WORK REQUEST MASK: CCREQ

REMARKS

The work request is the primary tracking unit used by CIMAP/CC. All work that is priced and loaded to the field or center personnel is generated as a work request. The Work Request mask does not have a specific work request table that is initialized during conversion. When the center enters a work request, both the Work Pricing Guide and the Personnel Availability Tables are referenced by CIMAP/CC in pricing and loading the work request.

A work request may be either manually entered or automatically generated. Manual requests are entered via the Work Request mask. (They also may be entered via the Cross Reference mask; refer to that transaction for more detail.)

The Work Request mask can be used to initiate the trouble ticket masks (CCNT, CCEM, CCIC, CCSTP, CCTRP). (Refer to each transaction for details.) It also creates the Comments mask for all work requests. These masks may be accessed either directly or by using the NEXT function key (PF 6) from the Work Request mask.

Completed work requests are retained for the amount of time designated by local practice. Information can be obtained from your local CIMAP/CC staff.

JOB
TASK
RELEVANCE

For craft/clerical reference, a printed copy of a selected location's Work Pricing Guide (CCPRC) may be used as a reference for work types when preparing to input work requests. The CCPRC table lists all work types for a particular work location. Also, the CCPRC information may be reviewed directly from the screen after performing a "FIND".

USE | Important items to keep in mind involving the Work Request are

- REQUIRED DATA: Center, Alias, Password, Loc, Work ID.

- SECURITY LEVELS: Refer to the Security Matrix for security levels for this transaction.

- VALID PF KEYS: PF 1, PF 4, PF 5, PF 6, PF 8, PF 10.

- COMMANDS: Print, Refer, Transfer, Handoff, Alarm, Canalarm, Load, Complete. (Explanations of commands can be found in Module 1, Lesson 4.)

NOTE | If a JUMP is used to get to this mask, the Center, Alias and Password are propagated (transferred) to this mask, while location may or may not be propagated. On a JUMP FIND from either the LWTR or the Cross Reference, the specific Work Request is displayed. (LWTR and Cross Reference are covered later in this course material.) All fields, other than REQUIRED DATA fields, may be left blank; the system fills in the blanks by accessing the tables. The Tracking Key should always be completed so that the Work Request can be found through the Cross Reference Screen (CCXREF) when the work request pertains to provisioning.

PRICING | CIMAP/CC automatically prices the Work Request by matching the work type on the work request to the Work Pricing Guide, if the field is left blank.

REAL TIME | Work can be "real time" or demand loaded from any of the Work Request screens.

DATE FIELD | The three date fields (Due Date, Early Start and Late Start) are not REQUIRED DATA on the work request. If these dates are not specified, the system automatically assigns all three dates due "today".

If only the Due Date is entered, the Early Start is today and the Late Start is the Due Date.

FEATURES   For trouble associated with a provisioning item, the trouble is entered using the circuit ID or order number as the tracking key.

If the order and item number are used, the work request is associated with that order and item number on the Cross Reference Screen (CCXREF); the trouble appears with a step number of 99 and is shown as the last step for that order item. This does not impact the normal loading and completion of the order item.

If the order item is not used as the tracking key, then only the Circuit ID should be used.

ELECTRONIC   By typing the command "PRINT" and the print destination as
MAIL   an LTERM or DAC, the work request and its associated screens (CCNT, CCIC, CCSTP, CCEM, CCCOM, CCTRP, CCTIS) can be printed at any selected location. The most common use is to send a trouble ticket to an end office or to send a message to someone using the CCOM mask for text.

PRINT   Each of the fields of the Work Request Header is illustrated and defined below and on the following pages. These fields require input by the user in order to process CCREQ transactions.

```
(1)COMMAND --------          WORK REQUEST HEADER (CCREQ)    (2)/FOR --------
(3)CENTER -----------(4)LOC -----------     (5)ALIAS ---(6)PASSWORD --------
(7)WORK ID --------  (8)WORK TYPE -----  (9)NBR OF UNITS ---(10) PRINT DEST --------
(11) TRACKING KEY---------------------  (12) REQ BY-----------  (13) CALLBACK-----------
(14) REFER TO: CENTER ----------- LOC -----------
(15) LOAD TO:  ALIAS ---  TOUR -  DATE ------   (16) CUSTOMER --------------------
(17) TEL#/CKT ID --------------------------------------  (18) CKT ACTION ---
(19) DUE DATE/TIME -----------  (20) LATE START ------  (21) EARLY START ------
(22) EST TIME:  FIRST ----- NEXT ----- TOTAL -----  (23) PRIORITY -- (24) TRICK PREF ---
                                               (25) ORIGINATOR ---
(26) REPORT

                                          (27) ENTRY DATE/TIME ------/-----
                                          (28) LOADED DATE/TIME ------/-----
                                          (29) COMPTED DATE/TIME ------/-----
(30) STATUS -  (31) ASSIGNED TO:  ALIAS ---   DATE ------   TOUR -
(32) TIME WORKED ----- (33) PCT COMPTD --- (34) JEP --- (35) MTR/EC ------ --
```

DEFINITION
OF FIELDS
(Continued)

CALLOUT	FIELD	DEFINITION	LENGTH OF FIELD (in characters)
1	COMMAND	Transaction command to be performed, i.e., PRINT, REFER, TRANSFER (HANDOFF), ALARM, CANALARM.	1-8
2	FOR	Name of format to which a Jump Find will be attempted.	1-8
3	CENTER	Control center location.	1-11
4	LOC	Common language work location.	1-11
5	ALIAS	User Alias of person performing the command, as assigned in User Table.	3
6	PASSWORD	Password as assigned in User Table.	1-8
7	WORK ID	Identifies a work request at a particular center's work location; system generated.	9
8	WORK TYPE	Description of work to be performed.	1-5
9	NBR OF UNITS	Number of items of work to be performed; system defaults to one (1) if field is left blank when performing an add or update.	1-3
10	PRINT DEST	LTERM or DAC where the work request and its associated screens (CCNT, CCIC, CCEM, CCSTP, CCCOM, CCTIS, CCTRP) can be printed at a selected location.	1-8
11	TRACKING KEY	Identifies and tracks one or more work request; order number and item automatically assigned on provisioning items.	1-20

DEFINITION
OF FIELDS
(Continued)

CALLOUT	FIELD	DEFINITION		LENGTH OF FIELD (in characters)
12	REQ BY	Person requesting that the work request be performed, e.g., field supervisor, PCO. (Defaults to Alias if left blank.)		1-12
13	CALLBACK	Telephone number of person to be contacted when work is complete. only), as assigned in GOC.		1-12
14	REFER TO:	CENTER	Specifies the center to which a work request is referred/ transferred to for loading.	1-11
		LOC	Specifies a particular location to which a work request is referred/ transferred to for loading.	1-11
15	LOAD TO:	ALIAS	Alias of the person to be the work request.	3
		TOUR	Work shift to be loaded with the work request, e.g., D (day), E (evening), N (night), A (after hours).	1
		DATE	Date on which the work request is to be loaded; valid pattern MMDDYY (defaults to today if left blank). Date must be today, in the future or not more than one weekday in the past.	6
16	CUSTOMER	Name of the customer ordering the service.		1-20
17	TEL#/CKT ID	Circuit ID; may be in "telephone number" or "serial number" format.		1-45

DEFINITION
OF FIELDS
(Continued)

CALLOUT	FIELD	DEFINITION	LENGTH OF FIELD (in characters)
18	CKT ACTION	Activity of circuit as is appears on the WORD; provisioning only--system completes, e.g., ADD EST, etc.	1-3
19	DUE DATE/TIME	Calendar date/time by which the work request must be complete; valid pattern MMDDYY HH:MM. NOTE: Time field is only completed if ALARM command is used.	11
20	LATE START	Last calendar date by which the request can be worked and still be completed by the due date; valid pattern MMDDYY.	6
21	EARLY START	Earliest calendar date on which the request can be worked; valid pattern MMDDYY.	6
22	EST TIME:	FIRST Estimate of how long the first unit will take to complete (also referred to as PRICE); valid pattern HH:MM.	5
		NEXT Estimate of time required to complete each additional item; valid pattern HH:MM.	5
		TOTAL Total time estimated to complete all items on the request (sum of FIRST and NEXT); valid pattern HH:MM.	5

Example:
Test 5 DCT Channel Bank Alarms

    First 1 at 5 minutes = 5
    Next   4 at 5 minutes = 20
                   Total 25

Refer to Work Pricing Guide for estimated time on provisioning items.

DEFINITION
OF FIELDS
(Continued)

CALLOUT	FIELD	DEFINITION	LENGTH OF FIELD (in characters)
23	PRIORITY	Current priority--assigned priority used in loading. Priority sequence is listed in the Work Pricing Guide.	2
24	TRICK PREF	Trick (skill) of the craft person assigned the work request.	2-3
25	ORIGINATOR	Alias of the user who created the work request. Defaults to ALIAS if left blank; protected field.	3
26	REPORT	Free form field for use by center to record pertinent comments regarding the work request.	1-300
27	ENTRY DATE/TIME	Date and time that the work request was entered into CIMAP/CC--system generated; valid pattern MMDDYY/HH:MM.	6/5
28	LOADED DATE/TIME	Date and time that the work request was loaded to the LWTR--system generated; valid pattern MMDDYY/HH:MM.	6/5
29	COMPTED DATE/TIME	Date and time that the work request was 100% complete--system generated; valid pattern MMDDYY/HH:MM.	6/5
30	STATUS	Indicates the status of the work request, i.e., T (loadable), N (not to be loaded), L (loaded), C (complete), J (jeopardy), X (excluded from loading), D (deferred). NOTE: If a J (jeopardy) is assigned here, a jeopardy code must also be assigned or an error message will appear. (See JEP--number 35.)	1

DEFINITION
OF FIELDS
(Continued)

CALLOUT	FIELD	DEFINITION		LENGTH OF FIELD (in characters)
31	ASSIGNED TO:	ALIAS	Alias of the craft person to whom the work request is assigned.	3
		DATE	Date on which the craft person is to perform the work; valid pattern MMDDYY.	6
		TOUR	Tour of the craft person assigned the work request.	1
32	TIME WORKED	Actual time spent on the work request by the craft person; system retrieved from the LWTR of the person assigned or manually entered; valid pattern HH:MM.		5
33	PCT COMPT'D	Percentage of work request that is completed; retrieved from the LWTR of person assigned or manually entered.		1-3
34	JEP	Jeopardy code used if problem exists in completing work, e.g., Q15 = wrong options on WORD. NOTE: If a jeopardy code is assigned, a J must appear in the STATUS field (number 31) or an error message will appear.		1-3
35	MTR/	Suggested time reporting code used to charge time--may be updated by the field.		1-6/
	EC	Environmental code associated with the work item.		2

DEMAND
LOAD

A work request can be demand loaded from any of the work request screens by using the LOAD command. The LOAD TO: ALIAS and TOUR fields must be populated. Use of the LOAD TO: DATE field is optional; when populated, the date must be today, in the future or not more than one weekday in the past. If left blank, this field defaults to the current date.

Note: When demand loading one weekday in the past, the system does not recognize holidays.

CRAFT WORK REQUEST (CCCREQ)

REMARKS   The CIMAP/CC Craft Work Request screen is the primary method
           for viewing details concerning a specific work request in the
           Work Request database. (CCCREQ) is used to add, update and
           delete specific fields of the work request database records.
           The work request generates the trouble ticket screen(s) and is
           associated with the Comments screen (CCCOM) and the Test and
           the Test and Inspection Summary screen (CCTIS) by way of the
           NEXT function key (PF 6). This screen displays information
           needed for specific LWTR items. The Craft Work Request (CCREQ)
           is identical to the Work Request Header (CCREQ) except that
           estimated times (first, next, total) are not displayed.

USE   Important items to keep in mind involving the Craft Work Request
           (CCCREQ) are

                    REQUIRED DATA: Center, Location, Alias,
                                                Password, Work ID.

                    SECURITY LEVELS: Refer to Security Matrix
                                                of User Table for this
                                                transaction.

                    VALID PF KEYS: PF 1, PF 4, PF 5, PF 6,
                                                PF 10

                    COMMANDS: Print, Refer, Transfer,
                                                Handoff. (Explanations of
                                                commands can be found in
                                                Module 1, Lesson 4.)

DEFINITION   Each of the fields appearing on the Craft Work Request (CCCREQ)
OF FIELDS   is defined on pages 5 through 9 of this lesson. A CCCREQ
               screen is illustrated below.

```
COMMAND --------          CRAFT WORK REQUEST (CCCREQ)          /FOR --------
CENTER -----------     LOC -----------          ALIAS ---    PASSWORD --------
WORK ID ---------      WORK TYPE -----    NBR OF UNITS ---   PRINT DEST ------
TRACKING KEY -------------------- REQ BY ---------------- CALLBACK ----------
REFER TO:  CENTER ----------- LOC -----------
LOAD TO:  ALIAS ---  TOUR - DATE ------     CUSTOMER --------------------
TEL#/CKT ID ------------------------------------------- CKT ACTION ---
DUE DATE/TIME ------ ----- LATE START ------ EARLY START ------
                                            PRIORITY -- TRICK PREF ---
                                            ORIGINATOR ---
REPORT_____
      _____
      _____
      _____
      _____
      _____,
                                        ENTRY DATE/TIME ------/--:--
                                        LOADED DATE/TIME ------/--:--
                                        COMPTD DATE/TIME ------/--:--
STATUS -   ASSIGNED TO:  ALIAS --- DATE ------ TOUR -
TIME WORKED ----- PCT COMPTD --- JEP --- MTR/EC ------ --
```

PRACTICE   With assistance as needed from your instructor, practice the
EXERCISE   following on your terminal.

                Input: /FOR CCREQ
                Depress S/R or ENTER key.

        Note: This may be typed from either a blank screen or in the
              /FOR field in the upper right corner of the screen.

        SYSTEM RESPONSE:

```
COMMAND                      WORK REQUEST HEADER (CCREQ)              /FOR
CENTER                       LOC                     ALIAS     PASSWORD
WORK ID          WORK TYPE      NBR OF UNITS         PRINT DEST
TRACKING KEY                 REQ BY                     CALLBACK
REFER TO:   CENTER           LOC
LOAD TO:   ALIAS     TOUR   DATE                    CUSTOMER
TEL#/CKT ID                                                CKT ACTION
DUE DATE/TIME                LATE START          EARLY START
EST TIME:   FIRST     NEXT   TOTAL               PRIORITY     TRICK PREF
                                                 ORIGINATOR
REPORT




                                                 ENTRY DATE/TIME
                                                 LOADED DATE/TIME
                                                 COMPTD DATE/TIME
STATUS           ASSIGNED TO:   ALIAS        DATE       TOUR
TIME WORKED             PCT COMPTD           JEP        MTR/EC
```

PRACTICE   TO PERFORM A FIND:
EXERCISE
(Continued)   The FIND is used to determine the status of an <u>existing</u> work
                  request. The Cross Reference mask is used for order status.
                  The request may also be "real time" (demand) loaded from this
                  mask.

                  Complete all REQUIRED DATA--CENTER, LOC, ALIAS, PASSWORD and
                  WORK ID. Your instructor will provide you with this
                  information. See and follow the example below.

```
COMMAND                    WORK REQUEST HEADER (CCREQ) ØØ4/Ø1Ø485 15:4Ø /FOR
CENTER --------            LOC -----------    ALIAS ---    PASSWORD ------
WORK ID                    WORK TYPE    NBR OF UNITS    PRINT DEST
TRACKING KEY                          REQ BY          CALLBACK
REFER TO:  CENTER                 LOC
LOAD TO:  ALIAS       TOUR    DATE               CUSTOMER
TEL#/CKT ID                                         CKT ACTION
DUE DATE/TIME                 LATE START        EARLY START
EST TIME:  FIRST    NEXT     TOTAL              PRIORITY      TRICK PREF
                                               ORIGINATOR
REPORT




                                                      ENTRY DATE/TIME
                                                      LOADED DATE/TIME
                                                      COMPTD DATE/TIME
STATUS            ASSIGNED TO:  ALIAS       DATE      TOUR
TIME WORKED              PCT COMPTDD        JEP       MTR/EC
```

                                        THEN: Use the PF 1 key to FIND.

PRACTICE   Following is an example of what might appear on your screen.
EXERCISE
(Continued)   SYSTEM RESPONSE:

```
COMMAND                    WORK REQUEST HEADER (CCREQ) 00/010485 15:41 /FOR
CENTER --------     LOC -----------     ALIAS ---       PASSWORD
WORK ID             WORK TYPE SSCTT   NBR OF UNITS 001    PRINT DEST
TRACKING KEY AA000032     REQ BY TRNGDBSSC01          CALLBACK
REFER TO:  CENTER           LOC
LOAD TO:  ALIAS        TOUR        DATE         CUSTOMER CIMAP/CC
TEL#/CKT ID 29/FDDA/80112                            CKT ACTION
DUE DATE/TIME 010485      LATE START 010485     EARLY START 010485
EST TIME:  FIRST 00:30  NEXT 00:30  TOTAL 01:30  PRIORITY 01   TRICK PREF
                                                        ORIGINATOR JOE

REPORT HAND OFF TO CO




                                         ENTRY DATE/TIME 010485 14:40
                                         LOADED DATE/TIME
                                         COMPTD DATE/TIME
STATUS T       ASSIGNED TO:  ALIAS      DATE       TOUR
TIME WORKED            PCT COMPTD 000     JEP          MTR/EC 57R
CCC001I FIND SUCCESSFUL
```

PRACTICE   <u>TO CREATE A WORK REQUEST:</u>
EXERCISE
(Continued)   To enter a Work Request into CIMAP/CC, the header mask must
be displayed by typing the command CCREQ in the /FOR field.

Then all REQUIRED DATA must be completed: CENTER, LOC, ALIAS,
PASSWORD, WORK TYPE, TRACKING KEY and any additional fields.
Remember, certain fields are automatically completed by the
system if they are left blank: Nbr of Units, Due Date,
Late/Early Start, Priority, Est Time (all).

REVIEW THIS EXAMPLE ON THIS AND THE FOLLOWING PAGE. DO <u>NOT</u>
PERFORM THIS ON YOUR TERMINAL.

```
COMMAND                        WORK REQUEST HEADER (CCREQ)            /FOR
CENTER --------        LOC --------      ALIAS ---        PASSWORD ------
WORK ID                WORK TYPE -----    NBR OF UNITS    PRINT DEST
TRACKING KEY ---------     REQ BY                   CALLBACK
REFER TO:  CENTER          LOC
LOAD TO:  ALIAS      TOUR       DATE                CUSTOMER
TEL#/CKT ID ------------                                   CKT ACTION
DUE DATE/TIME            LATE START          EARLY START
EST TIME:  FIRST        NEXT        TOTAL        PRIORITY        TRICK PREF
                                                                ORIGINATOR
REPORT




                                                   ENTRY DATE/TIME
                                                   LOADED DATE/TIME
                                                   COMPTD DATE/TIME
STATUS             ASSIGNED TO:  ALIAS      DATE          TOUR
TIME WORKED                 PCT COMPTD          JEP       MTR/EC
```

At this point, you would use the PF 4 Key to add.

PRACTICE   This is an example of what might appear on your screen.
EXERCISE
(Continued)   SYSTEM RESPONSE:

```
COMMAND                    WORK REQUEST HEADER (CCREQ)004/010485 16:27   /FOR
CENTER --------      LOC --------      ALIAS ---        PASSWORD
WORK ID 004NT0005    WORK TYPE -----   NBR OF UNITS 001      PRINT DEST
TRACKING KEY -------------    REQ BY              CALLBACK
REFER TO:  CENTER           LOC
LOAD TO:  ALIAS         TOUR        DATE          CUSTOMER
TEL#/CKT ID -------------                              CKT ACTION
DUE DATE/TIME 010485    LATE START 010485    EARLY START 010485
EST TIME:  FIRST 00:30  NEXT 00:30  TOTAL 01:00   PRIORITY 01  TRICK PREF
                                                          ORIGINATOR 135


REPORT HAND OFF TO CO




                                              ENTRY DATE/TIME 010485 16:27
                                              LOADED DATE/TIME
                                              COMPTD DATE/TIME
STATUS        ASSIGNED TO:  ALIAS       DATE        TOUR
TIME WORKED           PCT COMPTD        JEP         MGR/EC 47R
CCC0041 ADD SUCCESSFUL
```

Continue to the next page using this screen to read about REAL TIME or DEMAND
loading.

PRACTICE
EXERCISE
(Continued)

REAL TIME OR DEMAND LOADING OF A WORK REQUEST:

To demand load a work request, complete the LOAD TO: ALIAS, TOUR and DATE fields.

REVIEW the example on this and the following page. DO NOT PERFORM THIS ON YOUR TERMINAL.

```
COMMAND                     WORK REQUEST HEADER (CCREQ) ØØ4/Ø1Ø485 15:41  /FOR
CENTER --------            LOC -----------          ALIAS ---    PASSWORD
WORK ID ----------        WORK TYPE SSCTT    NBR OF UNITS 001    PRINT DEST
TRACKING KEY --------        REQ BY TRNGDBSSC01         CALLBACK
REFER TO:  CENTER            LOC
LOAD TO:  ALIAS 283    TOUR d     DATE 010485        CUSTOMER CIMAP/CC
TEL#/CKT ID ------------      /MS                          CKT ACTION
DUE DATE/TIME 010485     LATE START 010485     EARLY START 010485
EST TIME:  FIRST 00:30  NEXT 00:30  TOTAL 01:00     PRIORITY 01  TRICK PREF
                                                             ORIGINATOR JOE
REPORT HAND OFF TO CO



                                          ENTRY DATE/TIME Ø1Ø485 14:4Ø
                                          LOADED DATE/TIME
                                          COMPTD DATE/TIME
STATUS T            ASSIGNED TO:  ALIAS        DATE        TOUR
TIME WORKED             PCT COMPTD 000        JEP          MTR/EC 57R
```

THEN: Type LOAD in the COMMAND field and depress the S/R or ENTER key.

PRACTICE   Following is an example of what might appear on your screen.
EXERCISE
(Continued)   <u>SYSTEM RESPONSE:</u>

```
COMMAND                    WORK REQUEST HEADER (CCREQ) 004/010485 16:10  /FOR
CENTER --------     LOC -----------     ALIAS ---        PASSWORD
WORK ID ---------   WORK TYPE -----   NBR OF UNITS 001      PRINT DEST
TRACKING KEY --------    REQ BY TRNGDBSSC001          CALLBACK
REFER TO:  CENTER          LOC
LOAD TO:  ALIAS 283  TOUR D DATE 010485          CUSTOMER CIMAP/CC
TEL#/CKT ID -------------    /MS                          CKT ACTION
DUE DATE/TIME 010485    LATE START 010485    EARLY START 010485
EST TIME:  FIRST 00:30  NEXT 00:30  TOTAL 01:00   PRIORITY 01  TRICK PREF
                                                        ORIGINATOR JOE
REPORT HAND OFF TO CO



                                      ENTRY   DATE/TIME 010485 14:40
                                      LOADED  DATE/TIME 010485 16:10
                                      COMPTD DATE/TIME
STATUS L       ASSIGNED TO:  ALIAS 283  DATE 010485  TOUR D
TIME WORKED              PCT COMPTD 000       JEP          MTR/EC 57R
CCC001I UPDATE SUCCESSFUL
```

NOTE: Assignment data appears in the lower portion of the screen.

PRACTICE   After the item is loaded, the center may review the LWTR by
EXERCISE   performing a Jump Find.
(Continued)

              Type CCLWTR in the /FOR field (not from a blank screen); then
              depress the S/R or ENTER key. The Jump Find takes you directly
              to the requested LWTR. See and follow the examples below and
              on the following page.

```
COMMAND                WORK REQUEST HEADER (CCREQ) 004/010485 16:10 /FOR cclwtr
CENTER --------      LOC --------        ALIAS ---        PASSWORD
WORK ID ---------    WORK TYPE -----    NBR OF UNITS 001     PRINT DEST
TRACKING KEY --------    REQ BY TRNGDBSSC01          CALLBACK
REFER TO:  CENTER         LOC
LOAD TO:  ALIAS 283  TOUR D DATE 010485      CUSTOMER CIMAP/CC
TEL#/CKT ID -------------      /MS                   CKT ACTION
DUE DATE/TIME 010485    LATE START 010485      EARLY START 010485
EST TIME:  FIRST 00:30  NEXT 00:30  TOTAL 01:00    PRIORITY 01    TRICK PREF
                                                              ORIGINATOR JOE
REPORT HAND OFF TO CO




                                          ENTRY  DATE/TIME 010485 14:40
                                          LOADED DATE/TIME 010485 16:10
                                          COMPTD DATE/TIME
STATUS L          ASSIGNED TO:  ALIAS 283  DATE 010485  TOUR D
TIME WORKED              PCT COMPTD 000      JEP          MTR/EC 57R
CCC001I UPDATE SUCCESSFUL
```

PRACTICE   Following is an example of what might appear on your screen.
EXERCISE
(Continued)   SYSTEM RESPONSE:

COMMAND   LOAD AND WORK TIME RECORD   Ø1Ø485 16:32 /FOR
CENTER --------   CRAFT ALIAS 283   ALIAS ---   PASSWORD
DATE Ø1Ø485   TOUR D   TRICK D1   EMP NAME JACK LEIKUHLER
TOTAL TIME   ARC CODE Ø123
DYN   CURR LOC -----------   REASSIGN TO: ALIAS   DATE   TOUR

C TIME PCT JEP MTR   EC WORK ID LOCATION   TYPE UNITS TRACKING KEY/REPORT
            57R   -------- -----------   ----- 001 --------

CENTER NOTE:

CCCØØ1I FIND SUCCESSFUL (END OF DATA)

PRACTICE
EXERCISE
(Continued)

COMPLETING THE WORK REQUEST

A work request may be completed from the Work Request mask, the trouble ticket mask or the LWTR (covered later).

To complete the work request, data must be input in the TIME WORKED, PCT COMPTD, JEP and the MTR/EC fields (if necessary, see note); COM (complete) must be entered in the Command field and the ENTER or S/R key depressed.

The handoff to CIMAP/SSC is processed with the COM command.

If it is necessary to input additional data to the work request, (e.g., add to the REPORT field), the UPDATE process (PF 5) must be followed prior to use of the Complete command.

Note: If TIME WORKED is not input, it defaults to the estimated times in the Pricing Guide.

If PCT COMPTD is not input, it defaults to 100% complete.

If MTR field is not populated from information found in the Pricing Guide, no MTR data will appear on the CCLWTR.

See and follow the example below.

```
COMMAND com         WORK REQUEST HEADER (CCREQ) 004/010485 16:10       /FOR
CENTER ----------        LOC ----------        ALIAS ---        PASSWORD
WORK ID ---------        WORK TYPE -----  NBR OF UNITS 001       PRINT DEST
TRACKING KEY ---------       REQ BY TRNGDBSSC001           CALLBACK
REFER TO:  CENTER               LOC
LOAD TO:  ALIAS 283  TOUR D  DATE 010485          CUSTOMER CIMAP CC
TEL #/CKT ID --------------------    /MS                 CKT ACTION
DUE DATE/TIME 010485          LATE START 010485      EARLY START 010485
EST TIME:  FIRST 00:30  NEXT  00:30  TOTAL 01:00      PRIORITY 01     TRICK PREF
                                                                ORIGINATOR JOE
REPORT HAND OFF TO CO




                                            ENTRY DATE/TIME 010485 14:40
                                            LOADED DATE/TIME 010485 16:10
                                            COMPTD DATE/TIME
STATUS L          ASSIGNED TO:  ALIAS 283  DATE 010485     TOUR D
TIME WORKED 01:00         PCT COMPTD        JEP              MTR/EC 57R
```
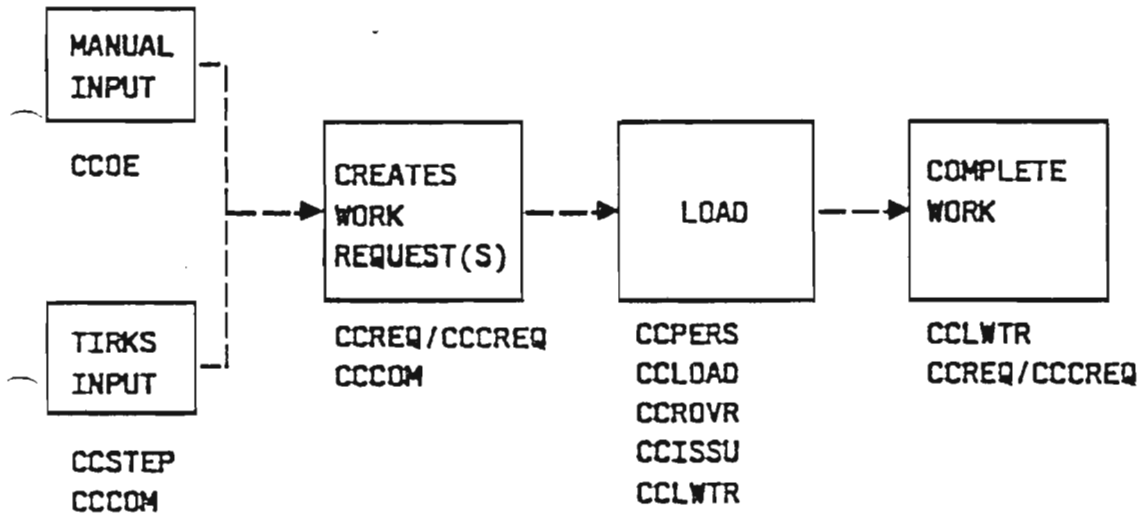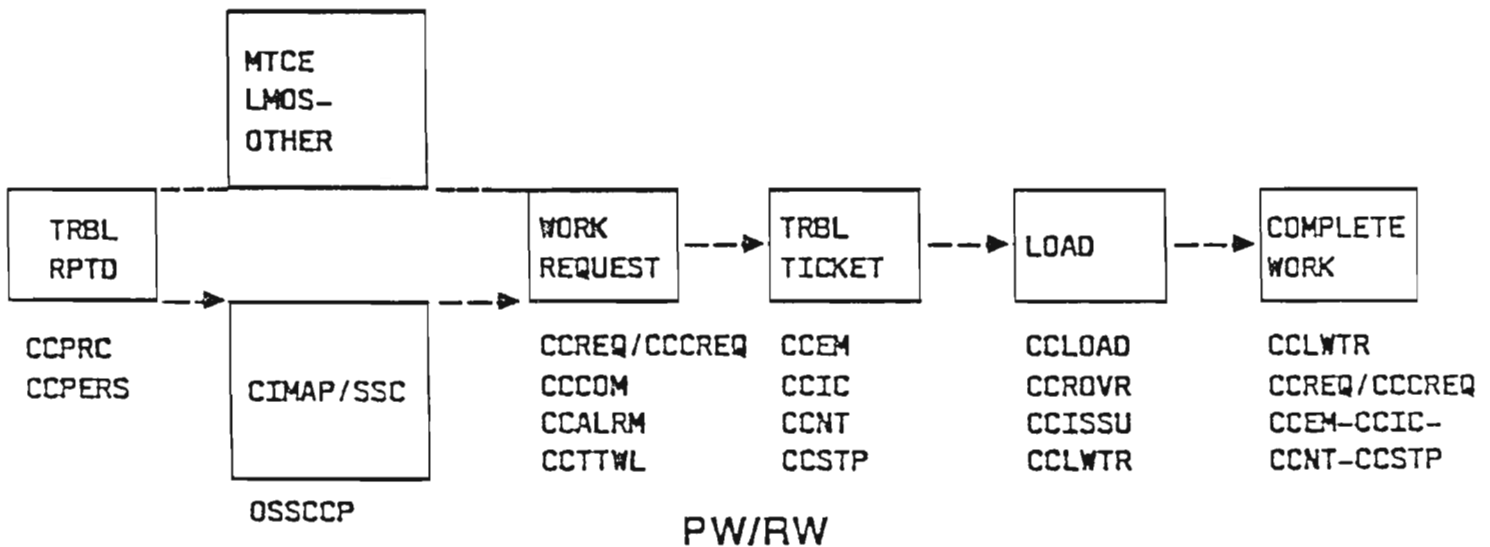
Then: depress the ENTER or S/R key.

PRACTICE   Following is an example of what might appear on your screen.
EXERCISE
(Continued)   SYSTEM RESPONSE:

```
COMMAND                WORK REQUEST HEADER (CCREQ) 004/010485 16:11    /FOR
CENTER -----------        LOC -----------        ALIAS ---      PASSWORD
WORK ID ---------      WORK TYPE -----    NBR OF UNITS 001      PRINT DEST
TRACKING KEY ---------      REQ BY TRNGDBSSC001        CALLBACK
REFER TO:  CENTER              LOC
LOAD TO:  ALIAS 283  TOUR D  DATE 010485          CUSTOMER CIMAP CC
TEL #/CKT ID -------------------    /MS                CKT ACTION
DUE DATE/TIME 010485        LATE START 010485      EARLY START 010485
EST TIME:  FIRST 00:30  NEXT 00:30  TOTAL 01:00    PRIORITY 01   TRICK PREF
                                                              ORIGINATOR JOE
REPORT HAND OFF TO CO




                                            ENTRY DATE/TIME 010485 14:40
                                           LOADED DATE/TIME 010485 16:10
                                           COMPTD DATE/TIME 010485 17:05
STATUS C            ASSIGNED TO:  ALIAS 283  DATE 010485        TOUR D
TIME WORKED 01:00        PCT COMPTD 100      JEP              MTR/EC 57R

CCC001I COMPLETE COMMAND SUCCESSFUL
```

NOTE: The COMPLETE command propagates information from the work request to the
       associated trouble ticket and the appropriate Load and Work Time Record
       (LWTR).

PROVISIONING
* SAMPLE WORK FLOW *

WORK REQUEST PROCESS: TIRKS Download to Assigned Craft Alias

```
┌──────────┐
│ MANUAL   │
│ INPUT    │ ─ ─ ┐
└──────────┘     │
                 │
  CCOE           │        ┌────────────┐      ┌──────────┐      ┌──────────┐
                 ├──────► │ CREATES    │ ───► │  LOAD    │ ─ ─► │ COMPLETE │
                 │        │ WORK       │      │          │      │ WORK     │
                 │        │ REQUEST(S) │      │          │      │          │
┌──────────┐     │        └────────────┘      └──────────┘      └──────────┘
│ TIRKS    │     │
│ INPUT    │ ─ ─ ┘         CCREQ/CCCREQ         CCPERS            CCLWTR
└──────────┘               CCCOM                CCLOAD            CCREQ/CCCREQ
                                                CCROVR
  CCSTEP                                        CCISSU
  CCCOM                                         CCLWTR
```

MAINTENANCE
* SAMPLE WORK FLOW *

```
                    ┌──────────┐
                    │ MTCE     │
                    │ LMOS-    │
                    │ OTHER    │
                    └──────────┘
┌──────┐                            ┌──────────┐     ┌──────────┐     ┌──────────┐     ┌──────────┐
│ TRBL │ ───────────────────────►   │ WORK     │─ ─► │ TRBL     │─ ─► │ LOAD     │─ ─► │ COMPLETE │
│ RPTD │                            │ REQUEST  │     │ TICKET   │     │          │     │ WORK     │
└──────┘      ┌──────────┐          └──────────┘     └──────────┘     └──────────┘     └──────────┘
         ─ ─► │ CIMAP/SSC│ ─ ─ ─►
  CCPRC       │          │           CCREQ/CCCREQ    CCEM            CCLOAD           CCLWTR
  CCPERS      └──────────┘           CCCOM           CCIC            CCROVR           CCREQ/CCCREQ
                                     CCALRM          CCNT            CCISSU           CCEM-CCIC-
                OSSCCP               CCTTWL          CCSTP           CCLWTR           CCNT-CCSTP
```

PW/RW
(PREVENTIVE MAINTENANCE/REPETITIVE WORK)
* SAMPLE WORK FLOW *

```
┌────────┐      ┌──────────┐      ┌────────────┐      ┌──────────┐      ┌──────────┐
│ PW/RW  │ ─ ─► │ WORK     │ ─ ─► │ TEST &     │─ ─►  │ LOAD     │─ ─►  │ COMPLETE │ ─ ─ ┐
│        │      │ REQUEST  │      │ INSPECTION │      │          │      │ WORK     │     │
└────────┘      └──────────┘      │ SUMMARY    │      └──────────┘      └──────────┘     │
                                  └────────────┘                                         │
  CCPWM          CCREQ/CCCREQ                          CCLOAD           CCTIS            │
  CCPRC                            CCTIS               CCROVR           CCLWTR           │
  CCPW                                                 CCISSU                            │
           └─────────────────────────────────────────CCLWTR─────────────────────────────┘
```
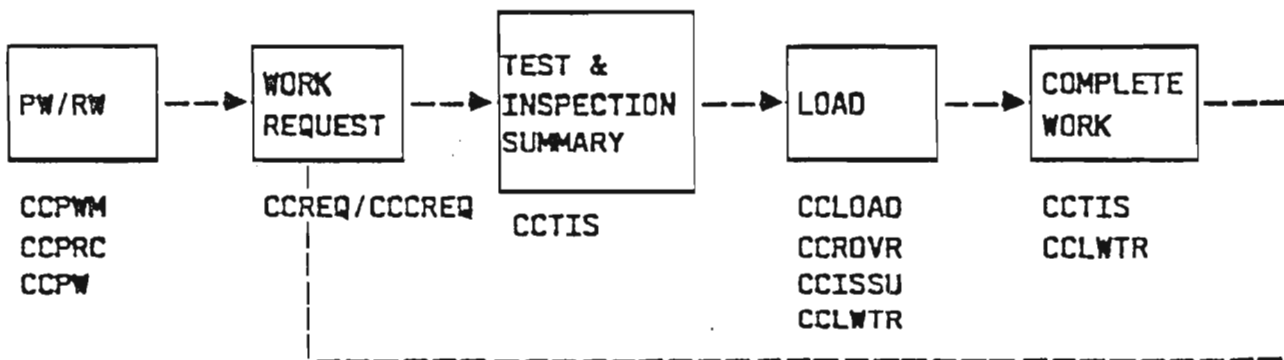
LESSON TWO - A (2A)
NTEC TROUBLE TICKET (CCNT)
EMSCC TROUBLE TICKET (CCEM)
INTEREXCHANGE TROUBLE TICKET (CCIC)
SPSCC TROUBLE TICKET (CCSTP)
TRUMP TROUBLE TICKET (CCTRP)
CC POOL WORK LIST (OSSCCP)
ALARM DEFINITION TABLE (CCALRM)
TROUBLE TICKET WORK LIST (CCTTWL)

LESSON
OBJECTIVE

Throughout this lesson, given both the lesson material as reference and your instructor as guide, you will review a series of practice exercises that involve the various transactions of the CIMAP/CC NTEC Trouble Ticket (CCNT), Electromechanical Trouble Ticket (CCEM), Interexchange Trouble Ticket (CCIC), Stored Program Trouble Ticket (CCSTP), Trump Trouble Ticket (CCTRP) and the CC Pool Worklist (OSSCCP). You will also be able to determine whether statements regarding the Alarm Definition Table (CCALRM) and the Trouble Ticket Work List (CCTTWL) are true or false.

DEFINITION
OF FIELDS
(Continued)

CALLOUT	FIELD	DEFINITION		LENGTH OF FIELD (in characters)
7	WORK ID	Identifies a work request at a particular center's work location.		9
8	WORK TYPE	Description of work to be performed.		1-5
9	NBR OF UNITS	Number of items of work to be performed.		1-3
10	PRINT DEST	Specifies the printer to which the PRINT command is sent; printer on which the trouble ticket is to be printed.		1-8
11	TRACKING KEY	Identifies and tracks one or more work requests.		1-20
12	REQ BY	Person requesting that the trouble ticket be worked; usually the MCO.		1-12
13	CALLBACK	Telephone number of person to be contacted when work is complete.		1-12
14	REFER TO:	CENTER	Specifies the control center to which a trouble ticket is referred/transferred to for loading.	1-11
		LOC	Specifies the particular location to which a trouble ticket is referred/transferred to for loading.	1-11

MAINTENANCE   Prior to covering the trouble ticket masks, a brief overview
FLOW   of the CIMAP/CC maintenance flow is necessary.

A trouble ticket can be created using the appropriate
trouble ticket mask (i.e. CCNT, CCIC, CCEM, CCSTP, CCTRP), from
which a work request is automatically generated

                                OR

REQUIRED DATA (e.g., Work Type, Center, Loc) can be entered
on the Work Request mask (CCREQ/CCCREQ), in which case, a
trouble ticket is automatically created by the system whenever
a maintenance work request is generated with the appropriate
work type associated to a work code in the CCPRC table
(e.g., work code NT = NTEC trouble ticket).

Via the work type, the specific trouble ticket/work request is
referenced through the CCPRC table to determine the preferred
trick and estimated times needed to execute the maintenance work
item.

CCREQ/CCCREQ   CCPRC   CCPERS

WORK TYPE		WORK PREF EST TYPE TRICK TIMES(S)		TRICKS
WORK CODE		WORK CODE		LOADABLE HOURS

Trouble tickets can be created directly by the user or can be
generated as an associated mask to the specific work request.

Craft personnel use the LWTR to review work items and status
completions on trouble tickets that have been assigned to them.

With regard to trouble tickets, the system does not break
troubles down into load steps or component parts. The
CCSTEP table, with its load-stepping mechanism, is part of the
provisioning process only.

NOTE: A trouble ticket is not created by the system from the
       Work Request mask unless the appropriate work type is
       is entered on the Work Request mask indicating a trouble.
       The five trouble work codes are
                 - NT (NTEC trouble ticket)
                 - EM (electromechanical trouble ticket)
                 - IC (interexchange trouble ticket)
                 - SP (stored program trouble ticket)
                 - TR (trunk maintenance trouble ticket).

TROUBLE
TICKET
FORMATS

Since this lesson material is very extensive, it is recommended that the trainee only review that portion of this lesson which describes the trouble ticket format used at his/her work location. The other trouble ticket formats may be reviewed as time in class permits. The actual hands-on exercise, involving all of the trouble tickets, is part of lesson 5.

The trouble ticket formats can be found on the following pages:

NTEC TROUBLE TICKET: CCNT

REMARKS

An NTEC Trouble Ticket can be created by using the CCNT mask or the Work-Request mask (CCREQ/CCCREQ).   This lesson deals only with the CCNT mask--see the Work Request mask for details on creating a trouble ticket.

An NTEC Trouble Ticket is created when a work type has an associated work code of NT.   Each center has a trouble ticket that is used exclusively for that center.

Because the NTEC ticket is associated with the work code of NT, it is mandatory that the Pricing Guides be established with all corrective maintenance work types having a work code of NT.

The user may reach the NTEC Trouble Ticket either by using the transaction CCNT in the /FOR field or by using the Next function key (PF 6) from the Work Request mask.

FEATURES

If the NTEC ticket was generated as an associated mask to the Work Request, certain fields within the CCNT mask are protected and cannot be accessed by the user.   These fields are automatically propagated (transferred) to the trouble ticket when the Work Request is created.

USE

Important items to keep in mind involving the NTEC trouble ticket are

- REQUIRED DATA: Center, Loc, Alias, Password, Work ID.

- SECURITY LEVELS: Refer to the Security Matrix of the User Table for security levels.

- VALID PF KEYS: PF 1, PF 4, PF 5, PF 6.

- COMMANDS: Approve, Unapprove, Load, Refer, Transfer, Print, Complete.

DISPLAYING
A TICKET

There are three methods of displaying a trouble ticket:

    1.   FIND TRANSACTION (PF 1 Key)
    2.   NEXT TRANSACTION (PF 6 Key)
    3.   JUMP FIND (S/R or Enter Key)

DEFINITION   Each of the fields on the NTEC Trouble Ticket mask is
OF FIELDS   illustrated and defined below and on the following pages.
                 The fields that are underlined require input by the user in
                 order to process CCNT transactions.

```
①COMMAND --------       CIMAP/CC NTEC TICKET (CCNT)      ②/FOR --------
③CENTER -----------④LOC -----------⑤ALIAS --- ⑥PASSWORD --------
⑦WORK ID ---------⑧WORK TYPE -----⑨NBR OF UNITS --- ⑩PRINT DEST --------
⑪TRACKING KEY ------------------ ⑫REQ BY ----------- ⑬CALLBACK ------------
⑭REFER TO: CENTER ----------- LOC -----------
⑮LOAD TO:  ALIAS --- TOUR - DATE ------    ⑯CUSTOMER --------------------
⑰TEL#/CKT ID -----------------------------------------
⑱DUE DATE/TIME ------ ----- ⑲LATE START ------   ⑳EARLY START ------
㉑REPORT --------------------------------------------------------
         --------------------------------------------------------
         --------------------------------------------------------
         --------------------------------------------------------
         --------------------------------------------------------

㉒TROUBLE FOUND/ -------------------------------------------------------
  ACTION TAKEN  -------------------------------------------------------
                -------------------------------------------------------
                -------------------------------------------------------

㉓TROUBLE REPORT CODE ------ ㉔CAUSE CODE ------ ㉕APPARATUS CODE ------
㉖CLEARED BY --- ㉗DATE/TIME ------ ----- ㉘CLEARED TO --- ㉙DATE/TIME ------ -----
㉚STATUS - ㉛ASSIGNED TO:  ALIAS --- DATE ------ TOUR - ㉜MTR/EC ------ --
㉝TIME WORKED ----- ㉞PCT COMPTD --- ㉟JEP ---      ㊱FMN CK
```

CALLOUT	FIELD	DEFINITION	LENGTH OF FIELD (in characters)
1	COMMAND	Action to be taken when the Enter key is depressed.	1-8
2	FOR	JUMP FIND format.	1-8
3	CENTER	Control center location.	1-11
4	LOC	Common language work location.	1-11
5	ALIAS	User Alias as assigned in the User Table.	3
6	PASSWORD	As assigned in User Table.	1-8

DEFINITION
OF FIELDS
(Continued)

CALLOUT	FIELD	DEFINITION		LENGTH OF FIELD (in characters)
7	WORK ID	Identifies a work request at a particular center's work location.		9
8	WORK TYPE	Description of work to be performed.		1-5
9	NBR OF UNITS	Number of items of work to be performed.		1-3
10	PRINT DEST	Specifies the printer to which the PRINT command is sent; printer on which the trouble ticket is to be printed.		1-8
11	TRACKING KEY	Identifies and tracks one or more work requests.		1-20
12	REQ BY	Person requesting that the trouble ticket be worked; usually the MCO.		1-12
13	CALLBACK	Telephone number of person to be contacted when work is complete.		1-12
14	REFER TO:	CENTER	Specifies the control center to which a trouble ticket is referred/transferred to for loading.	1-11
		LOC	Specifies the particular location to which a trouble ticket is referred/transferred to for loading.	1-11

DEFINITION
OF FIELDS
(Continued)

CALLOUT	FIELD	DEFINITION		LENGTH OF FIELD (in characters)
15	LOAD TO:	ALIAS	Alias of person to be assigned the trouble ticket; protected field.	3
		TOUR	Specific tour to be loaded, e.g., D (day), E (evening), N (night).	1
		DATE	Date on which the trouble ticket is to be loaded; valid pattern MMDDYY.	6
16	CUSTOMER	Name of subscriber ordering the service.		1-20
17	TEL#/CKT ID	Circuit identification; may be in telephone number or serial number format.		1-45
18	DUE DATE/TIME	Calendar date and time by which the trouble ticket should be completed; valid pattern MMDDYY HH:MM.		6/5
19	LATE START	Last calendar date by which the trouble ticket can be loaded and still be completed by the due date; valid pattern MMDDYY.		6
20	EARLY START	Earliest calendar date on which the trouble ticket can be loaded; valid pattern MMDDYY.		6
21	REPORT	Free form field used to record pertinent information about the trouble ticket.		1-300

DEFINITION
OF FIELDS
(Continued)

CALLOUT	FIELD	DEFINITION	LENGTH OF FIELD (in characters)
22	TROUBLE FOUND/ ACTION TAKEN	Description of trouble found. Details of action taken to fix the problem.	1-60 1-180
23	TROUBLE REPORT CODE	Appropriate trouble report code; refer to BR 191-100-304 for NTEC trouble report codes.	1-6
24	CAUSE CODE	TREAT cause code.	1-6
25	APPARATUS CODE	Appropriate apparatus code.	1-6
26	CLEARED BY	Alias of person clearing the trouble to the originator.	3
27	DATE/TIME	Calendar date and time that the trouble was cleared and service restored; valid pattern MMDDYY HH:MM.	6/5
28	CLEARED TO	Alias of person to whom the trouble is cleared.	3
29	DATE/TIME	Calendar date and time that the trouble was cleared to the originator; valid pattern MMDDYY HH:MM.	6/5
30	STATUS	Indicates the status of the ticket; assigned by the system. T - loadable N - not to be loaded L - loaded C - complete J - jeopardy R - referred or transferred X - excluded from loading	1

DEFINITION
OF FIELDS
(Continued)

CALLOUT	FIELD	DEFINITION		LENGTH OF FIELD
31	ASSIGNED TO:	ALIAS	Alias of person to whom trouble ticket is assigned.	3
		DATE	Date on which trouble ticket is to be loaded; valid pattern MMDDYY.	6
		TOUR	Work shift to be loaded with the trouble ticket, e.g., D (day), E (evening), N (night).	1
32	MTR/ EC	Mechanized time reporting code. Environmental code associated with the work item.		1-6 2
33	TIME WORKED	Actual time spent by the craft-person correcting the problem; valid pattern HH:MM.		5
34	PCT COMPTD	Percentage of trouble ticket that is complete.		1-3
35	JEP	Jeopardy code; used to indicate the particular problem which prohibits the completion of the trouble ticket.		1-3

CALLOUT	FIELD	DEFINITION	LENGTH OF FIELD
36	FMN CK	Initials of foreman approving the trouble ticket; protected field. Note: If a foreman types APPROVE in the COMMAND field and depresses the S/R or ENTER key, his/her initials appear in the FMN CK field. (The user must have APPROVE security in the S1 security grids.) If a foreman types UNAPPROVE in the COMMAND field, his/her initials are blanked out. No updates can be made when the APPROVE command is in effect--the UNAPPROVE command must be used to remove approval if changes/updates are necessary.	1-3
DEMAND LOADING		A trouble ticket can be demand loaded from the CCNT screen by populating the LOAD TO: ALIAS and TOUR fields; the LOAD TO: DATE field is optional (defaults to current date if left blank). The LOAD TO: DATE must be today, in the future or not more than one weekday in the past.	

PRACTICE   With assistance as needed from your instructor, practice the
EXERCISE   following on your terminal.

                Input: /FOR CCNT
                Depress the S/R or ENTER key.

     Note: This may be typed from either a blank screen or in the
            /FOR field in the upper right corner of the screen (Jump
            Find).

     <u>SYSTEM RESPONSE:</u>

```
COMMAND                   CIMAP/CC NTEC TICKET (CCNT)              /FOR
CENTER          LOC                          ALIAS         PASSWORD
WORK ID         WORK TYPE            NBR OF UNITS          PRINT DEST
TRACKING KEY                    REQ BY                  CALLBACK
REFER TO:  CENTER           LOC
LOAD TO:  ALIAS      TOUR     DATE                  CUSTOMER
TEL#/CKT ID
DUE DATE/TIME                   LATE START          EARLY START
REPORT




TROUBLE FOUND/
ACTION TAKEN


TROUBLE REPORT CODE            CAUSE CODE          APPARATUS CODE
CLEARED BY      DATE/TIME                CLEARED TO      DATE/TIME
STATUS      ASSIGNED TO:  ALIAS      DATE        TOUR      MTR/EC
TIME WORKED         PCT COMPTD          JEP           FMN CK
```

PRACTICE
EXERCISES
(Continued)

TO PERFORM A FIND:

A FIND is only necessary if the NEXT function key (PF 6) from
the Work Request was not used to access this mask.

Complete the REQUIRED DATA--CENTER, LOCATION, ALIAS, PASSWORD
and WORK ID--as required on your terminal. Your
instructor will assign this information. The trouble ticket
format will be completed automatically.

```
COMMAND                  CIMAP/CC NTEC TICKET (CCNT)        /FOR
CENTER --------          LOC -----------    ALIAS ---       PASSWORD ------
WORK ID ---------        WORK TYPE     NBR OF UNITS       PRINT DEST
TRACKING KEY                      REQ BY                 CALLBACK
REFER TO:  CENTER                LOC
LOAD TO:  ALIAS      TOUR   DATE                    CUSTOMER
TEL#/CKT ID
DUE DATE/TIME              LATE START           EARLY START
REPORT




TROUBLE FOUND/
ACTION TAKEN

TROUBLE REPORT CODE           CAUSE CODE                  APPARATUS CODE
CLEARED BY          DATE/TIME              CLEARED TO       DATE/TIME
STATUS         ASSIGNED TO:  ALIAS     DATE         TOUR    MTR/EC
TIME WORKED           PCT COMPTD        JEP                 FMN CK
```

THEN: Use the PF 1 key to Find.

PRACTICE
EXERCISES
(Continued)

Following is an example of what might appear on your screen.

SYSTEM RESPONSE:

```
COMMAND                CIMAP/CC NTEC TICKET (CCNT)  007/010785 10:45 /FOR
CENTER -----------     LOC -----------        ALIAS ----     PASSWORD
WORK ID ---------      WORK TYPE        NBR OF UNITS 001      PRINT DEST
TRACKING KEY AA000032            REQ BY TRNGBDSSC01      CALLBACK
REFER TO:  CENTER           LOC
LOAD TO:  ALIAS 283   TOUR D   DATE 010485              CUSTOMER CIMAP CC
TEL#/CKT ID 29/FDDA/80112
DUE DATE/TIME 010485              LATE START 010485   EARLY START 010485
REPORT HAND OFF TO CO




TROUBLE FOUND/
ACTION TAKEN

TROUBLE REPORT CODE          CAUSE CODE          APPARATUS CODE
CLEARED BY          DATE/TIME              CLEARED TO          DATE/TIME
STATUS L        ASSIGNED TO:  ALIAS 283   DATE 010485   TOUR D    MTR/EC 57R
TIME WORKED          PCT COMPTD        JEP                     FMN CK

CCC001I FIND SUCCESSFUL
```

PRACTICE
EXERCISES
(Continued)

UPDATING A TICKET:

The NTEC ticket may be updated to post trouble found, as well as
information on the cause of the trouble and any action taken to
correct it. The user may input all information regarding the
ticket in the Trouble Found/Action Taken field. If additional
space is required for documentation, the Next function key (PF 6)
can be used to reach the Comments mask (covered in lesson 3).

The fields at the bottom of the CCNT mask--Trouble Report Code,
Cause Code, Apparatus Code, Cleared By Date and Time,
Cleared to Date and Time--are available for the user to complete.
(Refer to BR 191-100-304).

Review the inputs displayed below.

```
COMMAND                  CIMAP/CC NTEC TICKET (CCNT)  007/0110785 10:45  /FOR
CENTER -----------       LOC -----------     ALIAS ---     PASSWORD
WORK ID ---------        WORK TYPE        NBR OF UNITS 001  PRINT DEST
TRACKING KEY AA000032                 REQ BY TRNGDBSSC01    CALLBACK
REFER TO:  CENTER           LOC
LOAD TO:  ALIAS     TOUR   DATE                      CUSTOMER CIMAP CC
TEL#/CKT ID 29/FDDA/80112
DUE DATE/TIME 010485          LATE START 010485  EARLY START 010485
REPORT HAND OFF TO CO




TROUBLE FOUND/ jumper lifted off t r of carrier by frame
ACTION TAKEN

TROUBLE REPORT CODE 0572         CAUSE CODE 150    APPARATUS CODE
CLEARED BY 283  DATE/TIME  010485 1500     CLEARED TO joe  DATE/TIME 010485 1505
STATUS L         ASSIGNED TO:  ALIAS 283  DATE 010485  TOUR D    MTR/EC 57R
TIME WORKED 01:30         PCT COMPTD 100    JEP              FMN CK

CCC001I FIND SUCCESSFUL
```

THEN: Use the PF 5 Key to Update.

PRACTICE   Following is an example of what might appear on your screen.
EXERCISES
(Continued)   SYSTEM RESPONSE:

```
COMMAND                    CIMAP/CC NTEC TICKET (CCNT) 007/010785 10:45   /FOR
CENTER -----------         LOC -----------     ALIAS ---     PASSWORD
WORK ID ---------          WORK TYPE SSCTT   NBR OF UNITS 001  PRINT DEST
TRACKING KEY AA000032                        REQ BY TRNGDBSSC01  CALLBACK
REFER TO:  CENTER          LOC
LOAD TO:  ALIAS 283  TOUR D  DATE 010485                CUSTOMER CIMAP CC
TEL#/CKT ID 29/FDDA/80112
DUE DATE/TIME 010485         LATE START 010485          EARLY START 010485
REPORT HAND OFF TO CO



TROUBLE FOUND JUMPER LIFTED OFF T R OF CARRIER BY FRAME


TROUBLE REPORT CODE 0572        CAUSE CODE 150    APPARATUS CODE
CLEARED BY 283  DATE/TIME  010485 1500  CLEARED TO JOE  DATE/TIME 010485 1505
STATUS L       ASSIGNED TO:  ALIAS 283  DATE 010485  TOUR D    MTR/EC 57R
TIME WORKED 01:00        PCT COMPTD 100   JEP            FMN CK

CCC001I FIND SUCCESSFUL
```

PRACTICE
EXERCISE
(Continued)

COMPLETING THE NTEC TROUBLE TICKET

An NTEC Trouble Ticket may be completed from the trouble ticket
mask, the Work Request or the LWTR (to be covered later).

To complete the NTEC Trouble Ticket, data must be input in the
TIME WORKED, PCT COMPTD, JEP and the MTR/EC fields (if
necessary, see note); COM (complete) must be entered in the
COMMAND field and the ENTER or S/R key depressed. (Some of
these entries may have been made during the UPDATE process
covered earlier.)

The handoff to CIMAP/SSC is processed with the COM command.

If it is necessary to input additional data to the trouble
ticket (e.g., add to the REPORT field), the UPDATE process
(PF 5) must be followed prior to use of the Complete command.

Note: If TIME WORKED is not input, it defaults to the
       estimated times in the Pricing Guide.

       If PCT COMPTD is not input, it defaults to 100% complete.

       If the MTR field is not populated from information found
       in the Pricing Guide, no MTR data will appear on CCLWTR.

Perform a FIND (PF 1), then see and follow the example below.

```
COMMAND com            CIMAP/CC NTEC TICKET (CCNT) 007/010785 10:45   /FOR
CENTER -----------      LOC -----------      ALIAS ---      PASSWORD
WORK ID ---------      WORK TYPE SSCTT   NBR OF UNITS 001   PRINT DEST
TRACKING KEY AA000032                REQ BY TRNGDBSSC01    CALLBACK
REFER TO:  CENTER           LOC
LOAD TO:  ALIAS 283  TOUR D  DATE 010485           CUSTOMER CIMAP CC
TEL#/CKT ID 29/FDDA/80112
DUE DATE/TIME 010485          LATE START 010485     EARLY START 010485
REPORT HAND OFF TO CO




TROUBLE FOUND JUMPER LIFTED OFF T R OF CARRIER BY FRAME


TROUBLE REPORT CODE 0572        CAUSE CODE 150         APPARATUS CODE
CLEARED BY 283  DATE/TIME 010485 1500    CLEARED TO JOE  DATE/TIME 010485 1505
STATUS L       ASSIGNED TO:  ALIAS 283  DATE 010485  TOUR D    MTR/EC 57R
TIME WORKED 01:00          PCT COMPTD 100   JEP              FMN CK
```

                        THEN: Depress the ENTER or S/R key.

SSC: CC POOL WORKLIST - OSSCCP

REMARKS   The OSSCCP format displays a pool of the trouble tickets
            handed off from CIMAP/SSC to CIMAP/CC. This is a <u>READ
            ONLY</u> screen; no entries can be made in the body of the
            screen, although entries are allowed in the REQUIRED DATA
            fields (Center, Alias, Password, /FOR).

            Completion on the LWTR automatically completes to the
            OSSCCP screen. Your company must have both the CIMAP/SSC
            and the CIMAP/CC moduals operational for this to work.

            Refer to the handout "SSC TROUBLE HANDOFF" in Module 4.

USE   Important items to keep in mind involving the OSSCCP
            are

                - <u>REQUIRED DATA</u>:   Center, Alias, Password.

                - <u>SECURITY LEVELS</u>:   Refer to the Security Matrix
                                        for security levels for this
                                        transaction.

                - <u>VALID PF KEYS</u>:   PF 1, PF 2, PF 5

DEFINITION   Each of the fields of the Pool Worklist (OSSCCP) mask is
OF FIELDS   illustrated and defined on the following pages. Some of these
             fields require inputs by the user in order to process OSSCCP
             transactions.

```
①COMMAND --------    CIMAP/SSC:  CC POOL WORKLIST (OSSCCP) ②/FOR --------
**************************************************************************
③CENTER -----------                   ④ALIAS --- ⑤PSWD --------
**************************************************************************
  ⑥  ⑦           ⑧          ⑨                    ⑩   ⑪    ⑫
  C LOCATION    FROM SSC   TRACKING KEY           WR ID ALIAS STATUS
⑬ COMMD ⑭ COMMT ⑮ ENTRD ⑯ ENTRT ⑰ LOADD ⑱ LOADT ⑲ COMPD ⑳ COMPT
- ----------- ----------- -------------------- --------- --- -
  ------ ----- ------    -----  ------   ----- ------ -----
- ----------- ----------- -------------------- --------- --- ⁻
  ------ ----- ------    -----  ------   ----- ------ -----
- ----------- ----------- -------------------- --------- --- -
  ------ ----- ------    -----  ------  ----- ------ -----
- ----------- ----------- -------------------- --------- --- ⁻
  ------ ----- ------    -----  ------   ----- ------ -----
- ----------- ----------- -------------------- --------- --- -
  ------ ----- ------    -----  ------   ----- ------ -----
```

CALLOUT	FIELD	DEFINITION	LENGTH OF FIELD
1	COMMAND	Read-only field.	----
2	FOR	Name of format to which a JUMP is attempted; valid CIMAP/CC format name.	1-8
3	CENTER	Control center location.	1-11
4	ALIAS	Three character code used to designate a particular employee, as defined in the User Table.	3
5	PSWD	As specified in the User Table.	1-8
6	C	Command field used to indicate ADDs, UPDATEs and DELETEs with respect to the line on which it appears; also used to select lines for Jump Find capability.	1
7	LOCATION	Common Language work location; vailidated against the Location Reference Database	1-11

DEFINITION
OF FIELDS
(Continued)

CALLOUT	FIELD	DEFINITION	LENGTH OF FIELD
8	FROM SSC	Indicates the specific SSC that handed off the trouble ticket to the control center.	1-11
9	TRACKING KEY	Identifies and tracks one or more requests; user definable for manually entered work requests (typically the trouble ticket number from the referring SSC).	1-20
10	WR ID	Work request identification; identifies one and only one work request at a particular center's work location; system generated each time a new work request is defined to CIMAP/CC.	9
11	ALIAS	Alias of the person assigned the trouble ticket in the control center.	3
12	STATUS	Indicates the status of the corresponding work request; assigned by the system.	1
13	COMMD	Indicates the date of the CC commitment back to the SSC.	6
14	COMMT	Indicates the time of the CC commitment back to the SSC, typically within two (2) hours; valid pattern HH:MM.	5
15	ENTRD	Indicates the date the work request was handed off by CIMAP/SSC; valid pattern MMDDYY.	6
16	ENTRT	Indicates the time the work request was handed off by CIMAP/SSC; valid pattern HH:MM.	5

DEFINITION
OF FIELDS
(Continued)

CALLOUT	FIELD	DEFINITION	LENGTH OF FIELD
17	LOADD	Indicates the date the work request was loaded to the craft person; valid pattern MMDDYY.	6
18	LOADT	Indicates the time the work request was loaded; valid pattern HH:MM.	5
19	COMPD	Indicates the date the work request was completed--same as COMPTD DATE on CCREQ/CCCREQ.	6
20	COMPT	indicates the time the work request was completed--same as COMPTD TIME on CCREQ/CCCREQ.	5

PRACTICE   With direction from your instructor, practice the following
EXERCISE   on your terminal.

                        Input: /FOR OSSCCP
                        Depress the S/R or ENTER key

        Note: This may be typed from either a blank screen or in the
                /FOR field of the upper right corner of the screen
                (JUMP FIND). The User Center field provides for access
                to other databases. Only a Find or a Forward function
                may be performed in other databases.

        SYSTEM RESPONSE:

```
   COMMAND              CIMAP/SSC:  CC POOL WORKLIST (OSSCCP)       /FOR
                                              14:10 01/07/85    PAGE
  CENTER:                                     ALIAS:      PSWD:
  C LOCATION    FROM SSC      TRACKING KEY               WR ID  ALIAS STATUS
     COMMD    COMMT     ENTRD     ENTRT     LOADD     LOADT   COMPD   COMPT
```

        TO PERFORM A FIND:

        Complete the REQUIRED DATA--CENTER, ALIAS and PSWD--as shown in
        the example below.

```
   COMMAND              CIMAP/SSC:  CC POOL WORKLIST (OSSCCP)       /FOR
                                              14:10 01/0785    PAGE
  CENTER----------                            ALIAS---      PSWD-------
  C LOCATION    FROM SSC      TRACKING KEY               WR ID  ALIAS STATUS
     COMMD    COMMT     ENTRD     ENTRT     LOADD     LOADT   COMPD   COMPT
```

                            THEN: Use the PF 1 key to Find.

PRACTICE   This is an example of what might appear on your screen.
EXERCISE
(Continued)   SYSTEM RESPONSE:

```
COMMAND                    CIMAP/SSC: CC POOL WORKLIST (OSSCCP)        /FOR
                                                          14:11  01/0785   PAGE
**************************************************************************
CENTER -----------                                   ALIAS ---  PSWD --------
**************************************************************************
C LOCATION     FROM SSC          TRACKING KEY              WR ID  ALIAS STATUS
   COMMD    COMMT     ENTRD     ENTRT     LOADD     LOADT    COMPD   COMPT

  TRNGDBNTC01 TRNGDBSSC01  AA000032                    004NT0004 245      C
  01/04/85 15:00      01/04/85  14:40 01/04/85 16:10 01/17/85 14:37


  GSS001I  FIND SUCCESSFUL
```

ALARM DEFINITION TABLE (CCALRM)

REMARKS

The CIMAP/CC Alarm Definition Table (CCALRM) provides the ability to define alarm intervals and destinations for trouble tickets. When a trouble ticket is entered into the system, an automatic alarm is set if the DUE TIME field on CCREQ is populated and the WORK TYPE has an associated entry in the alarm table. The CRON (Chronometer or Timer) signals the alarm software to print an alarm and schedule the next alarm where appropriate.

USE

Important items to keep in mind involving the Alarm Definition Table (CCALRM) are

REQUIRED DATA: Center, Loc, Work Type.

SECURITY LEVELS: Refer to the Security
                                  Matrix of the User Table
                                  for this transaction.

VALID PF KEYS: PF 1, PF 2, PF 4, PF 5,
                                  PF 6, PF 10.
                                  NOTE: PF 6 key is used
                                  to move directly to the
                                  CCPRC screen.

COMMANDS: Copy, Print.
                                  (Explanation of commands
                                  can be found in Module
                                  1, Lesson 4.)

NOTE

There is no restriction on work code or work type for the items in the alarm table.

Alarms can also be created and cancelled manually by using the ALARM and CANALARM commands on the CCREQ screen.

DEFINITION
OF FIELDS

Each of the fields on the Alarm Definition Table (CCALRM) is illustrated and defined on the following pages.

DEFINITION
OF FIELDS
(Cont.)

(1) COMMAND --------   CIMAP/CC ALARM DEFINITION (CCALRM)   (2) /FOR --------
(3) CENTER -----------   (4) ALIAS ---   (5) PASSWORD --------
(6) LOC -----------   (7) COPY TO LOC ----------- (8) LTERM --------
(9)   (10)   (11)   (12)   (13)   (14)   (15)   (16)   (17)   (18)
       WORK
C   TYPE   TIME1   LTERM1   TIME2   LTERM2   TIME3   LTERM3   LATE   LTERM4
-      -----   -----   --------   -----   --------   -----   --------   -----   --------
                 (19)   (20)   (21)   (22)
                ON   OFF == ---- ---- ---- ----   SAT- SUN- HOL-

DEFINITION OF FIELDS (Cont.)	CALLOUT	FIELD	DEFINITION	LENGTH OF FIELD
	1	COMMAND	Action to be taken when enter key is hit.	1-8
	2	FOR	Name of format to which a JUMP will be performed; valid CIMAP/CC format name.	1-8
	3	CENTER	Control center location.	1-11
	4	ALIAS	Used to designate a particular employee.	3
	5	PASSWORD	Password belonging to the user specified by ALIAS.	1-8
	6	LOC	Common language work location	1-11
	7	COPY TO LOC	Common language code of work location that the table is being copied to.	1-11
	8	LTERM	Logical Terminal Name of the printer to which the PRINT command is issued.	1-8
	9	C	Command field used to indicate ADDs, UPDATEs and/or DELETEs with respect to the line on which it appears; also used to select lines for JUMP FIND capability.	1

DEFINITION OF FIELDS (Cont.)	CALLOUT	FIELD	DEFINITION	LENGTH OF FIELD
	10	WORK TYPE	Description of work to be performed, validated against the corresponding Pricing Table.	1-5
	11	TIME1	Indicates the first time interval to generate an alarm; DUE time (D) or ENTRY time (E); valid pattern CNN:NN.	5
	12	LTERM1	Logical Terminal Number of the printer to which the alarm will print if TIME1 has been specified.	1-8
	13	TIME2	Indicates the second time interval to generate an alarm; DUE time (D) or ENTRY time (E); valid pattern CNN:NN.	5
	14	LTERM2	Logical Terminal Number of the printer to which the alarm will print if TIME2 has been specified.	1-8
	15	TIME3	Indicates the third time interval to generate an alarm; DUE time (D) or ENTRY time (E); valid pattern CNN:NN. Note: If DUE TIME is left blank on any trouble ticket or trouble ticket associated work request screen, CCALRM TIME 3 defaults if the alpha A (automatic) and a time is entered in this field.	5
	16	LTERM3	Logical Terminal Number of the printer to which the alarm will print if TIME3 has been specified.	1-8

DEFINITION OF FIELDS (Cont.)	CALLOUT	FIELDS	DEFINITION	LENGTH OF FIELD
	17	LATE	Interval at which alarms are to be printed after the due date; pattern HH:MM.	5
	18	LTERM4	Logical Terminal Number of printer to which the alarm will print if LATE field has been populated.	1-8
	19	ON OFF	Indicates the first and second time of day to turn the alarm generation on and off; pattern HH:MM.	4
	20	SAT	Option used to suppress alarms on Saturday if "N" is indicated.	1
	21	SUN	Option used to suppress alarms on Sunday if "N" is indicated.	1
	22	HOL	Option to print the alarm on a holiday; "N" - do not print, "Y" or blank - print.	1

NOTE 1:   Dial-up LTERM designations may be used.

NOTE 2:   To have a trouble ticket notifier turned on at any valid IMS LTERM or TSEND device during the creation of a trouble ticket or associated work request screen, enter the letter "A" in the TIME3 field and the printer designation (where the notifier should be sent) in the LTERM field.

REVIEW
EXERCISE

Indicate whether each of the following statements about the Alarm Definition Table (CCALRM) is true or false by placing an X in the appropriate space. One hundred percent accuracy is expected. Your instructor will provide you with feedback.

TRUE   FALSE

1. An automatic alarm is set when a trouble ticket is entered into the system if the DUE TIME field on CCREQ has been populated and the WORK TYPE has an associated entry in the ALARM table.

2. Alarms can be created and cancelled manually by using the ALARM and CANALRM commands on the ALARM DEFINITION TABLE.

3. LTERM1 - LTERM4 indicates the Logical Terminal Name of the printer to which the alarm will print if the corresponding TIME interval (TIME1 - TIME3, LATE) has been specified.

TROUBLE TICKET WORKLIST (CCTTWL)

REMARKS
The Trouble Ticket Worklist (CCTTWL) screen allows the user to view a list of trouble tickets and perform various functions on those trouble tickets. These functions include referring and transferring work requests to another location, demand loading and updating work requests on the list and printing the list.

USER FLOW
In order to access a list of trouble tickets, a FIND is necessary. The resulting list includes trouble tickets logged from CIMAP/SSC.

The list may be tailored by specifying a LOCATION, STATUS and WORK TYPE.

Each page of the list may be viewed by use of the FORWARD and BACK functions.

Several trouble tickets may be REFERRED/TRANSFERRED, DEMAND LOADED and UPDATED at a time, however, only one function may be performed at a time.

WORK CODES
Work codes DT, EM, IC, NT, SP, SS, ST and TR may be statused on the CCTTWL screen. The refer/transfer and demand load features are available with these work codes.