Cable Assist Handoff Tool (22 States)
Job Aid 12/20/2010

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Cable Assist Handoff Tool

What is it? The Cable Assist Handoff Tool (CAHT) is a web based tool that provides the CIM technician the ability to create a job for a cable repair dispatch. **The tool should be utilized for Specials Installation , Specials Trouble or POTS Installation** when defective facilities are identified and help from a cable qualified technician is necessary.

Web Based Application URL: https://cim.lno.att.com/tools/IR_handoff_tool.cfm

Why is it being implemented? The tool is being implemented to standardize the pair recovery process for 22 States within the NDC and LFO, assure appropriate MSOC earned time credit is provided for both technicians, and shorten the time necessary to resolve the facility problem.

What does the tool do? The tool is web based and will perform the following transactions in WFA/C & FORCE:

1. Captures initial technicians information regarding defective facilities including isolation information.
2. Performs handoff to WFA/C to be dispatched from FORCE for cable qualified technician dispatch as "PENDING" in the NDC.
3. Updates OSSLOG of both jobs (initial order/ticket and cable ticket) with detailed test information and records both technician's ID's and contact phone number.
4. (Future Enhancements) Provides reports including usage and compliance.

Key Terms used in this PP

- DPRO – Defective Pair Recovery Order

- CDP – Clear Defective Pair (Replaces DPRO)

- CDP Originator – DS1 Engineer or OSPE

- CSPC – Customer Service Provisioning Center

- CSDC – Customer Service Design Center

- CAHT – Cable Assist Handoff Tool

- GSA – Global Service Assurance Center

- FORCE – Dispatch Platform Replacement for WFADO

- NDC – Network Dispatch Center

- CIM – Core Installation and Maintenance

Cable Assist Handoff Tool: CIM Cable Tech Work FLow

- ✓ Cable Tech dispatches on a CAHT generated ticket (Identified by first 4 characters on trouble description)
- ✓ Cable Tech clears pair or finds alternative cable pair.
- ✓ Cable Tech actions:
  - ➢ Perform metallic tests on selected cable pair
  - ➢ Access CAHT and enter metallic test results URL on Slide 2
  - ➢ Add applicable notes/remarks concerning cable pair(s)
  - ➢ Cable tech is required to call with facility updates for LFACS/Tirks.
- ✓ Cable Tech CART tests circuit (**if CART testable**) or contacts Test Center (GSA/CSPC). Test results will be posted into OSSLOG
- ✓ Cable Tech closes the CAHT ticket with disposition and cause/trouble and analysis code corresponding to the trouble found/fixed.
- ✓ If Cable Tech has completed the pair recovery and the services for the Specials/POTS order have been provided, the Tech must select NO REDISPATCH needed within the tool to indicate that a return dispatch is not required. The tool will then un-jep the order and complete it.
  - ✓ Cable Tech should always document results in the CAHT. **If the Cable repair Tech does not document the results in the CAHT, an email will be automatically generated to the Tech, the manager and Area Manager indicating such.**
  - ✓ Documentation using CAHT of the repair, results in GOLDSTAR credit. This is only applicable if this is the last tech to complete a job against the order/ticket.

Cable Assist Handoff Tool: CIM Cable Tech Responsibilities (continued)

- ✓ If Cable Tech recovers pairs, but still requires a dispatch, the tech must select Need SS dispatch and the tool will un – jep the order and place it in a PLD status to be dispatched. **(Only available for Special Services as the cable tech is responsible for completing POTS orders if the initial installer fails to complete.)**
- ✓ If Cable Tech is unable to complete order/trouble ticket, a call to the NDC must be placed so that the order can be referred to Engineering.
- ✓ Cable Tech is required to utilize TFAS for facility updates for LFACS/TIRKS. If unable to access TFAS, call appropriate center for updates.
- ✓ If Cable Repair Tech is unable to clear pairs, trouble ticket will be closed with updates of repair efforts and a call to the CDP originator/ DS1 design engineer must be made. Eng. may need to initiate an undertaking.

Note: If CART/ATAS or metallic tests fail, cable pair cannot be used.

From the Core I&M Portal, select "Cable Assist Handoff Tool"
https://cim.lno.att.com/tools/IR_handoff_tool.cfm;
CAHT can also be accessed from CART

Select "Cable Repair Completing"

Choose job from Tech Work List

Select the Ticket/Order for Cable Assist Handoff Tool.
The system has detected you as IMS: - Center: - Tech EC: Click here to change Tech EC.

Select a WFA/DO Job To Process

Seq.	Jobid	CKL	Item	JobStat	Handling Code	JT

System unable to detect your IMS system, Center, and tech EC!

IMS: AL   CTR/IDS SYS: AKRONICC   JobID/EXTID: [   ]   CKL/WRID: [   ]   ITEM: 01

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Click Here to Cancel and Return to Cable Assist Handoff Tool.

The Cable Assist Handoff Tool will identify all jobs/tickets loaded to the tech, based on the technician's work list. The tech will choose the ticket and click continue to begin the process. If a ticket is not listed, the JobID /EXTID and CKL/WRID can be manually entered to locate the ticket. After selecting the correct dispatch center, click Continue to proceed.

DOLIST/Work List tool

Select the Ticket/Order for Cable Assist Handoff Tool.
The system has detected you as IMS: **imst5** - Center: **DLLSTXMCNDS** - Tech EC: **SH4** Click here to change Tech EC.

Select a WFA/DO Job To Process

	Seq.	Jobid	CKL	Item	JobStat	Handling Code	JT
○	0010	C793592DL	01	01	CMP	FW	IHSMXM
○	0020	C758295DL	01	01	CMP	SVY	IHSXXM
○	0029	N464088DLH	01	01	CMP	FW	IHSXXN
●	0039	C724637DL	02	01	DSP		IHSXXM
○	0040	C725373DL	02	01	PRE		IHSXXM
○	0050	C724962DL	02	01	PRE		IHSXXM
○	0060	C724703DL	02	01	PRE		IHSXXM
○	0070	N433137DL	01	01	PRE	SVY	IHSXXM
○	0080	N407907DL	01	01	PRE		IHSXXM
○	0090	P41H0403P02	01	01	PRE		IVSXXN
○	**IMS:** imst5	**CTR/IDS SYS:** DLLSTXMCNDS	**JobID/EXTID:**	**CKL/WRID:**	**ITEM:** 01		

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Cable Assist Handoff Tool: CIM Cable Tech Return Page

After the defective pairs are recovered, the cable repair tech will use the CAHT to positively report the recovery pair results. A snap shot of the return screen and instructions can be seen below.

- Dispatch Center and Ticket or Order number will be automatically populated
- Populate WC, Cable, and Pair
- **Choose from drop down menu if service was restored/installed.**
- Choose from drop down menu if cable was changed.
- Populate the metallic readings
- Select capacitive length
- Select if pairs are loaded
- Select if CART test was done
- Select if circuit was made normal
- Select if referral information provided was helpful to recover pairs
- Select if cable repair was needed for this Ticket.
- Populate trouble resolution

CAHT: CIM Cable Tech Return Page for SS Maintenance ticket

Dispatch Center	Southwest
Ticket or Order number	TL945453 - 11570591

Metalics # # # # # # # # #

WC: _____

Cable: _____

Pair: _____

Was service restored/installed: [Please Select. ▼]

Please Select.
Yes - No Redispatch needed.
No - Need SS tech to redispatch!

Was cable changed: [No ▼]

DC Readings:

  TR: _____ Volts

  TG: _____ Volts

  RG: _____ Volts

AC Readings:

  TR: _____ Volts

  TG: _____ Volts

  RG: _____ Volts

Notice:

#1: You have indicated that you have fully installed and turned up the SS ticket. This will result in an auto completion of the original handoff (#jobid#).

Please be sure this is accurate and CART testing has been completed. If it is not, then click "back to correct" to correct this answer.

Also you must still contact the appropriate center to assure all cable pairs are correct if the cable pair was changed!

#2: Notice you have indicated that you could not install / repair this special service circuit. The original job will be set to Pending Dispatch!

Tool Action

#1: Original Handoff will be auto-completed (only if it is in (PLD, JEP, PENDING, or JEOPARDY) status).

#2: Original Handoff will be set to PLD, or PENDING status (only if status is JEP or JEOPARDY).

CAHT: CIM Cable Tech Return Page for SS Provisioning ticket

Dispatch Center	Southwest
Ticket or Order number	KY033521 - 11570349

Metalics # # # # # # # #

WC: [ ]

Cable: [ ]

Pair: [ ]

Was service restored/installed: | Please Select. ▼ |

| Please Select. |
| Yes - No Redispatch needed. |
| No - Need SS tech to redispatch! |
| No - Cable trouble not cleared Referred to Engineering. |

Was cable changed: | No ▼ |

DC Readings:

TR: [ ] Volts

TG: [ ] Volts

RG: [ ] Volts

AC Readings:

TR: [ ] Volts

TG: [ ] Volts

RG: [ ] Volts

Insulation Resistance *(for Infinite enter 'Inf')*

Notice: #1: You have indicated that you have fully installed and turned up the SS order. This will result in an auto complete of the actual service order (#jobid#).

Please be sure this is accurate and CART testing has been completed. If it is not, then click "back to correct" to correct this answer.

Also you must still contact the appropriate center to assure all cable pairs are correct and the order is ready in SORD!

#2: Notice you have indicated that you could not install / repair this special service circuit. The original job will be set to Pending Dispatch!

#3: Notice you have indicated that the cable issue could not be resolved. You will need to follow regional procedures to actually notify the appropriate Organization for referral. This tool will not actually make a referral, you will need to contact them.

Tool Action: #1: Original Service Order will be auto-completed (only if it is in (PLD, JEP, PENDING, or JEOPARDY) status).

#2: Original Service Order will be set to PLD, or PENDING status (only if status is JEP or JEOPARDY).

#3: No Action Taken.

CAHT: CIM Cable Tech Return Page for POTS Provisioning ticket

| Dispatch Center | Southwest |
| Ticket or Order number | N900232SA - 11544677 |

########## Metalics ##########

WC: [   ]

Cable: [   ]

Pair: [   ]

Was service restored/installed: | Please Select.   ▼ |

Was cable changed: | No ▼ |

Please Select.
Yes - No Redispatch needed.
No - Need re dispatch due to No Access.
No - Cable trouble not cleared Referred to Engineering.

DC Readings:

TR: [   ] Volts

TG: [   ] Volts

RG: [   ] Volts

AC Readings:

TR: [   ] Volts

TG: [   ] Volts

RG: [   ] Volts

Notice: #1: You have indicated that you have fully installed and turned up the POTS order. This will result in an auto complete of the actual service order (#jobid#).

Please be sure this is accurate, and if it is not, then click "back to correct" to correct this answer.

Also you must still contact the MLAC to assure all cable pairs are correct and the order is ready in SORD!
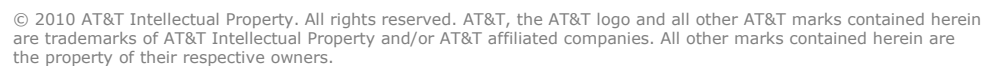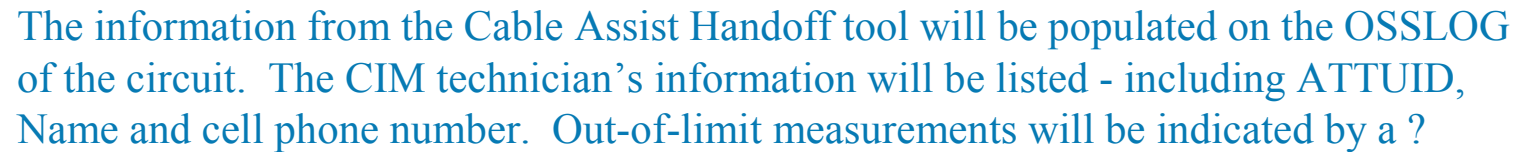
#2: Notice you have indicated that you could not turn this POTS service up due to No Customer Access, you are still required to contact Fields Assist to have a new Due Date negotiated with the customer!

#3: Notice you have indicated that the cable issue could not be resolved. You will need to follow regional procedures to actually notify the appropriate Organization for referral. This tool will not actually make a referral, you will need to contact them.

Tool Action #1: Original Service Order will be auto-completed (only if it is in (PLD, JEP, PENDING, or JEOPARDY status).

#2: No Action Taken.

#3: No Action Taken.

The information from the Cable Assist Handoff tool will be populated on the OSSLOG of the circuit. The CIM technician's information will be listed - including ATTUID, Name and cell phone number. Out-of-limit measurements will be indicated by a ?

Example: WFA/C Ticket to Clear Pairs for Specials Order

Note: Comment Referencing Service Order

CA Technician still needs to close job out through GCAS

Now that the information has been added to the Cable Assist Handoff Tool database, the technician will need to complete the job out through GCAS.

CAHT View of Ticket Status

Original Order   Original JT   New Ticket   New JT   Status of Ticket

Current pending Routine Tickets   All MOKA **Texas** Illinois Indiana Michigan Ohio Wisconsin East PAC North PAC South

Action	IMS	SS Tech	Date Requested	ORG. JOBID	JT	CA JOBID	JT	CA Tech	CA Status	CA Rtnd.	Status
View Log	imst5	rt5273	06/01/10 12:31	HOUWSTMCNDS - YR148470 - 01	MVSBXM	HOUWSTMCNDS - YR148470 - 02	MVFBXM			No	Successfully Built
View Log	imst5	bm4211	06/01/10 11:58	HOUESTMCNDS - TL917063 - 01	MHSZ9M	HOUESTMCNDS - TL917063 - 02	MHFZ9M		PSC - FJT	No	Successfully Built
View Log	imst5	vj3467	06/01/10 11:52	HOUESTMCNDS - C955565HO - 02	IHSXXM	HOUESTMCNDS - KY026059 - 01	MHFXIM		PLD -	No	Successfully Built
View Log	imst5	wc7632	06/01/10 11:40	CENTEXMCNDS - MY001866 - 01	MHSMXM	CENTEXMCNDS - MY001866 - 02	MHFMXM		PLD -	No	Successfully Built
View Log	imst5	jc0187	06/01/10 11:40	HOUWSTMCNDS - WX531556 - 01	MHSIXN	HOUWSTMCNDS - WX531556 - 02	MHFIXN	rh5239	DSP -	No	Successfully Built
View Log	imst5	ps6921	06/01/10 11:38	HOUESTMCNDS - TL916898 - 01	MHSTXM	HOUESTMCNDS - TL916898 - 02	MHFTXM	jl8583	DSP -	No	Successfully Built
View Log	imst5	cd7212	06/01/10 11:37	HOUESTMCNDS - YR148032 - 01	MHSMXM	HOUESTMCNDS - YR148032 - 02	MHFMXM	jp0863	DSP -	No	Successfully Built
View Log	imst5	ja2482	06/01/10 11:34	HOUESTMCNDS - YR148368 - 01	MHSBXM	HOUESTMCNDS - YR148368 - 02	MHFBXM	sh2846	DSP -	No	Successfully Built