if any. Otherwise, this will contain the system date and time. A "RMK" narrative will not include the date and time since it will be the same as the System Date/Time. The description of the log event or activity then follows, with the potential of running onto the second available line if needed. The matching rule (i.e., R, F1) will also be displayed in parentheses for all messages from TIRKS.
Data Content	to 2 lines of up to 40 A/N
Sample	0092288 17:29 JOB STAT CHG TO PRE GDLST STATUS CHANGE

LOG EVENT
GDLOG

Full Name	Log Event
Definition	Classifies the activity on a particular work request under certain established headings. These predefined groups include "CKL," "RMK," "IIN," "IOT," and "IER." "CKL" events represent all CKL level job status changes. "RMK" events represent remarks which were manually added to the log by a user or automatically added by the system (such as a move or a merge). "IIN," "IOT," and "IER" all represent various types of interface activities. "IIN" indicates the receipt of a message from an external system by a GDS transaction. "IOT" indicates the insertion of a message to an external system by a GDS transaction. "IER" indicates an error condition in either receiving or sending interface messages. This field is populated by the system and is not updatable by the user.
Data Content	3 A
Valid Pattern	CKL, RMK, IOT, IER, IIN

LOGGED BY
GDLOG

Full Name	Logged By
Definition	Identifies the source of the changed job status, whether it be an interface input or the user ID of the person who updated the job status. It can also identify the user who entered a remark on to the log. This field is populated by the system and not updatable by the user.
Data Content	up to 8 A/N
Sample	SO-INPUT, ARS

LOW PAIR
GDCPM

Full Name	Low Cable Pair
Definition	The starting cable pair number of a group of cable pairs which are associated with a specific route code through entries in the GDCPM table.
Data Content	4 N
Sample	1234

LSD

GDISWR, GDSOT

Full Name	Late Start Date
Definition	The latest date that a job may be started.
Data Content	6 N
Valid Pattern	MMDDYY
Sample	051887

MAINT JOB FACTORS
GDADW

Full Name	Maintenance Job Dispatch Factors
Definition	This header applies to the three factors below it on the GDADW screen, which apply only to maintenance jobs and which may be assigned dispatch weights.

(LMOS MAINT:) MWR
GDISSU

Full Name	Maintenance Work Requests
Definition	This field lets the user specify whether they want the Maintenance Work requests (format shown on GDMWR screen) included in work documents sent to remote (garage) locations via GDISSU.
Data Content	1 A
Valid Entries	X or blank

MAINTENANCE CENTER
GDCLLI

Full Name	Maintenance Center
Definition	The name of the work center which handles maintenance jobs for a specific wire center - class of service code combination.
Data Content	11 A/N
Sample	NJNORTH

MANUAL JOBID
GDCOMP, GDDISP, GDMDP, GDMSDP, GDISDP, GDMCP, GDISCP, GDMSCP, GDCMP2

Full Name	Manual Job Identification Code
Definition	This field is used to manually dispatch, preassign, or assign a helper to a specific job.
Data Content	14 A/N (termination number for installation jobs must be placed in final two positions)
Valid Entries	Must be a valid JOBID for the work center. For manual assignment or pre-assignment, job must be statused PLD. For helper assignment, job must be statused DSP to another technician.

MASTER LOC
GCRLOC

Full Name	Master Location
Definition	This field is not currently used by GDS.

MASTER LOC NAME
GCRLOC

Full Name	Master Location Name
Definition	This field is currently not used by GDS.

MATCH
GDMJRV

Full Name	Match
Definition	If during the job review on GDMJRV, you wish to jump to GDMTCH, populate the MATCH field with "Y", and the JOBCLASS field.
Data Content	1 A
Sample	Y

MEET APPOINTMENTS
GDADW

Full Name	Meet Appointments
Definition	This dispatch factor allows the user to assign a weight (priority) which indicates how important it is when selecting jobs using the dispatch algorithms to give preference to jobs with meet appointments.
Data Content	2 N
Valid Entry	Number between 00 and 99

MFC
GDISCP, GDISWR, GDITM, GDGRP

Full Name	Missed Function Code
Definition	The Missed Function Code of the individual ITEM. Indicates the overall reason why a GOC tracked event was missed.
Data Content	3 A/N
Sample	A14

MG/CG NBR
GCRLOC

Full Name	Master Group Number
Definition	This field is currently not used by GDS.

MISSED APPT
GDCOMP, GDISCP

Full Name	Missed Appointment
Definition	Specifies that an installation job should be classified as a Missed Appointment (the reason code being supplied through an appropriate Handling Code).
Data Content	1 A
Valid Entries	Y (Yes) or blank

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MISSED COMMITMENT
GDADW

Full Name	Missed Commitment
Definition	This field lets the user assign a weight to the factor which differentiates between jobs which do or do not have a missed appointment or commitment.
Data Content	2 N
Valid Entries	Number between 0 and 99

MLT TEST RESULTS
GDTEST

Full Name	Detailed MLT Test Results
Definition	This header appears above the detailed MLT results which are received from LMOS/MLT for Full and/or Loop tests run from either GDDISP, GDCOMP, or directly from GDTEST.

MOD
VGTDSO

Full Name	Modification Indicator
Definition	Indicates whether the contents of the table have been modified by the user.
Data Content	1 A
Valid Entries	Y (Yes) or N (No)

MON
GDCRON

Full Name	Monday
Definition	This field lets the user specify that a scheduled request should be run on Mondays.
Data Content	1 A
Valid Entries	Y (Yes) or blank

MOVE=> DATE
GDTLOG

Full Name	Move To Date
Definition	The date for the target GDTLOG during a "MOVE" command.
Data Content	6 N
Valid Pattern	MM DD YY
Sample	11 23 88

MOVE=> EC

GDTLOG

Full Name	Move To Employee Code
Definition	The Technician's Employee Code to which a "preassigned" job is to be moved.
Data Content	3 A/N
Sample	101

MSC

GDMSCP

Full Name	Maintenance of Service Charge
Definition	Whether a maintenance of service charge is to be applied.
Data Content	1 A
Valid Pattern	Y (Yes), N (No), blank (No)

MSG

GDGRP

Full Name	System Message Flag
Definition	If system message flag is set to Y, copy the value of WRSSYSMSG of the first member for the pseudo lead. For the member, display value from WRSSYSMSG.
Data Content	1 A
Valid Entries	Y (Yes), N (No)

MTR

GDCOMP, GDMCP

Full Name	Mechanized Time Reporting Code
Definition	A unique code used to direct time changes in a mechanized time reporting system.
Data Content	To 4 A/N for POTS, To 6 A/N for Special Service
Sample	77X, 57M

MTR CODES

GDISCP, GDMSCP

Full Name	Mechanized Time Reporting Codes
Definition	These fields are not currently used in GDS.

NA_TO_

GDMSCP

Full Name	No Access From, To Date and Time
Definition	Indicates a no access or a delayed maintenance window on a special service maintenance job - From date and time, To date and time.
Data Content	6 N / 5 N /6 N /5 N
Valid Pattern	MMDDYY HH .
Sample	081287 1100A 081287 0100P

NAME

GDDISP, GDIWR, GDLOG, GDMWR, GDTECH, GDTTE, GDMTCH, GDMDP, GDMCKL, GDCOMP

Full Name	Technician's Name on GDTECH. Customer's Name on GDDISP, GDIWR, GDMWR, GDTTE, GDLOG, GDMTCH, GDMDP, GDMCKL, and GDGRP.
Data Content	to 12 A/N on GDTECH. to 30 A/N on GDDISP, GDIWR, GDMWR, GDTTE, GDMTCH, and GDMCKL, GDMDP, GDGRP.
Sample	JOHN BROWN

NARR (& NARRATIVE)

GDTTE, GDMWR, GDMDP, GDMCP

Full Name	Narrative
Definition	A narrative associated with a screening result (GDTTE, GDMWR).
Data Content	to 58 A/N
Sample	NARRATIVE GDCOMP TRIED TO REACH SUB

NBR

VGHELP

Full Name	Number
Definition	The unique error or ABEND message number.
Data Content	7 A/N
Valid Pattern	3A3N1A
Sample	GDS128E

NCI

GDMSDP, GDISDP, GDISWR, GDMSWR, GDNCI, GDSOT

Full Name	Network Channel Interface Code
Definition	This field is used to indicate the network channel interface code for a circuit termination. On GDMSWR, the source for this field is the NCI field under CKL level information on SSC format OSSCHU.
Data Content	to 10 A/N
Sample	MTG546

NEW JOBSTAT

GDPST

Full Name	New Job Status
Definition	Assigns a new job status to a no-field-visit installation job based on the Programmed Scan Test (PST) result.
Data Content	3 A
Valid Entries	PLD (Pending Load), PAC (Pending Auto-Completion), PSC (Pending Screen), or CMP (Complete)

NEW TECH LOC DAA/AA

GDCOMP, GDDISP, GDISDP, GDMDP, GDMCP, GDISCP, GDMSCP, GDCMP2

Full Name	New Technician Location - Dispatch Allocation Area/Allocation Area
Definition	If the technician is not located in the same location as the job being completed, this field allows the dispatcher to specify the new location so that jobs for the technician may be evaluated with the correct travel distances from where the technician is located.
Data Content	7 A/N
Valid Entries	Any valid DAA-AA.
Sample	111 2222

NOTE

VGTDSO

Full Name	Note
Definition	Text that describes the purpose of a specific table. This field is populated by the system.
Data Content	to 40 A/N
Sample	GDS HANDLING CODE VALIDATION

NPANNX

GDSOT

Full Name	Number Plan Area Exchange Number
Definition	(See Install NPANNX)

NX

GDCOMP, GDDISP, GDISWR, GDIWR, GDMSWR, GDMWR, GDSOI, GDISDP, GDMSDP, GDMDP, GDMCP, GDISCP, GDMSCP, GDSOT, GDITM, GDTTE

Full Name	Next
Definition	The next member of an "L," "S," or "G" group. This field always shows the next job in the group, so the user may cycle through the jobs as desired.
Data Content	14 A/N
Sample	0012016

OE

GDTTE, GDMWR, GDMDP, GDISDP

Full Name	Originating Equipment
Definition	A unique designation of central office equipment. The OE is automatically populated for jobs entered from LMOS and SSC. This field is optional on GDTTE.
Data Content	to 12 A/N
Sample	122-378-8888

OF

GDCOMP, GDDISP, GDIWR, GDSOI

Full Name	Of
Definition	The number of total terminations on the service order. The field preceding it (TERM) tells the termination number affected by the service order.
Data Content	2 N

OFFICE CLASS

GCRLOC

Full Name	Office Class
Definition	This field is currently not used by GDS.

OCO

GDISCP, GDISDP, GDISWR

Full Name	Overall Controlling Office
Definition	The CLLI code of the office that has responsibility for reporting status of a special service order.
Data Content	8 or 11 A/N
Sample	MIAMFLMAM01

OFFICE IMPEDANCE

GCRLOC

Full Name	Office Impedance
Definition	This field is currently not used by GDS.

OFFICE LOSS (DB)

GCRLOC

Full Name	Office Loss in DBs
Definition	This field is currently not used by GDS.

OFFICE RANGE

GCRLOC

Full Name	Office Range
Definition	This field is currently not used by GDS.

OHMS

GCRLOC

Full Name	Ohms
Definition	This field is currently not used by GDS.

ON DESK

GDMJRV

Full Name	Desk
Definition	This select field is used with the mechanized job review process to view jobs on the "Desk" for a particular employee.
Data Content	1 A/N
Valid Pattern	Any single character
Sample	X, Y

OOS

GDMCP

Full Name	Out Of Service
Definition	This field is used to update LMOS if a maintenance job is found to be out of service.
Data Content	1 A
Sample	Y (Yes) or blank

OP

GDTECH

Full Name	Options
Definition	This field allows the user to specify certain options about the technicians, DAAs, or job types (JT). The data the options operate on are put into the DAA or JT fields which immediately follow the OP field. Options which may be used are as follows:

- A - "Add" the following values to those of the technicians group (as defined in GDSUPV)

- X - "Exclude" the following values from the set assigned to the technician's group

- I - "Instead" of the group set, use the following:

Data Content	1 A
Valid Entries	A (Add), X (eXclude), or I (Instead)

OPTIONS

GDMJRV

Full Name	Options
Definition	A header under which the five choices (Jobstat, Hdlgcode, Jobclass, Match, and On Desk) of the job review process reside.

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OPTIONS: APPTCTL: PREPARE FOR DATE
GDCRON

Full Name	Options for Appointment Control GDCRON Request: Date to Prepare For
Definition	A date for which the user wants the appointment control request of GDCRON to be executed.
Data Content	6 N
Valid Entries	Valid date of format (MM DD YY)
Sample	01 03 86

OPTIONS: M, W, R, D, B, N, F, L
GMAIL

Full Name	Command Options - Mail, Write, Read, Delete, Broadcst, Next, First, or Last
Definition	This string describes the options which may be used in the COMMAND field directly above it on the GMAIL screen.
Valid Entries	MAIL or M, WRITE or W, READ or R, DELETE or D, BROADCST or B, NEXT or N, F, or L

ORDER STATS
GDCOMP, GDISCP

Full Name	Order Completion Statistics
Definition	This field accepts statistics and other relevant information to be input to the Service Order Processor when a service order is completed through these two completion screens.
Data Content	For GDISCP, 6 lines of 58 A/N For GDCOMP, 30 separate A/N FIDs possible with the following breakdown: 4 with possible 22 characters 2 with possible 18 characters 2 with possible 10 characters 4 with possible 6 characters 6 with possible 4 characters 12 with possible 3 characters
Valid Entries	SWO TECH 444 - for GDISCP or GDCOMP if autocomplete is not used. Valid entry for FIDs is dependent upon definition in GDS-TTS table GDS SOP EDITS.

ORDER TYPE
GDCSC

Full Name	Order Type
Definition	A code that indicates an order activity type, i.e., N = New, F = From order.
Data Content	1 A
Sample	N, T, C, F

ORD ORIG
GDISWR, GDIWR

Full Name	Order Originator
Definition	The sales organization that originated the order.
Data Content	To 8 A/N
Sample	HSTNMAC

ORD/PROJ/RPTYP
GDGRP

Full Name	Order Number/Project Number/Report Type
Definition	The Order Number, Project Number, or Report Type of a group member.

For installation work requests, this field will contain either the Project Number (TIRKS only), Related Order. Complete with Related Order, or Reuse Related Service Order. For SSC maintenance work requests, the field contains the Report Type. This field contains the CATEGORY of Report for LMOS maintenance work requests.

Data Content	12 A/N

ORDSTAT
GDCOMP, GDDISP, GDIWR, GDSOI, GDISWR, GDSOT

Full Name	Service Order Status
Definition	The current status of a service order.
Data Content	1 A
Valid Entries	P (Pending) or C (Complete)

OUTPUT LTERM
GDCHK

Full Name	Output LTERM
Definition	The printer to which results of the GDCHK processing will be sent.
Data Content	8 A/N
Sample	PY506B00

OVERRIDE
GDTEST

Full Name	Override
Definition	Enter Y or N to override MLT bytes on the line record and produce test results only on electrical measurements.
Data Content	1 A
Valid Pattern	Y (Yes), N (No)

OUT-OF-SERVICE
GDADW

Full Name	Out Of Service Factor
Definition	Assigns a weight to the factor which differentiates between maintenance jobs which are, or are not Out of Service.
Data Content	2 N
Valid Entries	Number between 00 and 99

OWNER
GCRLOC

Full Name	Owner
Definition	This field is currently not used by GDS.

PAIR

GDCOMM, GDMWR, GDTTE, GDISDP, GDMSDP, GDMDP, GDMSWR, GDMITM

Full Name	Cable Pair
Definition	A unique designation assigned to a pair of wires within a cable of a customer's loop facilities.
Data Content	to 4 N
Sample	1222

PARTITION

GDPMD

Full Name	Partition Number
Definition	The work request data base partition number.
Data Content	2 N
Valid Pattern	01-99
Sample	02

PCS

GDSOT

Full Name	Participant Customer Status
Definition	This field generally means field dispatch is not necessary
Data Content	3 N

PENDING

GDITM

Full Name	Pending Items
Definition	Count of pending (dispatchable) items. Items that are not cancelled, completed, or jeopardized are considered pending.
Data Content	2 N
Sample	01

PFS

GDMSWR, GDMWR, GDTTE, GDMSDP, GDMDP

Full Name	Priority Flags
Definition	Up to five different priority flags may be populated for a maintenance job. The PFS is used as input to the determination of job priority (JOBPRI) during automatic job logging.
Data Content	5 of up to 3 A/N
Valid Entries	ESL, PRI, NMC, CIR, CC, SUB

PGM (TRANS)
GDPSB

Full Name	Program & Transaction
Definition	A display-only field which lists the program and transaction name associated with a format identification.
Sample	VGG016T(1)

PG__ OF __
GDSOI

Full Name	PAGE ### OF ###
Definition	The page of the Service Order Image (SOI) the user is viewing and the total number of pages in the SOI.
Data Content	3 N (System-Generated)
Example	PG 001 OF 003

PGS

GDPGS, GDSOT

Full Name	Pair Gain System
Definition	A unique designation for a subscriber loop carrier system. The system can use this field for installation pricing and job-typing.
Data Content	10 A/N
Sample	AML1

PGS CAT
GDIJT, GDPGS

Full Name	Pair Gain System Category
Definition	Groups similar pair gain systems into a common Category code on GDPGS. These codes may then be used to help specify Job Type through the GDIJT table.
Data Content	1 A/N
Valid Entries	Any single letter or digit

PHONE NBR
GCRLOC

Full Name	Phone Number
Definition	The telephone number of a GDS work center manager.
Data Content	to 12 A/N
Sample	201 345 9876

PL

GDGRP

Full Name	Pending List (Hidden Field)
Definition	When selecting members of a group for completion/return, the system creates a list indicating the number of members selected. The list is pending as long as the user does not initiate a "RET" or "CMP" command or performs a "FIND" other than a JUMP/FIND.
Data Content	3 N
Sample	004

PLANNING ADMINISTRATIVE AREA

GCRLOC

Full Name	Planning Administrative Area
Definition	This field is currently not used by GDS. However, this field must be populated by a two character entry when creating or updating a GDS work center ID.
Data Content	2 A
Sample	AA

PON

GDISDP, GDISWR

Full Name	Purchase Order Number
Definition	The purchase order number associated with a service order.
Data Content	to 30 A/N
Sample	372NY5811

POP

GDCOMP

Full Name	An override flag for the autopopulate process. This flag is not presently used in GDS.

POSSIBLE INSTALLATION CENTERS

GDICTR

Full Name	Possible Installation Centers
Definition	The possible 25 centers that are being routed to based on the data entry.
Data Content	Possible 25 centers, each with up to 11 A/N

PPN

GDMDP, GDMWR, GDTTE

Full Name	Party Position Number
Definition	A field which is parsed by Operations Interface (OI) from the LMOS DJI report for POTS trouble tickets and is used by technicians at dispatch.
Data Content	1 N
Valid Entries	Number between 1 and 4

PR

GDSOT, GDISWR

Full Name	Cable Pair
Definition	(See PAIR)

PR

GDCOMP

Full Name	Print Flag
Definition	This flag determines if the completion message will be printed.
Data Content	1 A
Valid Entries	

Y - Yes, the completion message will be printed at the printer designated in the GDS SOC PRINTER or GDS OPTIONS table so that the order can be completed manually.

N - No, the completion message will NOT be printed.

PRC GRP

GDSOT

Full Name	Pricing Group
Definition	(See Pricing GRP)

PRECOMP TEST?

GDJTW

Full Name	Pre-Completion Test
Definition	Specifies whether or not they want pre-completion tests automatically initiated on jobs of certain job types. These tests are initiated automatically when the dispatcher does a "FIND" on the GDCOMP screen.
Data Content	1 A
Valid Entries	Y (Yes) or N (No)

PRE DT

GDCOMP, GDISCP, GDMCP, GDMSCP

Full Name	Pre-Assignment Date
Definition	Specifies the desired future date for pre-assignment of a returned job. (The pre-assigned technician must have productive time previously built in GDPAD for this date.)
Data Content	6 N
Sample	09 09 89

PREDISP TEST?
GDJTW

Full Name	Pre-Dispatch Test
Definition	Specifies whether the user wants pre-dispatch tests automatically initiated on jobs of certain job types. These tests are initiated automatically when the dispatcher does a "DISPATCH" on the GDDISP screen.
Data Content	1 A
Valid Entries	Y (Yes) or N (No)

PRESVY THRES
GDCSC

Full Name	Presurvey Price Threshold
Definition	Establishes a price threshold by class of service code for installation jobs. If a job exceeds this threshold a "Y" will be automatically displayed in the "SURVEY" field on the GDIWR, GDSOI, GDISWR, and GDDISP (for service orders) screens. Also the work request will be sent to a printer if a valid printer ID is entered in the PRESURVY field of the GDS OPTIONS table (VGTDSO screen).
Data Content	5 N
Valid Options	The threshold may be entered as hours and minutes or total minutes. The system will convert minutes to hours and minutes.
Samples	0090 = 01:30 (one hour and thirty minutes) 01:30 = 01:30 (one hour and thirty minutes)

PRI

GDLST

Full Name	Job Priority
Definition	(See JOBPRI)

PRICE

GDDISP, GDISWR, GDIWR, GDMSWR, GDMJP, GDMWR, GDPST, GDSOT, GDSSTT, GDTTE, GDITM, GDISDP, GDMSDP, GDMDP, GDLST, GDGRP

Full Name	Price
Definition	The estimated amount of time required to complete an action or a field job. The field will appear as "PRICE: ---- + ---- = ---" on GDITM, GDISWR, and GDSOT. The two values are testing price and wiring price. The final result is the sum of both.
Data Content	HHH:MM
Valid Entries	The time may be entered in minutes or hours and minutes. The system will convert the time to hours and minutes.
Samples	000:90 (1 hr 30 mins) 001:30 (1 hr 30 mins)

PRC LEFT
GDTLOG

Full Name	Price Left
Definition	The total amount of estimated work time left for a technician. This total includes all remaining pre-assigned jobs for the technician (not the price of a job currently dispatched).
Data Content	HHH:MM
Valid Entry	System-generated
Sample	001:35

PRICE LEFT
GDCOMP, GDDISP, GDMCP, GDMSCP, GDISCP, GDISDP, GDMSDP, GDMDP

Full Name	Price Left
Definition	The total amount of estimated work time left for a technician. This total includes all remaining preassigned jobs for the technician (not the price of a job currently dispatched).
Data Content	HHH:MM
Valid Entries	System-generated
Sample	001:35

PRICING GROUPS
GDADW

Full Name	Pricing Groups
Definition	This header appears over the columns provided for entering dispatch "weights" for the various dispatch factors on the GDADW screen. The weight to be assigned to each pricing group appears under the pricing group code. The default group(*) must be the first pricing group when multiple pricing groups are used.

PRICING GRP
GDCSC, GDFID, GDMAP, GDMJP, GDNCI, GDPGS, GDSSTT, GDUSOC

Full Name	Pricing Group
Definition	Assigns each AA to a specific "pricing group" via GDMAP and then build different tables for these groups in the GDFID, GDMJP, GDPGS, and GDUSOC tables.
Data Content	1 A/N
Sample	A

PRNK

GDMWR, GDTTE

Full Name	Priority Ranking
Definition	A field parsed by OI from LMOS BOR/MOR which is used in establishing a job priority factor. The number which is extracted from LMOS is further modified through the GDS-TTS table, GDS LMOS PRNK to a number which is usable in GDS. The resultant priority factor is added to the job priority factor produced by the GDS-TTS table, GDS JOBPRI, to end with a total of the two job priorities. This "total" job priority can then be manipulated as to its effect on job selection through the GDADW table.
Data Content	3 N
Valid Entries	Number between 000 and 255

PROJ #

GDISWR, GDISDP

Full Name	Project Number
Definition	A company-defined code used to tie orders together for possible bulk action.
Data Content	To 13 A/N
Sample	SM8001

PRTR

GDAATR, GDCLLI, GDCPM, GDCSC, GDDAA, GDDATR, GDFEP, GDFID, GDICTR, GDIJT, GDISSU, GDJTW, GDLST, GDMAP, GDMJP, GDNCI, GDPAD, GDPGS, GDPST, GTSDEV, GDSSTT, GDSUPV, GDTECH, GDTLOG, GDTTE, GDUSOC, GDWCM, GDGRP

Full Name	Printer Identification
Definition	The printer identification number for the printer to be used for a paper copy of something. All printer IDs must be valid IMS printers. In the GDSUPV table, the PRTR field next to the GARAGE LOC field identifies the garage printer where work documents are to be distributed.
Data Content	to 8 A/N
Sample	PY020200

PST

GDCSC, GDFID, GDISWR, GDIWR, GDPGS, GDSOI, GDSOT, GDUSOC

Full Name	Programmed Scan Test
Definition	Specifies whether a Programmed Scan Test should be performed. If a "Y" (yes) is entered on GDFID, GDPGS, and/or GDUSOC a "Y" will automatically appear on GDSOI, GDIWR and GDISWR. The user may update this field on GDSOI and GDIWR.
Valid Entries	1 A
Valid Options	Y (Yes) or N (No)

PST RESULT

GDISWR, GDISDP

Full Name   Programmed Scan Test Results
Definition   (See PST TEST RESULTS)

PST RESULT NARRATIVE

GDPST

Full Name   Programmed Scan Test Result Narrative
Definition   Valid PST result narratives identical to those returned by PST (MLT). GDS will compare narratives received on PST-tested jobs to those in the GDPST table in order to determine the correct job status for an installation job after the PST test results are received.
Data Content   to 35 A/N
Valid Entries   Any valid LMOS PST test result narrative: MUST MATCH EXACTLY!
Sample   CROSS TO WORKING PAIR

PST TEST RESULTS

GDDISP, GDIWR

Full Name   Programmed Scan Test Results
Definition   The PST result narrative that was returned when a telephone number was tested through PST.
Data Content   35 A/N
Valid Entries   System-generated
Sample   CROSS TO WORKING PAIR

PST UNIT#

GDFEP

Full Name   Programmed Scan Test Unit Number
Definition   Valid LMOS unit number for use when building and executing PST lists for service orders.
Data Content   8 N
Valid Entries   Valid LMOS unit numbers for the particular LMOS processor
Sample   16200001

PTD

GDISCP, GDISDP, GDISWR, GDSOI, GDSOT

Full Name   Plant Test Date
Definition   The date installation and local testing are to be completed and end-to-end circuit testing is to begin.
Data Content   6 N
Valid Pattern   MM DD YY
Sample   071287

QUALIFIERS
GDLOAD

Full Name	Qualifiers
Definition	This header describes the various categories underneath it on the GDLOAD screen. Within these categories the user may tailor ("qualify") the bulk load by selecting or rejecting on certain criteria.

QTY
GDSOT

Full Name	Quantity
Definition	The numeric quantity associated with USOCs, FIDs, and PGSs.
Data Content	3 N for FIDs and PGSs 2 N for USOCs
Valid Pattern	001-999 (FIDs and PGSs) 01-99 (USOCs)

R

    GDDAA   *(Reserved for future use)*

Full Name	Row
Definition	Assigns each DAA to a specific row on a "map-like" report for a work center. Along with the column (C) designation on the GDDAA screen, each DAA can be made to appear at a particular spot on the "map-like" report.
Data Content	2 N
Sample	10

RCLO

    GDISWR

Full Name	Related Circuit Layout Order Number
Definition	Related order(s) relevant to the installation of a service.
Data Content	13 A/N
Valid Pattern	2 A/ 1 A/ 6 N/ 3 N/ 1 A
Sample	SLS123456123A

RCVD

    GDDISP, GDISWR, GDIWR, GDMWR, GDTTE, GDISDP

Full Name	Received
Definition	On GDIWR, this is the month, day, year, and time the programmed scan test results were returned from LMOS. On GDTTE and GDMWR this is the month, day, and year that the last (previous) trouble report for this customer was received.
	— automatically populated on trouble ticket from LMOS.
Data Content	6 N
Valid Entries	Valid date in MM DD YY format
Sample	10 10 85 0900A

RCVD_DT/TM

    GDLST

Full Name	Report Received Date and Time
Definition	(See RPT RCVD_CUST)

RCVD SO

    GDISWR

Full Name	Service Order Receipt Date and Time
Definition	Indicates the last update with assignments when the service order is received from SOP/SOAC.
Data Content	6 N 4N1A
Valid Pattern	MMDDYY HHMM (A or P)
Sample	060187 1030A

RCVD WORD
GDISWR

Full Name	WORD Document Receipt Date
Definition	The date the WORD document was received in GDS.
Data Content	6 N
Valid Pattern	MMDDYY
Sample	080187

REACH
GDDISP, GDIWR, GDMWR, GDTTE, GDMDP

Full Name	Reach Number
Definition	The telephone number where the customer may be contacted.
Data Content	10 A/N
Sample	2018857247

REC TYP
GDDBD1

Full Name	Record Type
Definition	An arbitrary character used by development to divide a single physical database into multiple logical databases.
Data Content	1 A
Sample	S, C, M

REL/LEV
VGTDSO

Full Name	Release and Level of the release
Definition	Identifies the table release and level. This field is populated by the system.
Data Content	to 9 A/N
Sample	1.0

RELATED LOCATION CODES
GCRLOC

Full Name	Related Location Codes
Definition	This field is currently not used by GDS.

REPEAT REPORT
GDADW

Full Name	Repeat Report
Definition	Assigns a weight to the factor which differentiates between maintenance customers which have had a previous report within the last thirty days (Repeats), and those which have not.
Data Content	2 N
Valid Entries	Number between 00 and 99

PROPRIETARY – BELLCORE AND AUTHORIZED CLIENTS ONLY
See proprietary restrictions on title page.

7-77

REQUEST
GDCRON

Full Name	Request
Definition	Specifies the request (transaction) to be either schedule or execute immediately.
Data Content	8 A
Valid Entries	APPTCTL, AUTOSYNC, CLEANLOG, PSTFV, PSTNFV, MWD, AUTODSP

RESTORED TO:__D/T:__
GDMSCP

Full Name	Report Restored to Service, Date and Time
Definition	The SSC Employee Code who acknowledged the circuit restoral and the date and time the circuit was restored to service. The date and time can only be used for completions, and is not allowed upon a return of a job. It is not a required field for completion, but if left blank it will be populated with the system date and time. The restored date and time must be greater than the job starting time and less than or equal to the current system date and time.
Data Content	3 A/N for Restored To: ___ 6N 4N1A for Restored D/T: _____
Valid Pattern	For D/T - MMDDYY HHMM (A or P)
Sample	062487 0700P

RESULTS RECEIVED
GDTEST

Full Name	Results Received
Definition	The month, day, year, and time of day the MLT results were received from LMOS.
Data Content	11 A/N
Valid Entries	System-generated
Sample	09 24 85 1100a

RET JOB NARR
GDCOMP, GDMCP, GDISCP, GDMSCP

Full Name	Returned Job Narrative
Definition	This field lets the dispatcher put in a narrative when a job is returned. This narrative is stored with the job status log for history purposes.
Data Content	40 A/N
Sample	Couldn't get access to premises, left note on door, sub will call

RID

GDISWR, GDSOT

Full Name	Record Issue Date
Definition	The date the CPC is to send all circuit provisioning design and assignment information to the field (WORD).
Data Content	6 N
Valid Pattern	MMDDYY
Sample	061887

RMK

GDLOG

Full Name	Remark
Definition	Allows the user to manually add a statement to the Log History.
Data Content	to 40 A/N
Sample	Customer called to complain

RMKS

GCRLOC

Full Name	Remarks
Definition	This field can be used to enter additional information about a particular GDS work center.
Data Content	to 60 A/N
Sample	THIS IS THE TRIAL GDS WORK CENTER.

RO

GDISWR, GDIWR

Full Name	Related Order
Definition	Any service order that is related to the current work request.
Data Content	13 A/N
Sample	N12345678

RO FLAG

GDDISP

Full Name	Related Order Flag
Definition	Indicates whether there is a related order to the work request being displayed.
Data Content	1 A
Valid Entries	System-generated

RPR

GDMWR, GDTTE

Full Name	Repairman
Definition	The employee code of the technician that repaired the previously-closed trouble. Up to three occurrences automatically populated from LMOS.
Data Content	3 N
Sample	101

RPT RCVD

GDMSWR, GDMWR, GDTTE, GDMSDP, GDMDP, GDMCP

Full Name	Report Received
Definition	The month, day, year, and time of day the trouble was reported (entered) into the GDS system.
Data Content	11 A/N
Valid Entries	Any time earlier than the current time.
Sample	09-23-85 1100A

RPT RCVD_CUST

GDMSCP

Full Name	Report Received Date, Customer
Definition	The date and time the customer reported a special service trouble, received from SSC on a handoff.
Data Content	6N 4N1A
Valid Pattern	MMDDYY HHMM (A or P)
Sample	061187 0915A

RPT RCVD_SSDAC

GDMSCP

Full Name	Report Received Date, SSDAC
Definition	The date and time a special service trouble report was received by a SSDAC from SSC on a handoff.
Data Content	6N 4N1A
Valid Pattern	MMDDYY HHMM (A or P)
Sample	052087 0809A

RTE

GDCPM, GDDISP, GDISWR, GDIWR, GDMAP, GDMSWR, GDMWR, GDSOI, GDSOT, GDTTE, GDISDP, GDMDP

Full Name	Route Code
Definition	A geographic code used as the raw data for mapping jobs. Along with the wire center, this code is used to map jobs to specific DAA/AAs via the GDMAP table. On 'I' jobs, generally derived via GDCPM using WC & CA/PR.
Data Content	4 A/N
Sample	1102

RUN INTERVAL

GDCRON

Full Name	Run Interval
Definition	The amount of time between consecutive runs of a scheduled request, unless the user only wants the request run once, in which case you can enter "00:00"
Data Content	SA/N
Valid Pattern	HH:MM
Sample	01:00 (run request every hour)

S+E

GDSOT

Full Name   Service and Equipment
Definition   A header defining Action Codes, Quantities, and USOCs.

SAT

GDCRON

Full Name   Saturday
Definition   Indicates whether a request should be run on Saturday(s).
Data Content   1 A
Valid Entries   Y (Yes) or blank

SC

GDTTE

Full Name   Service Code
Definition   A unique Universal Service Order Code assigned to each type of service.
Data Content   to 5 A/N
Sample   1FR

SCM

GDISWR, GDSOI

Full Name   Service Code and Modifier
Definition   When ADSR from SOAC is equal to "Y", the Service Code and Modifier is used in pricing and mapping. When ADSR is "N" or "blank", the CSC (Class of Service Code) is used instead of SCM for pricing and mapping.
Data Content   to 5A
Sample   FXNT

SCNR EC

GDMSWR, GDMWR, GDSOI, GDMTCH, GDMITM, GDMCKL

Full Name   Screener Employee Code
Definition   The employee code of the screener performing screening functions.
Data Content   3 A/N
Sample   A21

SCRN RSLT

GDMJP, GDTTE, GDMCP, GDMDP, GDMWR

Full Name	Screening Result Code
Definition	The LMOS screening result code. The first character indicates whether or not the customer is out-of-service and the last two digits identify the exact test results found by the screener who tested the line. Autopopulated on tickets from LMOS.
Data Content	3 N
Valid Options	Any valid LMOS screening result code that exists in the GDMJP table. First character must be a one (out of service) or nine (not out of service).
Sample	121

SD

GDISWR, GDSOT, GDISDP, GDISCP

Full Name	Subsequent Due Date
Definition	Renegotiated or subsequent due date of an installation service order.
Data Content	6 N
Sample	091587

SECT

GDCMP2

Full Name	Section
Definition	The section of the service order to which corrections are being applied.
Data Content	4 A/N
Valid Entry	Sections defined in the GDS SOI Parse TTS table.
Examples	ASGM, BILL

SECTIONS

GDCMP2

Full Name	SECTIONS
Definition	The sections of the service order to which corrections MAY apply.
Data Content	4 A/N
Valid Entry	Sections defined in the GDS SOI PARSE TTS table.
Examples	ASGM, LSTG

SELECT BY

GDPMD

Full Name	Select By
Definition	A header to select by partition or center.

SELECT DOCUMENTS
GDISSU

Full Name	Select Documents
Definition	A header under which the various choices of documents to be printed are made.

SELECT/REJECT
GDISSU, GDLOAD

Full Name	Select/Reject
Definition	Specifies whether the user wants to select or reject along certain criteria when either building a bulk load (GDLOAD) or sending printouts to remote (garage) printers (GDISSU).
Data Content	1 A
Valid Entries	R or S

SELECT: I/M
GDMJRV

Full Name	Select Installation or Maintenance Jobs
Definition	Whether the user wants to review maintenance, routine maintenance, or installation jobs when using the GDMJRV screen.
Data Content	1 A
Valid Options	I, M, or R

SEND TO GARAGE
GDISSU

Full Name	Send to Garage
Definition	Whether documents are to be printed in the garage. Garage printers are defined in GDSUPV table.
Data Content	1 A
Valid Pattern	Y (Yes), N (No) or blank

SEQ
GDTLOG

Full Name	Sequence Number
Definition	A number which indicates the sequence in which jobs are to be worked by a technician (lower numbers first). It also is useful in allowing manual preassignment of a job by specifying a sequence number which puts the job in the correct sequence with other jobs already preassigned to the technician.
Data Content	4 N
Valid Entries	Number between 0000 and 9999 (may not be duplicated for two jobs on same technician log).
Sample	0100

SERVICE ORDER IMAGE
GDSOI

Full Name	Service Order Image
Definition	This header on the GDSOI screen identifies the data beneath it as the literal image of the service order received from the Service Order Processor.

SERVICE ORDER SCRATCHPAD
GDSOI

Full Name	Service Order Scratchpad
Definition	This section on the GDSOI screen contains user comments about the service order.
Data Content	A/N

SIC

GCRLOC

Full Name	System Identity Code
Definition	This field is currently not used by GDS.

SOI

GDCOMP

Full Name	Service Order Image Flag
Definition	This flag determines whether the service order image should be printed with the completion notice.
Data Content	1 A
Valid Entries	Y = Yes, a completion message that includes the service order will be printed.
	N = No (default), the service order image is not printed with the completion notice.

SOI PARSE OPTION
GDISSU

Full Name	Service Order Image Parse Option
Definition	This field gives the user the ability to use variable parsing rules or options for issue of a service order image document within the same center. The entry in this field must exist in the TTS-GDS SOI PARSE table under the specified CENTER or company (if CENTER is blank). If no entry is made in this field and an SOI document is marked on GDISSU to be issued, the whole SOI will be issued.
Data Content	2 A/N
Sample	AS, SE, any user-specified characters

SOP

GDSOP

Full Name	Service Order Processor
Definition	The Service Order Processor associated with a particular Class of Service Code and Wire Center.
Data Content	3 A/N
Sample	JAX

SOP

GDCOMP

Full Name	Service Order Processor Flag
Definition	This flag determines whether a message will automatically be completed back to the SOP (Service Order Processor).
Data Content	1 A
Valid Entries	Y = Yes, information will be passed to the SOP, N = No, information will not be sent to the SOP. Note: SOP will be "N" for manually entered work requests, for all work requests that are part of a multi-term order, for uncompleted work requests, and for any work request with NOTIFY set to "N."

SOPSEND

GDISCP

Full Name	Service Order Processor Send
Definition	Specifies whether to print a copy of the order being returned via the GDISCP screen specified in the TTS-GDS OPTIONS table field SO-COMP or the TTS-GDS SOC PRINTER table. For SOP autocompletion use, this field on GDCOMP would require an entry of "Y". It will be "N" and cannot be changed to "Y", however, if it is a manually added order, an order that has been uncomped, or a multi-term order. On GDCOMP autocompletions, this flag defaults to the value of the ACMP-ON field in the TTS-GDS OPTIONS table. Otherwise, a blank in this field defaults to "no".
Data Content	1 A
Valid Entries	Y (Yes), N (No) or blank

SORT BY

GDLST

Full Name	Sort By
Definition	The header for the six possible categories (DAA, Jobstat, JobPri, Comm, Start, LoadPri) and the associated rank of each choice in the sort order.

SPECIAL MESSAGE
GDGRP

Full Name	Special Message
Definition	This read-only field contains specific information regarding the work request (i.e., SYS NARR, COMMENTS, ERROR MESSAGE[s]).
Data Content	to 79 A/N
Samples	"SEE GDCOMM"
	"GDXNNN CANCELLATION RECEIVED FROM GOC FOR LAST MEMBER"

SPECIFIC ISSUE JOBID
GDISSU

Full Name	Specific Issue JOBID
Definition	A JOBID which the user wants to send to a specific printer via the GDISSU request.
Data Content	14 A/N
Valid Entries	Must be a valid job for the center.
Sample	N0431091

SSC

GDMSWR, GDMSCP, GDMSDP

Full Name	Special Service Center
Definition	The CLLI code of the Special Service Center which handed off a Trouble Report to GDS.
Data Content	8 or 11 A/N
Sample	HSTNTXMASSC

SSC CLOSEOUT
GDMSCP

Full Name	Special Service Center Closeout
Definition	A header defining the data described below it related to trouble found, action taken, etc., upon completion in GDS which will subsequently be sent back to the Special Service Center.

SSCGRP#
GDGRP

Full Name	SSC Group Lead Trouble Ticket Number
Definition	The trouble ticket number from SSC for the pseudo-lead work request of a group.
Data Content	8 A/N

START
GDLST

Full Name	Sort by Start Date
Definition	The field is used to select a list of jobs by start date.
Data Content	1 N
Valid Entry	Number between 1 and 5

START BY: DATE:__ TIME:__
GDLST

Full Name	Start By Date and Time
Definition	The field is used to produce a list of jobs with a start date and time equal to and less than date and time entered.
Data Content	6 N 4N1A
Valid Pattern	MMDDYY HHMM (A or P)
Sample	062387 0500P

START DATE
GDCRON, GDSOI

Full Name	Start Date
Definition	On GDCRON, this field lets the user specify the date on which a scheduled GDCRON request is to begin. On GDSOI, this field indicates the month, day, and year that work should be started on an installation job.
Data Content	6 N
Valid Entries	Any valid date
Sample	09 24 85

STARTDATE
GDDISP, GDIWR

Full Name	Work Start Date
Definition	The month, day, and year that work should be started on an installation job.
Data Content	6 N
Valid Entries	Any valid date
Sample	09 24 85

START-DT/TM
GDLST

Full Name	Start Date and Time
Definition	The date and time a job should be started to make the commitment date and time.
Data Content	6 N 4N1A
Valid Pattern	MMDDYY HHMM (A or P)
Sample	050787 0400P

START PG
GDSOI

Full Name	Start Page
Definition	Indicates the first page number of the Service Order Image (SOI) requested.
Data Content	3 N
Sample	001, 003

START TIME
GDCRON

Full Name	Start Time
Definition	The time of day the user wants a scheduled GDCRON request to begin its scheduled automatic execution.
Data Content	5 A/N
Valid Entries	Any valid time
Sample	0900A

STAT SWITCHING CODE
GCRLOC

Full Name	Stat Switching Code
Definition	This field is currently not used by GDS.

STATE
GCRLOC

Full Name	State
Definition	The state where the GDS work center is located.
Data Content	to 15 A/N
Sample	NJ

STATUS HISTORY (MOST RECENT FIRST)
GDLOG

Full Name	Status History
Definition	A header under which the various changes and events that have occurred in the life of a work request are described.

STREET
GCRLOC

Full Name	Street
Definition	The street location where a GDS work center is located.
Data Content	to 27 A/N
Sample	123 MAIN ST.

SUBQ

GDMDP, GDLST, GDMWR, GDTTE

Full Name	Subsequent Reports
Definition	The number of subsequent reports which have been received on a trouble report.
Data Content	to 2 N
Sample	01

SUBSEQUENT REPORTS

GDADW

Full Name	Subsequent Reports Dispatch Factor
Definition	This dispatch factor allows assigning a weight (priority) to the importance of giving greater emphasis to jobs with more subsequent reports. The user assigns a number between 0 and 99 to this factor with larger numbers making it more likely that jobs with more subsequent reports will be selected before those with fewer subsequent reports.
Data Content	2 N
Valid Entry	Number between 00 and 99

SUMMARY

GDMDP, GDMWR, GDTTE

Full Name	Test Results Summary
Definition	The MLT test result summary narrative. Automatically populated on trouble tickets from LMOS.
Data Content	to 35 A/N
Sample	CROSS TO WORKING PAIR

SUMMARY ROUTE SHEET

GDISSU

Full Name	Summary Route Sheet
Definition	Indicates whether the summary route sheet is to be issued.
Data Content	1 A
Valid Pattern	X (Yes) or blank

SUN

GDCRON

Full Name	Sunday
Definition	Specifies whether the user wants a scheduled GDCRON request to be run on Sunday(s).
Data Content	Y (Yes) or blank (No)

SUPP

GDDISP, GDISWR, GDIWR, GDSOI, GDSOT, GDISDP, GDMTCH

Full Name	Supplement
Definition	The suffix code for a service order
Data Content	2 A/N
Sample	AA

SUPP DT (AND TIME)

GDSOT

Full Name	Supplement Date (and Time)
Definition	The supplement order date and time.
Data Content	6 N 4N/1A
Valid Pattern	MMDDYY HHMM (A or P)

SUPV

GDTECH, GDSUPV

Full Name	Supervisor
Definition	The name of the supervisor for a particular Supervisory group.
Data Content	to 12 A/N
Sample	ALLEN

SUPV GRP

GDISSU, GDLOAD, GDLOG, GDTLOG, GDPAD, GDTECH

Full Name	Supervisory Group
Definition	A unique code assigned to each supervisory group within a GDS work center. The code must reside in the GDSUPV table for the center.
Data Content	3 A/N
Sample	A01

SUPV GRP DATA

GDTECH

Full Name	Supervisory Group Data
Definition	This header describes the information below it for a supervisor. This data helps the user interpret the specific data provided on individual technicians.
Valid Entries	System-Generated

SURVEY

GDDISP, GDISWR, GDIWR, GDSOI, GDSOT

Full Name	Field Survey Required
Definition	Indicates whether a service order needs a field survey.
Data Content	1 N
Valid Entries	Y (Yes) or N (No)

SWITCHING SYSTEM
GCRLOC

Full Name	Switching System
Definition	This field is currently not used by GDS.

SYS NARR
GDCOMM

Full Name	System Narrative
Definition	A single line system generated narrative that explains why the interface message was received. If the interface message sets the SYSMSG to Y, the SYSNARR is presented on GDGRP for the member.
Data Content	System-generated text. "Cancelled in SSC system" "Soac planning message received" "Soac assignment message received" "New issue received from TIRKS"
Sample	"GDXNNN CANCELLATION RECEIVED FROM GOC FOR LAST MEMBER"

SYSTEM DATE/TIME
GDLOG

Full Name	System Date and Time
Definition	The date and time that GDS entered the event or job activity into the Log History database. This field is populated by the system and is not updatable by the user.
Valid Pattern	MMDDYY HH:MM or MMDDYY HHMM (A or P)
Sample	092388 13:56, 092388 0156P

SYSTEM MSG
GDCOMM

Full Name   System Message
Definition   System Message Processing in GDS

1. GDCOMM

   The system message flag can be set to Y for any work request from GDCOMM. If the SYSMSG flag is set to Y, the user will be automatically jumped to GDCOMM if the work request is selected by the load algorithm during dynamic dispatch. If the work request selected by the load during dynamic dispatch has SYSMSG=Y, the work request will be automatically preassigned to the tech and GDCOMM will appear to the user.

   If the SYSMSG flag is set to Y, the user will be automatically jumped to GDCOMM during any completion from GDCOMP.

2. Work Requests - CANCEL COMMAND

   If a member of a G group is cancelled from the work request screen, the SYSMSG for the lead will be set to Y.

3. SOAC INTERFACE

   The SYSMSG is automatically set to Y by the following:

   For Planning, Assignment messages (Correction Pass):

   If the non-member job is PRE/DSP and ADSR=Y.

   If the member of a group is in CAN jobstatus, the member will be removed from CAN and the SYSMSG for the lead will be set to Y. This rule will apply only if the lead is not CAN/CMP.

   For Cancellation messages:

   For a "G" group, if the lead is DSP and a cancellation message is received for the last open member, the SYSMSG for the member will be set to Y.

   If the lead of a "G" group is PRE and a cancellation message is received, but the member cannot be cancelled, the SYSMSG for the lead will be set to Y.

   For Assignment Messages (Unsolicited):

   a. The job is a member of a G group, and
   b. The lead is PRE, and
   c. The FNA tag has a value of U or C, OR, the existing handling code is FNA.
   Then, the SYSMSG will be set to Y for the lead only.

   For Assignment Messages (Unsolicited):

a. The job is a member of a G group, and
b. The lead is DSP, and
c. The member receiving the unsolicited assignment message is the last open member of the group, and
d. The FNA tag has a value of U or C OR the existing handling code is FNA.

Then, the SYSMSG will be set to Y for the lead only.

SSC INTERFACE

If the work request jobstat=PRE/DSP, the SYSMSG will be set to Y when the following functions are received:

1. RMK
2. UPDATE OF DM/NA
3. CAN
4. CMP

TIRKS INTERFACE

If the work request is PRE/DSP (non-member) and re-issue occurs from TIRKS, the SYSMSG will be set to Y.

GOC INTERFACE

If the work request is PRE/DSP and a reschedule is received, the SYSMSG will be set to Y.

If the work request is PRE/DSP and a cancel or jeopardy is received, the SYSMSG will be set to Y.

If, due to internal GDS processing, a CKL cannot be cancelled after receiving a message from GOC (usually resulting in a PSC/PCN jobstat and handling code), the SYSMSG will be set to Y.

LMOS INTERFACE

The SYSMSG flag is never set via the LMOS interface.

Data Content   1 A
Valid Entry   Y (Yes) or N (No)

T

GDMWR, GDTTE

Full Name	Type Code
Definition	A unique LMOS code indicating the type of trouble the customer reported.

— Up to two occurrences

— Automatically populated from LMOS

Data Content	3 N
Sample	100

TABLE KEY
VGTDSO

Full Name	Table Key
Definition	Identifies an optional key associated with a specified GDS-TTS table. This field allows the user to have multiple versions of the same table, each identified by a unique table key. The use of a table key will be predefined by Bellcore.
Data Content	to 15 A/N
Sample	NJNORTH

TABLE KEY WC __ ORD TYPE __ CSC __ CNA __
GDICTR

Full Name	Table Key Select
Definition	This field is used to select table data by one of four keys.
Data Content	1 A/N
Sample	X, 1

TABLE NAME
VGTDSO

Full Name	Table Name
Definition	Identifies the table name associated with a table.
Data Content	to 16 A/N
Sample	GDS OPTIONS, GDS HDLGCODE, GDS ORDTYPE

TABLE RECORD KEY
VGTDSO

Full Name	Table Record Key
Definition	Identifies the key to a specific record or entry in a table.
Data Content	to 25 A/N
Sample	PDORES, NAS

TAS OPTIONS
GCRLOC

Full Name	TAS Options
Definition	This field is currently not used by GDS.

TAS UNIVERSE CODE
GCRLOC

Full Name	TAS Universe Code
Definition	This field is currently not used by GDS.

TDD
GDIWR

Full Name	To Due Date
Definition	The month, day and year that an associated order with a "T" order type is due.
Data Content	6 N
Sample	11 12 86

TECH
GDCOMP, GDDISP, GDLST, GDTLOG, GDMCP, GDISCP, GDMSCP, GDISDP, GDMSDP, GDMDP

Full Name	Technician Name
Definition	The technician's name.
Data Content	12 A/N
Valid Options	The field is system generated. It is derived from the GDTECH table.
Valid Entries	Leach R L

TECH
GDGRP

Full Name	Technician Employee Code
Definition	The technician employee code (TECH_EC) of the preassigned or dispatched technician.
Data Content	3 A/N
Sample	A01, JAS, 101

TECH EC

GDCOMM, GDCOMP, GDDISP, GDISSU, GDISWR, GDIWR, GDLOAD, GDLOG, GDMSWR, GDMWR, GDPAD, GDSOI, GDTEST, GDITM, GDISDP, GDMSDP, GDMDP, GDMCP, GDISCP, GDMSCP, GDTLOG, GDCMP2

Full Name	Technician Employee Code
Definition	A unique code assigned to each technician. The code must reside in the GDTECH table. On the GDIWR, GDMWR, GDISWR and GDSOI this field may be used to indicate that a technician is the preferred technician for the job. See the format descriptions for these screens for an explanation of "preferred technicians."
Data Content	3 A/N
Sample	101

TECH PRC

GDSOI

Full Name	Technician Price
Definition	The amount of time in hours and minutes that a technician expects will be needed to complete a job in the field.
Data Content	HH:MM
Sample	00:40

TECH PRICE

GDDISP, GDISWR, GDMSWR, GDMWR, GDIWR, GDITM, GDISDP, GDMSDP, GDMDP

Full Name Technician Price

Definition The amount of time in hours and minutes that a technician expects will be needed to complete a job in the field.

When a work request is logged (or JBL),

PRICE = WRG PRICE + TST PRICE

AND

TECH PRICE = WRG PRICE + TST PRICE

Therefore, PRICE = TECH PRICE when the work request is logged (or JBL).

The user has the ability to update the "price" assigned to a work request. The user can update TECH PRICE based on information supplied by the technician and/or supervisor after a survey was performed. Upon the update of TECH PRICE, PRICE will no longer be equal to TECH PRICE.

TECH PRICE can be updated on all formats except the four dispatch screens.

Data Content	HH:MM
Sample	00:40

TECHNICIAN LOG - (N, Y, or 2)
GDISSU

Full Name	Technician Logs: (No, Yes, or 2)
Definition	Indicates whether the user wants copies of technician logs sent to the specified printer(s).
Data Content	1 A/N
Valid Entry	X (for 1 copy) or blank (no copies)

TECHSTAT
GDCOMP, GDDISP, GDTLOG, GDMCP, GDISCP, GDMSCP, GDISDP, GDMSDP, GDMDP

Full Name	Technician Status
Definition	The current status of the technician.
Data Content	3 A
Valid Entries	ON, HLP, or OFF

(BILLNAME) TEL
GDISWR, GDMSWR, GDMSDP

Full Name	Billing Telephone Number
Definition	The telephone number of the billing customer.
Data Content	10 N
Sample	2016997100

(CKLNAME) TEL
GDISWR, GDMSWR, GDMTCH, GDMCKL, GDISDP, GDMSDP

Full Name	CKL Customer Telephone Number
Definition	The telephone number of the customer at a circuit termination location.
Data Content	10 N
Sample	4048112500

(Customer Contact) TEL
GDMSWR, GDISDP, GDMSDP, GDMSCP

Full Name	Customer Contact Telephone Number
Definition	The customer contact telephone number on a special service trouble report. This telephone number comes from RPTD TEL on OSSTRE in CIMAP/SSC.
Data Content	to 18 A/N
Sample	2123449901EXT 2950

TERM
GDCOMP, GDDISP, GDIWR, GDSOI, GDCMP2

Full Name	Termination
Definition	The number associated with a specific circuit on an installation job.
Data Content	2 N

TERM ADDRESS
GDCOMM, GDMSWR, GDMWR, GDTTE, GDISDP, GDMSDP, GDMDP

Full Name	Terminal Address
Definition	The address at which the terminal box serving a given facility (e.g., F1 cable) is located.
Data Content	to 33 A/N
Sample	REAR - 123 HIGH ST.

TESTER
GDISWR, GDMSWR, GDISDP, GDMSDP

Full Name	Tester Employee Code
Definition	The employee code of the tester assigned to work a job.
Data Content	3 A/N
Sample	RIT

(TESTER) TEL
GDISDP, GDISWR

Full Name	Testers' Telephone Number
Definition	The telephone number for the tester assigned to a job.
Data Content	to 10 N
Sample	8857236

TESTING
GDCSC

Full Name	Testing Price
Definition	The estimated time in hours and minutes to perform the circuit testing work.
Data Content	4 N
Valid Pattern	HH:MM
Sample	01:30 (1 hr. 30 min.)

TESTING PRICE
GDNCI, GDUSOC

Full Name	Testing Price
Definition	(See Testing)

TEST TYPE
GDTEST

Full Name	Test Type
Definition	Indicates whether the user wants a "FULL" or "LOOP" test run on a telephone number through the GDTEST screen.
Data Content	1 A
Valid Entries	F (Full) or L (Loop)

TEXT

GMAIL

Full Name	Text
Definition	Identifies the text of a message.
Data Content	18 lines of 79 characters each
Sample	THIS IS A SAMPLE GDS MAIL MESSAGE.

TEXT

GDCMP2

Full Name	TEXT
Definition	One of the four fields of the GDCMP2 CHANGES section. Indicates the user-supplied corrections to the service order image for a particular line.
Data Content	to 25 A/N

THU

GDCRON

Full Name	Thursday
Definition	Specifies whether the user wants a scheduled GDCRON request to be run on Thursday(s).
Data Content	1 A
Valid Entries	Y (Yes) or blank

TIME

GDPAD, GDMCP

Full Name	Time of Day
Definition	On GDMCP this is the time of day that is to be associated with the EST status entry passed to LMOS. On GDPAD this is the time of day associated with the start of a given TIME TYPE (e.g., OFF).
Data Content	HHMM(AorP)
Sample	0800A

TIME TO COMMIT

GDADW

Full Name	Time to Commitment
Definition	This dispatch factor allows the user to assign a weight (priority) which indicates how important it is when selecting jobs using the dispatch algorithms to give preference to jobs due sooner than jobs due later. A value between 0 and 99 may be assigned to this factor, with a higher number placing more importance on dispatching jobs due soonest.
Data Content	2 N
Valid Entries	Number between 00 and 99

TITLE

GDDBD, GDDBD1

Full Name	Title
Definition	The title of the Database Descriptor Name.

TN

GDTEST

Full Name	Telephone Number
Definition	The telephone number of the circuit the user wants tested by MLT.
Data Content	10 N
Valid Entries	The NPA must be included.
Sample	2015551212

TN/CKTID

GDOMP, GDDISP, GDIWR, GDMWR, GDSOI, GDSOT, GDTTE, GDMCP, GDMDP, GDCMP2

Full Name	Telephone Number / Circuit Identification
Definition	The telephone number or circuit identification associated with a job. This may be manually entered on GDTTE, GDIWR, and GDMWR or automatically populated through the interfaces from LMOS and the SOP.
Data Content	to 24 A/N
Samples	2012730678
	FD123456787-12

TO

GDLOG, GDMSDP, GDMSWR

Full Name	To Date and Time
Definition	The end date and time of a no-access or delayed-maintenance window on a special service maintenance job.
Data Content	6 N 4N1A
Valid Pattern	MMDDYY, HHMM(A or P)
Sample	081287, 0100P

TO

GMAIL

Full Name	To
Definition	Identifies the recipient of a mail message. Can be a user ID(s)), terminal ID(s)), or a group of user IDs or terminal IDs defined via the GDS-TTS table MAIL GROUPS.
Data Content	71 A/N
Sample	PY151789
	RLC
	GRP1

TWO TECH AREA

GDMAP

Full Name	Two Technician Area
Definition	Designates that a route is in a two-technician area.
Data Content	1 A
Valid Pattern	Y (Yes), N (No), or blank

TYP

GDPAD

Full Name	Type
Definition	Codes for the type of work status expected for a technician starting at the time specified in the TIME field to the immediate left. Valid TYP codes are defined in the GDS TIME TYPES table (VGTDSO screen).
Data Content	to 3 A/N
Samples	OFF, BLK, LUN

TYPE

VGHELP

Full Name	Type Message
Definition	Message type
Data Content	1 A
Valid Entry	M (Error Message) or A (Abend)

TYPE

GTSDEV

Full Name	Type of Device
Definition	A code which identifies the type of TSEND device.
Data Content	1 A
Sample	I, N

TYPE

GDMCP, GDMSCP

Full Name	Type Code
Definition	The LMOS code which describes the type of trouble the customer reported.
Data Content	3 N
Sample	100

TROUBLE FOUND
GDMSCP

Full Name	Trouble Found
Definition	The trouble found narrative on a special service maintenance trouble report.
Data Content	60 A/N
Sample	Broken wire at BP

TRVL (HH:MM)
GDAATR, GDDATR

Full Name	Travel Time (Hours:Minutes)
Definition	The hours and minutes needed to travel from one location to another.
Data Content	HH:MM
Valid Entries	to 04:00 (maximum)
Sample	01:15

TRVL TIME
GDTLOG

Full Name	Travel Time
Definition	The amount of time a technician will need to travel to the next location. This is derived from the GDAATR and GDDATR tables. The garage is used to determine travel to the first job; after that inter-job distances are used.
Data Content	3 N
Valid Pattern	H:MM
Sample	00:25

TSP

GDISDP, GDISWR, GDMSWR, GDMSDP, GDISCP, GDMSCP, GDGRP

Full Name	Telecommunications Service Priority
Definition	A code that defines the restoration priority of a circuit.
Data Content	2 A/N
Sample	07

TUE
GDCRON

Full Name	Tuesday
Definition	Specifies whether the user wants a scheduled GDCRON request to be run on Tuesday(s).
Data Content	1 A
Valid Entries	Y (Yes) or blank

VER

GDMWR, GDTTE, GDMDP

Full Name	Verification Code
Definition	A unique LMOS code assigned to represent a specific set of MLT test results. Automatically populated on tickets from LMOS.
Data Content	2 A/N
Sample	15

VIEW

GDGRP

Full Name	VIEW
Definition	The VIEW field is a key for a FIND. This field indicates which view of the GDGRP screen will be shown upon executing a find.
	The long view (L) will present all the grouped jobs including cancelled and completed members. The short view (S) will present all of the members of a group excluding the cancelled and completed members.
Data Content	1 A
Valid Entry	L (Long View), S (Short View), or blank (defaults to Short View)

VISIT

GDCSC, GDFID, GDPGS, GDUSOC, GDSOT

Full Name	Field Visit Flag
Definition	Specifies whether an installation job requires a field visit from a technician.
Data Content	1 A
Valid Options	Y (Yes) or blank

UNIT NUMBER
GDTTE

Full Name	Unit Number
Definition	The LMOS Unit Number to which automatic LMOS status updates should be sent when the field AUTO-UPDATE LMOS STATUS? is set to "Y".
Data Content	8 N

UPDATE
GDCMP2

Full Name	UPDATE
Definition	One of the four fields of the GDCMP2 CHANGES section. This field defines the type of correction (i.e., ADD [A], DELETE [D]).
Data Content	1 A
Valid Entries	The update options must be defined in the GDS SOP OPTIONS TTS table.
Sample	c, r, a, d

USOC, USOCS
GDISWR, GDMWR, GDSOT, GDTTE, GDUSOC, GDISDP, GDMDP

Full Name	Universal Service Order Code
Definition	Unique codes assigned to equipment installed or being installed on a customer circuit.
Data Content	5 A/N
Sample	RJ11C

WIRE CENTER

GDCHK, GDCLLI, GDCPM, GDFEP, GDMAP, GDWCM, GDSOP

Full Name	Wire Center
Definition	The six-digit wire center code assigned to the central office building providing service to a customer. The first three digits are the NPA code for the area, and the last three are the unique building code for the particular Central Office building. A single wire center code can include multiple "exchange keys" and multiple NPANNXs.
Data Content	6 N
Sample	212023

WIRING PRICE

GDNCI

Full Name	Wiring Price
Definition	The estimated amount of time required to complete wiring action.
Data Content	4 N
Valid Pattern	HH:MM
Sample	01:30

WIRING PRICE FIRST

GDCSC, GDFID, GDPGS, GDUSOC

Full Name	Wiring Price First
Definition	The estimated amount of time a specific wiring action will take, when it is performed the first time on a given job. Subsequent occurrences of the action are estimated in the PRICE NEXT field.
Data Content	2 N: 2 N
Valid Pattern	HH:MM
Sample	04:30 (four hours and thirty minutes)

WIRING PRICE NEXT

GDCSC, GDFID, GDUSOC, GDPGS

Full Name	Wiring Price Next
Definition	The estimated amount of time additional wiring actions will take. The estimate for the first action of this type is specified in the PRICE FIRST field.
Data Content	2 N:2 N
Valid Pattern	HH:MM
Sample	01:45

WATS METERING
GCRLOC

Full Name	WATS Metering
Definition	This field is currently not used by GDS.

WC

GDDISP, GDMSWR, GDISWR, GDIWR, GDMWR, GDSOI, GDMCKL, GDTTE, GDISDP, GDMSDP, GDMDP, GDSOT

Full Name	Wire Center
Definition	The six-digit wire center code assigned to the central office building providing service to a customer. The first three digits are the NPA code for the area, and the last three are the unique building code for the particular Central Office building. The WC and CS USOC determine approp. GDS work centers based on GDCTR table.
Data Content	6 N
Sample	201273

WED
GDCRON

Full Name	Wednesday
Definition	Specifies whether the user wants scheduled GDCRON request to be run on Wednesday(s).
Data Content	1 A
Valid Entry	Y (Yes) or blank (No)

WEIGHT
GDJTW

Full Name	Weight
Definition	Assigns a weight (priority) to each job type handled by the work center. These weights may vary between 0 and 99, with a larger weight indicating that this particular job type should be given priority over other job types (other factors being equal).
Data Content	2 N

WEIGHTS BY PRICING GROUP
GDADW

Full Name	Weights by Pricing Group
Definition	Specifies the relative importance of the various dispatch factors for the center. The user can assign weights between 0 and 99 to all dispatch factors listed on left of GDADW screen and also assign different weights to the same factor in different pricing groups.
Data Content	2 N

X

GDMCP

Full Name	Exclude
Definition	This field is used by LMOS to determine whether or not the reported trouble should be counted as a customer report or eXcluded.
Data Content	1 A
Valid Entry	X (Exclude Report) or blank

WORD RCVD?

GDITM

Full Name	WORD Received?
Definition	Flag indicating whether or not the WORD has been received for that item.
Data Content	1 A
Valid Entry	Y (Yes) or N (No)

WORK TIME

GDTLOG

Full Name	Work Time
Definition	The actual hours and minutes a technician worked on the work request. This is the difference between the JOB STARTED time and the JOB RETURNED time (see GDCOMP screen).
Data Content	HHH:MM
Valid Options	System-generated.
Sample	001:45

WORK TYPE

GDMSWR, GDSSTT

Full Name	Work Type
Definition	The work type code associated with a maintenance trouble ticket received from SSC.
Data Content	5 A/N
Sample	SSCTT

WOT

GDISWR, GDSOT

Full Name	Wired and Office Tested Date
Definition	The critical report date for a circuit installation when the central office wiring and testing is to be completed.
Data Content	6 N
Valid Pattern	MMDDYY
Sample	051887

WP

GDMCP

Full Name	Work Performed Code
Definition	A unique LMOS code used to describe the work performed on a maintenance job.
Data Content	1 N
Valid Entries	0, 4, 6

ZIP

GCRLOC

Full Name	ZIP Code
Definition	The ZIP code of a GDS work center.
Data Content	5 N
Sample	09701

ZONE

GDDAA, GDISWR, GDMSWR, GDSOT

Full Name	ZONE
Definition	A geographic area used for appointment control, and management assignment.
Data Content	3 A/N
Sample	A10