

### **UTG BASICS**

Unified Test Graphical User Interface

http://utg.it.att.com/utg/

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### **UTG SOFTWARE DEPLOYMENT**

UTG SOFTWARE DOWN LOAD SCHEDULE CIM Communication June 10, 2011

WHO: CIM Technicians /Specials and Cable Repair and Managers
 WHAT: UTG Software will be deployed to IFD's and availability in GCAS for Circuit Testing via a software push by IT 06/16/2011
 WHERE: All Regions
 WHEN: Immediately
 WHY: UTG is the replacement for CART which will be turned down in the 1<sup>st</sup> Quarter 2012.

#### **PURPOSE**

This CIM Communication is being issued to share information on a "NEW" software deployment called UTG being delivered beginning **06/16/2011** to Technician IFD's and Manager PC's, and to advise that UTG is an available TESTING option in GCAS once the Software has been downloaded.

#### **DETAILS**

SE- after UTG Software deployment Training will be coordinated by Bob Barbatti and Eric Green to complete and deploy by 1<sup>st</sup> Week of July

**SW**- after UTG Software deployment Training will be coordinated by Red Ruiz and Mike Spear to complete and deploy by 1<sup>st</sup> Week of July

**MW**- after UTG Software deployment Training will be coordinated Michelle Marquess and Will Jaeger via TELECONFERENCE Calls to be conducted by Director level groups of Managers to begin Train the Trainer with Tech Training to complete by 1<sup>st</sup> week August. Calls to begin by 2<sup>nd</sup> week in July

**WEST**- after UTG Software deployment Training will be coordinated Robert Petschul and Will Jaeger via TELECONFERENCE Calls to be conducted by Director level groups of Managers to begin Train the Trainer with Tech Training to complete by 1<sup>st</sup> week August. Calls to begin by 2<sup>nd</sup> week in July



#### **Unified Test Graphical User Interface –** Please visit the Software Store and Down Load UTG if not downloaded by a IT PUSH/Download.

http://softwarestore.sbc.com/

AT&T <u>Unified Test Graphical</u> 1.1.0 <u>User Interface</u> 1.1.0	Win7 Vista XP	YES	Unified Test Graphical User Interface (UTG) is a single end-to- end testing GUI for all services supported within the Global Service Assurance Customer Maintenance Centers(GSA- CMC)and the Global Service Delivery Customer Service Provisioning Centers (CSPC).
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Direct Desk top support for UTG Down Load Issues - 800-303-0903



### **UTG OVERVIEW**

•Unified Test GUI (UTG) is the single end-to-end testing GUI for all services supported within the Global Service Assurance Customer Maintenance Centers (GSA- CMC) and the Global Service Delivery Customer Service Provisioning Centers (CSPC)

•UTG supports all present CART Testing functions (Provisioning PTD and Maintenance) and links to these additional Screens:

•Posting Completions

- •TFAS
- •Cable Handoff Tool
- •GoldStar
- •FA Contact
- •HDSL Span Stats
- •WFA Viewer Screens

•UTG will eventually replace CART as we know it today.
•A Path Link to the UTG HOME PAGE gives more details on the UTG functionality. <a href="http://utg.it.att.com/utg/">http://utg.it.att.com/utg/</a>



## If you are requested to place a PASSWORD, your ATT GLOBAL LOGIN is input

Access to UTG will be via AT&T Global Login. All users can open the GUI directly or <u>smart jump</u> to the GUI from another system. On manual startup, the user is presented with a login screen. If UTG was loaded via <u>smart jump</u>, it bypasses the login screen.

The Login screen will present two ways of accessing UTG: (1)through his AT&T Global Logon **Password** or (2)through his **SecureID Token** 

#### via PASSWORD

•provide ATTUID and Global Logon Password

#### via SecureID TOKEN

•If you're using a **Hardware Token** you will need to provide your *ATTUID*, 4 to 6 character *Token PIN*, and *Token Display*. Token Display is the numeric value displayed in the window of your token.

•If you're using a **Software Token** you will only need to type-in your *ATTUID* and *Passcode*. Passcode is the numeric value displayed in the window of your soft token.

🚱 Unified Test Graphical	User Interface	×
Please enter yo	ur AT&T Global Logon Password.	
Passwor	rd 🔷 SecureID Token	
Forgot passw	ord OR Need new password?	
ATT UID:	ab1234	
Password:		
Conne	ct Exit	

👎 Unified Test Graphical User Interface	
Enter your AT&T UserID and SecureID F	Pin, or Software Token.
Password     SecureID     Forgot password OR Need new	Token password?
ATT UID: ab1234	
Token Pin:	
Token Display:	
Or	
Passcode:	(Software Token)
Connect E>	kit l



# While on a TICKET or CLO Using GCAS you will select TEST TAB and then CLICK "UTG"

🏉 http://gc	as02.web.att	.com/wps/themes/html/0	GCAS1/prod/my	GcasProdS	W.jsp?ocname	=swbt - Microsoft Intern	et Explorer provided	l by AT&			×
e	Sloba	l Craft Acc	ess Sy	/ster	n				@Thu Ju G(	n 30 11:1: CASWEB_	wj3911 ▲ 3:11 CDT 2011 1106_SW_1.0 Log.Ωut
<u>H</u> ome	Jobs	Dispatch Details	Job <u>I</u> nfo	<u>T</u> est	LFACS	SWITCH/MARCH	WORD DOC	Tim <u>e</u>	M <u>a</u> terial	Sales	& <u>B</u> illing
MIS <u>C</u>											
MLT/To	<u>n</u> e										
Click	on the Tit	le bar to Open									
CA <u>R</u> T											
Click	on the Tit	le bar to Open				_					
<u></u>										<b>\$</b>	<b>3</b>
Cick	on the Tit	portlet									
Broad B	Band Tool	(BBT) Test									
Click	on the Tit	le bar to Open									
										<i></i>	-
GCASWeb Po	ortal - Transa	iction Name: Test Total ti	me: 0.107 Secs				💺 Local intranet   P	rotected Mo	de: Off	<u></u>	💐 100% 🔻 🖽



# Using GCAS the TICKET or CLO you are dispatched on will auto populate in the BOX below, then select Access UTG.

🏉 http://gca	as02.web.att		GCAS1/prod/my	GcasProdS	W.jsp?ocname	e=swbt - Microsoft Intern	et Explorer provideo	d by AT&			_ <b>_</b> ×
e G	loba	I Craft Acc	ess Sj	/ster	n				@Thu Ju Gl	in 30 11:11 CASWEB_1	wj3911 🔺 :23 CDT 2011 106_SW_1.0 Log Out
<u>H</u> ome	Jobs	Dispatch Details	Job <u>I</u> nfo	Test	LFACS	SWITCH/MARCH	WORD DOC	Tim <u>e</u>	M <u>a</u> terial	Sales &	k <u>B</u> illing
MIS <u>C</u>											
MLT/To	<u>n</u> e an tha Til	the her to Onen									
CIICK	m uie m	le bar to Open									
CART Click c	on the Tit	tle bar to Open									
											2
						1					2
Ticket/		)01569 v	/ Acr	cess UTG			]				
After all	owing tost	to rup, places raview O				1					
for test	results.	to full, please feview O	33200								
Res ed R											
Click	on the Til	tle bar to Open									
CCASH-L D	atal Tas	North North Toront					- I I		1 0#		÷
GCASWeb Po	irtai - Transa	iction Name: utg Total tir	ne: 0.978 Secs				Local intranet   P	rotected Mo	de: Off	×# *	4 100 /8 ·



#### Tech will place either the Service Order CLO or Trouble Ticket or from GCAS this will auto populate. Then select the region you are working in. (IMST5.etc) and select Submit

🚱 UTG ( 2.3.4 )		
File Options Links Non-Inv Tests Help		
▼ WFA CLO SAC269209001 IMST5 - TX ▼	Submit 🕐	
New		
Status Test Session Id: WJ39113523901306261457	Circuit Info:	
2011/05/24 13:24:15 - Connected	Active Requests	
Connected Profile Loaded		



## The Circuit will draw the view based off the WORD DOC DESIGN

🕐 UTG ( 2.3.7 )	
File Options Links Scripts Non-Inv Tests WFA Viewer LFO-OUT (DS1) LFO OUT	FORMS Reports Semiauto Help
✓ WFA Ticket YE001569     APNSDSS - ▼	Reload 🕜
13/HCGS/677180 /PT YE001569	
PSDNCA12 PSDNCA11 PSDNCA52	
A * = Assumed Equipment Z	
S13/HCGS/677180 /PT	
Remarks Test Session Id: WJ3911184664130944 Circuit I	nfo:
2011/06/30 10:11:57 - Connected 10:12:00 - Requesting WFA Ticket YE001569 - APNSDSS Last Ck Last Ck Last Tic - Reso Spare S Spare S	ID       13/HCGS/677180 /PT         Type       Digital High Capacity 1.544 MB/s         ame       IATX**AT&T-COMMUNICA         b       LAS924301001 ACT: A IE: 083007         cket       YE001569 CLD:         lution       NONE         Span A       NONE         Requests       Requests
Connected Done	



#### For MAINTENANCE Select Maintenance Full NI to do your FINAL Test

🕐 UTG ( 2.3.7 )	
File Options Links Scripts Non-Inv Tests WFA Viewer LFO-OU	T (PS1) LFO OUT FORMS Reports Semiauto Help
✓ WFA Ticket YE001569     APNSDSS - Qui	ick NI Reload ?
PSDNCA12 PSDNCA11 PSDNC Qui	ick CSU
	Perform a Full NI Test on the circuit
	D Without IW ST PATTERN - STRWY ST PATTERN - LOOP
FAI	R END TEST DOUT UTILIZATION
A * = Assumed Equipment	Z
S13/HCGS/677180 /PT	
Remarks Test Session Id: WJ3911184664	4130944 Circuit Info:
2011/06/30 10:11:57 - Connected 10:12:00 - Requesting WFA Ticket YE001569 - APNSDSS	Circuit ID       13/HCGS/677180       /PT         Circuit Type       Digital High Capacity 1.544 MB/s         Cust. Name       IATX**AT&T-COMMUNICA         Last Clo       LAS924301001 ACT: A IE: 083007         Last Ticket       YE001569 CLD:         - Resolution       Spare Span A         NONE       NONE         Active Requests       Active Requests
Connected 📃 Load Done	



# Test results will appear in the box as indicated below. You are looking for a (S) for LOOP and ALL (0's) on the 4- TESTS that are run.





## Test results will also automatically be placed in the OSSLOG-WFAC

Cosslog (Ye001569 - Apnsdss)	
File Command Circuit Info	
COMMAND D WFAC: WORK LOG (OSSLOG) /FOR	11 Pages
GO TO PAGE         PRINTER         1 N PAGE         0001         06/30/11 08:42 PDT           TRK/TR# YE001569         CKT S 13/HCGS/677180         /PT         06/30/11 08:42 PDT	Ticket/CL0
VIEW ALL DISPLAY A CTR NTNLHUB2NSA ORD	Befert
DATE TIME ID FCT EVNT ACTIVITY DESCRIPTION	Herresh
	OWDDOC
06/30/11 0840 TAS FLE>> UTG RESULTS <<	Search Log
FRAMING = ESF LNCD = B8ZS	Print Log
ACCESSED: PSDNCA11K05 124-22 SHW-CD TD3 1-01 INTERFACE 1 DS1 1-11 INTERFACE 1	Print Page
06/30/11 0840 TAS FLE ******* MONITOR RESULTS ********	
==>ALL_ONES A	
LPBK QRSS 1N8 ALL1 ALLO CUST	
MU/HRU S 0 0 0 -	
USED LINE CODE OF B82S	
06/30/11 0826 TAS FLE ->> UTG(Z END)MAINT FULL NI BY WJ3911 <<-	Exit
06/30/11 0812 TAS FLE UTG TEST SESSION INITIATED BY WJ3911	
FOR DETAIL SEE HTTP://UTG_IT_ATT_COM/T/WI39111846641309446719	



#### SELECT PULL DOWN @ the TOP- LFO OUT FORMS and select POST MAINTENANCE COMPLETION

😭 UT(5 ( 2.3.7 )	_				
File Options Links Scripts Non-Inv Tests WFA Viewer LFO-OUT (DS1)	LFO	OUT FORMS Re	ports Semiauto	o Help	
✓ WFA Ticket YE001569     APNSDSS		Installation Comp	pletion Informati	on	
13/HCGS/677180 /PT YE001569	>	Repair Completio	on Information		
PSDNCA12 PSDNCA11 PSDNCA52		Post Maintenanc	e Completion Inf	formation	
K05					
POP DCS HLU HRU CSU*		HUSL			
		Create FA Contac	ct		
		Update FA Conta	ct		
		TFAS			
A * = Assumed Equipment 2	z	Goldstar			
S13/HCGS/677180 /PT		Cable Assist User			
Remarks Test Session Id: WJ3911184664130944		Cable Assist Hand			
<pre>10:12:00 - Requesting WFA Ticket YE001569 - APNSDSS 10:26:55 - Sending: Maintenance Full NI to system ATAS Maintenance Full NI Initiated! -&gt;&gt; UTG(Z END)MAINT FULL NI BY WJ3911 &lt;&lt;- ***********************************</pre>	Circu Cust. Last - Re: Span Span	e Requests	Digital High Capadi IATX**AT&T-COM AS924301001 AC YE001569 CLD: YONE NONE	ty 1.544 MB/s MUNICA T: A IE: 0830	
Connected Maintenance Full NI: ->> UTG(Z END)MAINT FULL NI BY WJ3911	<<- ****	*** MONITOR RESUL	.TS **		



### You MUST verify the DIRECTION . If the Customer is @ the (A-END) select CANCEL to bring up the (A-END) Mask or OK to continue to the default (Z-END)





REPAIR COMPLETION INFOR		
	Post Repair Information(OSSLOG)	
Technician ATTUID: W1391	1 CIRCUIT ID: 13/HCCS/677180 /PT	
CLO: YE001569	DIRECTION: Z	
LCON	JOhn DOE-ATT	
LCON Tel #	713 - 555 - 5555 <b>Ext</b>	
Does Extended wire	e Exist? C Yes 🙆 No	
Extended Wiring Lo	acation 32 Characters Max	
	RJ48C	
Hand-Off Jack Type	(The jack type the customer will be connecting to)	
Demarc Z END	004	
mount/slot		
labled at		
labled at the Demarc?	HDSL4 Readings CKL 2 No Repeater 0 to 35dB	
labled at the Demarc? Single Repeater Dual Repeater	HDSL4 Readings CKL 2 No Repeater 0 to 35dB 0 to 35dB (to repeater) Single Repeater 0 to 31dB (repeater to remote) 0 to 35dB (to repeater) Dual Repeater 0 to 31dB (repeater to remote) Single to Neice Maxim (MA). Minimum 6	
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AMI/B8ZS ? AMI C B8Z HDSL Card Reading at Cust AML Signal level Z END	HDSL4 Readings CKL 2 No Repeater 0 to 35dB 0 to 35dB (to repeater) Single Repeater 0 to 31dB (repeater to remote) 0 to 35dB (to repeater) Dual Repeater 0 to 31dB (repeater to remote) Signal to Noise Margin(MA): Minimum 6 CO REM LP1/LP2 LP1/LP2 PA = 13 / 13 13 / 13 MA = 17 / 17 17 / 17 zs • tomer Premises0 to -7.5dBNote: (0dB may be as high as +1.6dB)	
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labled at the Demarc? Single Repeater Dual Repeater Dual Repeater B8Z HDSL Card Reading at Cust AML Signal level Z END = dB-DSX NI Locally Powered? Yes Properly Grounded? Yes	HDSL4 Readings CKL 2 No Repeater 0 to 35dB 0 to 35dB (to repeater) Single Repeater 0 to 31dB (repeater to remote) 0 to 35dB (to repeater) Dual Repeater 0 to 31dB (repeater to remote) Signal to Noise Margin(MA): Minimum 6 CO REM LP1/LP2 LP1/LP2 PA = 13 / 13 13 / 13 MA = 17 / 17 17 / 17 rs tomer Premises0 to -7.5dBNote: (0dB may be as high as +1.6dB)	
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You must populate all required fields then @ the BOTTOM press POST REPAIR INFO

After POSTING jump back to GCAS to continue your CLOSE OUT information



### **Using UTG for Provisioning**

Using UTG for Provisioning is much the same as what was just covered for Maintenance "Maintenance Full NI"

The exception is you need to run a different TEST when all work has been done and you are ready to begin to close. The Tests are :

•PTD With IW •PTD Without IW



#### **LFO-OUT (DS1)** has a drop down to select the correct Test to run. **LFO OUT FORMS** allows the Tech to select the correct Forms for Completion/Jeopardy input/TFAS /GoldStar / HDSL / and Cable Handoff direct link





#### Once a successful Test is Verified in the OSSLOG use the LFO OUT FORMS to select Installation Completion Information





### You MUST verify the DIRECTION . If the Customer is @ the (A-END) select CANCEL to bring up the (A-END) Mask or OK to continue to the default (Z-END)





### The default is the (Z-END). To complete an ITEM for the (A-END), when you select CANCEL on the box provided a Correct MASK will

Evolutor provided by AT8/T



appear

🗳 LITG - Mice

Completion Information(OSSCN/OSSLOG)   Technician ATTUID: WJ3911 CIRCUIT ID: 97/HCCS/908193 /5W CLO: OKS280154001 DIRECTION: A LCON LCON Tell #Ext	Completion Information(OSSCN/OSSLOG)		
Technician ATTUID: WJ3911 CIRCUIT ID: 97/HCCS/908193 /SW CLO: OK5280154001 DIRECTION: A LCON LCON Tel # Extended wire? Yes No Reason for Not Extending Wire If Other, Enter Reason Extended Wiring Location Hand-Off Jack Type (The jack type the customer will be connecting to) Demarc A END Demarc Location mount/slot South-WEST IXC Attices of the set	Technician ATTUID: WJ3911 CIRCUIT ID: 97/HCCS/908193 /SW   CLO: OK5280154001   DIRECTION: A   LCON   LCON   LCON Tel #   Extended wire?   Yes   No   Reason for Not Extending Wire   If Other, Enter Reason   32 Characters Max   Extended Wiring Location   Hand-Off Jack Type   (The jack type the customer will be connecting to)   Demarc A END Demarc Location mount/slot Socation SouTHWEST IXC AMI/B82S ? AMI B82S Non-HDSL Copper Facilities0 to 16.5d8 AMI Signal level A END South Stoce and Bothers In milliamps, must be 60ma +/-3ma. NON-HDSL SPAN CURRENT South Stoce and Bothers In milliamps, must be 60ma +/-3ma. NON-HDSL SPAN CURRENT South Stoce and Bothers II may an	Со	mpletion Information(OSSCN/OSSLOG)
LCON LCON Tel # - Ext Extended wire? Ves No Reason for Not Extending Wire If Other, Enter Reason S2 Characters Max Extended Wiring Location Back Type (The jack type the customer will be connecting to) Demarc A END Demarc Location mount/slot SouTHWEST IXC IXC IXC AMI/B82S ? AMI B82S Moint DSL SouTHWEST IXC AMI/B82S ? AMI B82S Moint Signal level A END = dB-DSX NON-HDSL SPAN CURRENT Signested Level: 0.6 VDC +/-0.03 volts to equal 60ma.1f measurement taken in milliamps, must be 60ma +/-3ma. NON-HDSL SPAN CURRENT Signested Level: 0.6 VDC +/-0.03 volts to equal 60ma.1f measurement taken in milliamps, must be 60ma +/-3ma. NON-HDSL SPAN CURRENT Signested Level: 0.6 VDC +/-0.03 volts to equal 60ma.1f measurement taken in milliamps, must be 60ma +/-3ma. NON-HDSL SPAN CURRENT Signested Level: 0.6 VDC +/-0.03 volts to equal 60ma.1f measurement taken in milliamps, must be 60ma +/-3ma. NON-HDSL SPAN CURRENT Signested Level: 0.6 VDC +/-0.03 volts to equal 60ma.1f measurement taken in milliamps, must be 60ma +/-3ma. NON-HDSL SPAN CURRENT Signested Level: 0.6 VDC +/-0.03 volts to equal 60ma.1f measurement taken in milliamps, must be 60ma +/-3ma. NON-HDSL SPAN CURRENT Signested Level: 0.6 VDC +/-0.03 volts to equal 60ma.1f measurement taken in milliamps, must be 60ma +/-3ma. NON-HDSL SPAN CURRENT A END = MA Add comment: *230 characters MAX (Note - The test should include any extended wiring to a test set acting as the CSU) Post Complete Clear	LCON LCON Tel # • • Ext Extended wire? • • Ext Extended wire? • • • Ext If Other, Enter Reason • 32 Characters Max Extended Wiring Location 32 Characters Max Extended Wiring Location 32 Characters Max Hand-Off Jack Type • • • • • • • • • • • • • • • • • • •	Technician ATTUID: WJ3911 CI CLO: OKS280154001 DI	RCUIT ID: 97/HCG5/908193 /SW
LCON Tel # Extended wire? Yes No Reason for Not Extending Wire 32 Characters Max Extended Wiring Location 32 Characters Max Extended Wiring Location 32 Characters Max Hand-Off Jack Type	LCON Tel #	LCON	
Extended wire? Ves No Reason for Not Extending Wire If Other, Enter Reason 32 Characters Max Extended Wiring Location 32 Characters Max Hand-Off Jack Type (The jack type the customer will be connecting to) Demarc A END Demarc Location mount/slot Lis the Demarc? AKID Demarc Location mount/slot SouTHWEST IXC AMI/B8ZS ? AMI B8ZS Non-HDSL Soper Facilities0 to 16.5d8 AMI Signal level A END = de-DSX NON-HDSL SPAN CURRENT Suggested Level O (NO CHOS) SPAN CURRENT Suggested Level AMI Signal Revered? Yes No Add comment: *250 characters MAX (Note - The test should include any extended wiring to a test set acting as the CSU) Post Complete Clear	Extended wire?   Yes   No   Reason for Not Extending Wire   If Other, Enter Reason   32 Characters Max   Extended Wiring Location   Hand-Off Jack Type   (The jack type the customer will be connecting to)      Control of the second seco	LCON Tel #	- Ext
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## **LFO-OUT FORM-** Once the Form is selected Fill in all appropriate Information and CLICK the POST COMPLETE at the bottom

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LCON Tel #	713 - 5	555 - 5555 Ext			
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Reason for Not	Extending Wire			-	
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#### If a Provisioning ITEM cannot be completed due to a Jeopardy issue the Tech must go to the LFO OUT FORMS>Post Jeopardy

🚱 UTG ( 2.3.8 )	
File Options Links Scripts Non-Inv Tests WFA Viewer LFO-OUT (DS1)	RMS Reports Semiauto Help
Region Install	tion Completion Information
Repair	Completion Information
OKS280154001	opardy
OKCYOKCE HDS DE	Place a Jeopardy on an Order/CLO
ADA-OKMAK31 Create	FA Contact
KA3 K31 TEAS	
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A	Z
S97/HCGS/908193 /SW	
Remarks Test Session Id: WJ39116555821314797373	Circuit Info:
2011/08/31 08:29:09 - Connected 08:29:52 - Requesting WFB CLO 0K5280154001 - IMSC5	Circuit ID 97/HCGS/908193 /SW
	Cust. Name ATX/GLOBAL-TEL-LINK-
	Last Clo OKS280154001 ACT: R IE: ■
	Resolution     FACILITY CABLE - CUT - COPPER
	Spare Span A NONE
	Active Requests
Connected 🗐 Load Done	



# **LFO OUT FORMS** allows the Tech to also select the correct Forms for Jeopardy input. Displayed is the Service Order Jeopardy Mask

EFO JEP FORM - Microsoft Internet Explorer provided	by AT&T
POST JEOPARDY TO WFA/C Technician ATTUID: WJ3911 CIRCUIT ID: MS01 /T1N CLO: SAC269209001 DIRECTION: Z	MSZ /SNAATXNC /SNANTXGE
<ul> <li>Building - room not ready (C-01)</li> </ul>	C NCTE Problem (H-31)
Central Office Wiring Problems (T-40)	No Local Copper Facilities (B-18)
CO Equipment not Available (T-34)	Plug-in Problems, Inside or Outside (H-34)
Customer Power Problems (C-42)	Outside Wiring Problems (H-40)
Customer refused or was not aware (C-38)	No access or local contact not available (C-03)
Incorrect Work Document Distribution (Q-07)	O Workload(H-33)
C LCON Not Ready for Circuit (C-38)	C LCON Not Available (C-03)
Inside Plug-in Problems (T-34)	C Local Facility Defective or Incompatible (N-24)
Other	
Complete Databa	ase of Jeopardy Codes omment:
JEOPARDY	The second
Post JEOPAR	2DY Clear



#### To refer a TICKET or ORDER to Cable Repair the LFO OUT FORMS>Cable Assist Handoff Tool allows the Tech to correctly begin the process.

🚱 UTG ( 2.3.8 )	
File Options Links Scripts Non-Inv Tests WFA Viewer LFO-OUT (DS1)	[LFO OUT FORMS] Reports Semiauto Help
	Installation Completion Information Repair Completion Information
OKS280154001	HDSL Create FA Contact Update FA Contact TFAS Goldstar Cable Assist Handoff Tool Testing Tools Web Opens Core I&M Portal
Α	Z
\$97/HCGS/908193 /SW	
Remarks Test Session Id: WJ3911655582131479	7373 Circuit Info:
2011/08/31 08:29:09 - Connected 08:29:52 - Requesting WFA CLO OKS280154001 - IMSC5	Circuit ID       97/HCGS/908193       /SW         Circuit Type       Digital High Capacity 1.544 MB/s         Cust. Name       ATX/GLOBAL-TEL-LINK-         Last Clo       OKS280154001 ACT: R IE:         Last Ticket       PA008793 CLD: 032311         - Resolution       FACILITY CABLE - CUT - COPPER         Spare Span A       NONE         Scare Scan 7       MS1 /T1MS2 /ATOKOKBOW00/ATOKOK         K       III
Connected 🗐 Load Done	



# **To refer a TICKET or ORDER to Cable Repair** the **LFO OUT FORMS** allows the Tech to select the correct Entry Form for the Cable Handoff Tool.

🍯 Cable Assist Handoff Tool - Menu	u - Microsoff	t Intern	net Explorer p	provided by AT	&T							
🔾 🔾 🗢 🗲 https://cim.lno.at	tt.com/tools	/IR_har	ndoff_tool.cf	m				🝷 🔒 😽 🗙	S! Yah	oo! Search		
File Edit View Favorites 1	ools Help	<b>,</b>									×	🛄 Snagit 🗮
🚖 Favorites 🛛 👍 💋 Add to	tSpace Book	marks	Adobe	Captivate 4 Cre	eate 🔊 American Messaging	- W AP	EX 🔊 Apptricity 🄊	AT&T - Employee	At Ho	AT&T Co	orporate D	esktop
	New Tab			lome 🚝		Workli	Cable Assist X		-	📥 👻 Pag	e <del>▼</del> Safet	v 👻 Tools 👻 🔞
and a software	NEW TAD		G TEASET			WOIK EL		1 1 1 1	,			,
😂 at&t 🛛 Cabl	e Assi	ist F	Handot	ff Tool								
I&M Organization Websites 👻	Partner Site	es 👻	Feedback	✓ Links ✓	William A's Links 👻						U	ser: William A Jaeger
Hide Sidebar	Core I &	M	Southeast	Midwest Sou	uthwest West Centers R	egulatory C	ommunications MOS	F NetOps				
Search	Menu											
	Contact Lis	st (Help	) Cable Test	ing Jobaid SS C	Cable Assist Jobaid Cable Tech Job	aid Cable Ted	CART Jobaid POTS In	staller Jobaid				
	Refer Jo	ob to C	able Repair	Refe	er Original Job to SS	Cable Repai	Completing	Maintain Notice	Profiles			
	Showi	ng Pe	nding Tick	ets Sho	w Completed Tickets	Show Errors		Cable Assist R	ecord Sea	arch		
	Reports				-							
Reports & Results	Show C	A Cor	mpliance Re	port		POTS JEP F	Report	SS JEP Report				
CART Results	Service	Туре	All POTS	Special Service	S							
CART Admin												
Cross Functional	Current	Cable	Assist Jobs	All Southw	vest All MOKA Texas Midwe	st West So	utheast					
CIM Daily Key Metrics - Current Month	Action	IMS	ORG. Tech	Date Requested	ORG. JOBID	ORG. JT	CA JOBID	TE AD	CA Tech	CA Status	CA Rtnd.	Status
CIM Daily Key Metrics - Previous Month	View Log	imst5	jg369a	05/24/11 14:21	Southwest - C723593DL - 15387852	IAHAMC	Southwest - KY043771 15674311	- MHFXI			No	Successfully Built
Clocks     Clocks Action Report	View	imst5	sg8221	05/24/11 14:18	3 Southwest - C921034SA - 15531941	IAHAWC	Southwest - KY043770 15674166	MHFXI			No	Successfully Built
Daily Hours & OT Detail	View	imst5	ca3277	05/24/11 14:16	Southwest - N584717SA -	IBEXIOX	Southwest - PX4JCA54	- MRFXD			No	Successfully
Daily OT vs. Budget Daily Load Summary	View	imst5	rc7257	05/24/11 14:16	Southwest - N483521HO - 15399756	IREXIOX	Southwest - PX4JCA53	- MRFXD			No	Successfully
Excessive U-verse	View	imst5	bc2912	05/24/11 14:16	Southwest - XB020860 -	MAHXWM	Southwest - XB020860	-			No	Successfully Built
Force/Load Status	View	imst5	fa5714	05/24/11 14:13	3 Southwest - PZ088530 -	MS 1XXI	Southwest - PZ088530	- MS1XXI			No	Successfully
Headcount Pending Chronics	View	imst5	mt4465	05/24/11 14:01	1 Southwest - N592554SA -	IREXAOX	Southwest - TL984697	MRFXD		PENDING	No	Successfully
Pending Repeats (Moved)     Wealth: Vehause Repeats	View	imst5	mr 1907	05/24/11 13:57	Southwest - C9014195A -	IAHAXX	Southwest - KY043769	- MHFXD		PENDING	No	Successfully
Weekend OT Forecast	View	imst5	tw6251	05/24/11 13:56	Southwest - PZ098357 -	MAHXXM	Southwest - PZ098357	- MHEXXM		PENDING	No	Successfully
Cable Outage Tracking System	View	imst5	jc3600	05/24/11 13:38	Southwest - C888549SA -	IAHAWC	Southwest - KY043768	- MHFXD	eg7315	ASSIGN	No	Successfully
Productive Dispatch IN     Productive Dispatch O	View	imst5	kp201a	05/24/11 13:37	7 Southwest - N498848HO -	IRND	Southwest - TL984693	MRFXD		PENDING	No	Successfully
a Froductive Dispater OUT							· · · · · · · · · · · · · · · · · · ·					
Six Sigma Reports	View				Southwest - NH014097 -		Southwest - NH014097	-				Successfully



## **WFA VIEWER** allows the Tech to access all needed WFA screens used today.





#### Technicians also have access to PM Retrievals for AWP/TA3000/RHTAS Retrievals, DCS and SONET PM Retrievals, and additional tests as needed. All results when the item is selected post to the OSSLOG

🎦 UTG ( 2.3.7 )		-			
File Options Links Scripts Non-Inv Tests WFA Viewer LFO-OUT (DS1)	LFO OUT FORMS	Reports	Semiauto	Help	E
✓ WFA CLO DLC171636001     Region     IMST5 - TX ▼		D	Menu for	Semiauto Testing	1
13/HCGS/677180 /PT YE001569 107 /T1ZF /DLLSTXADDC0/DLLSTXTLWCP DLC68	32446001		Circu	iit Monitor	
DLLSTXDS			Hans	el Test	
	LNCSTXIN		Main	tenance Test	
X01			FCD	Provisioning Test	
		CSU*	Due I	Date Test (CSU)	
			Duel	Date Test (MU)	
				Mapping	
		~	DCS	PM Retrieval <	
Δ * = Assumed Equipment		-	HDSL	. Powerdown	
CMS01 /T1MSZ /DLLSTXDS /LNCSTXIN			Spare	e Span	
Remarks Test Session Id: WJ391139761413094583	Gircuit Info:		TIRKS	S Available Pair Lool	kup
CKTID: MS01 /T1MSZ /DLLSTXDS /LNCSTXIN			📏 FDL F	ault Isolate	
ACCESSED: DLLSTXDSX01 02-020	Last Clo		FDL F	Retrieval	1
13:39:51 - Sending: AWP Retrieval to system ATAS Submitting SemiAuto AWP Retrieval. Notification: None.	Last Ticket		AWP	Retrieval	
Results will be posted to the OSSLOG on DLC682446001.	Spare Span	A	SONE	ET Testing	
>> SEMI AWP Data Retrieval ANALYSIS << -> MU/HRU LOOPBACK FAILURE 2 @ DLLSTXDSX01	Spare Span	2	Fram	e Relay Testing	
>> SEMI Z END AWP Data Retrieval RESULTS <<			INC 1	Testing	
****NON-INTRUSIVE TEST RESULTS (TA3000) - Z END*** NE CONNECT FAILURE	E Active Reque	ests	IOT		
>> SEMI Z END AWP Data Retrieval BY WJ3911 <<			FCD	Completion Test	
	-		Flex 1	Test	
Connected AWP Retrieval:>> SEMIAWP Data Retrieval ANALYSIS <<>	MU/HRU LOOPBACK	K FAILURE	Reser	nd OWDDOC	



### View of TA3000 select Span Stat Retrieval. Stats show in UTG and OSSLOG of TICKET





#### Technicians also have access to RHTAS PM retrievals if the OFFICE is set up for RHTAS. All results when the item is selected post to the OSSLOG







