Introduction to Virtual Front Office (VFO)

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Agenda

Overview of Virtual Front Office (VFO)

Objectives

Questions

What is VFO?

- Gateway between service/network providers
- Accessible via a web-based GUI
- Flexible and automatic validation of local service requests
- Stores and management of all service requests submitted and subsequent notifications received (i.e. FOC, Clarifications, DLR, PCN, BCN, and Completions)
- Secure and efficient business interactions between the companies

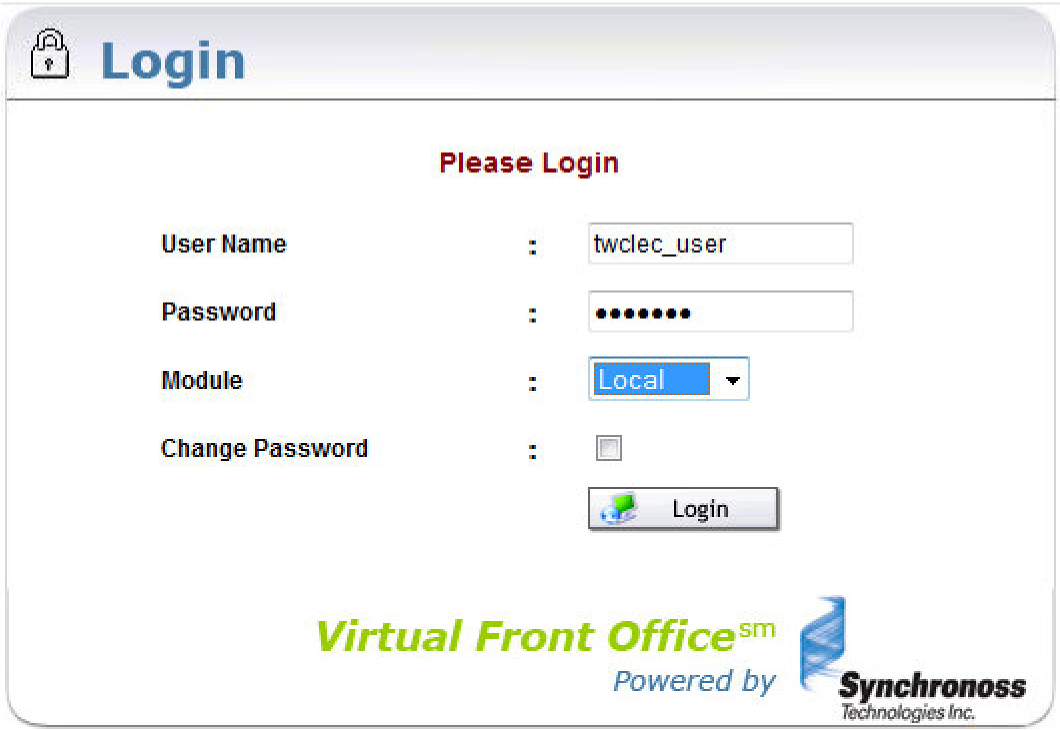
Objectives

- Log Into VFO
- Exit VFO
- Navigate the VFO System
    - Filter the Order List
    - Search for and View Orders
    - View Order History
- Create New Order
- Supplement Order
- Void Order
- Inactive/Activate Order
- Simple Port
- Administration Section

Log Into VFO

Step 1: Go to website: https://vfoprod-twt.activationnow.com/

Step 2: Type “User Name”, “Password”, Select “Module” = “Local”, then Click “Login”

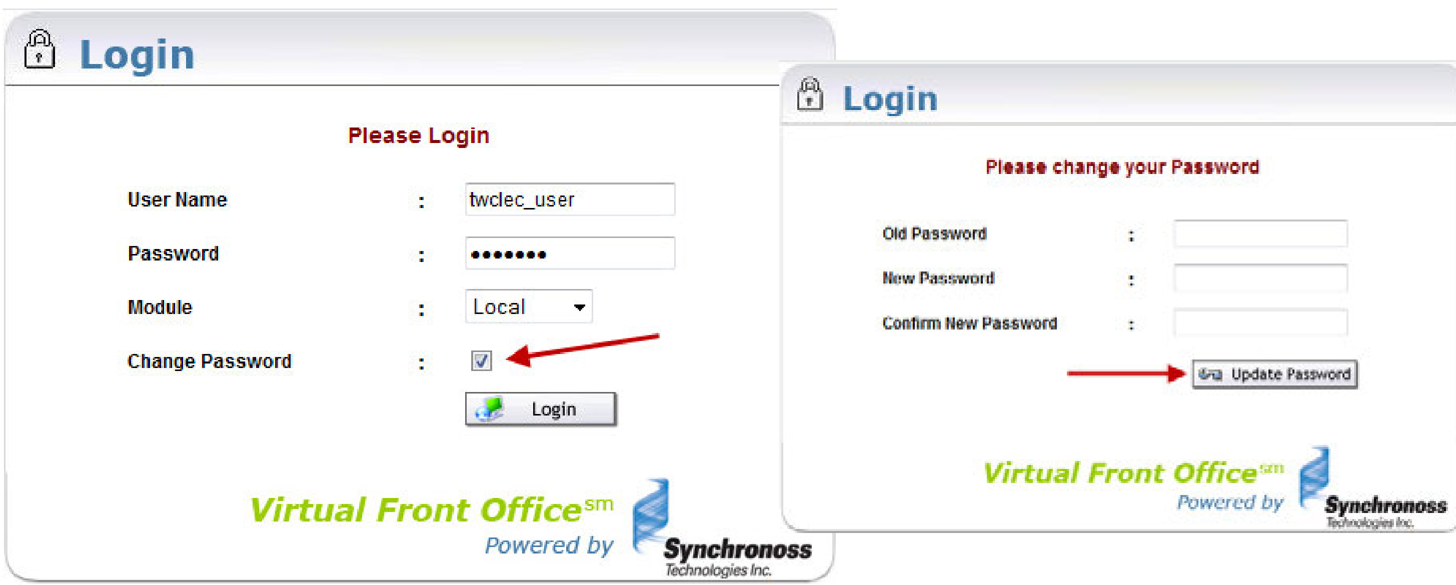


Change Password

Step 1: Type “User Name”, “Password”, Select “Module” = “Local”, Click “Change Password”, then Click “Login”.

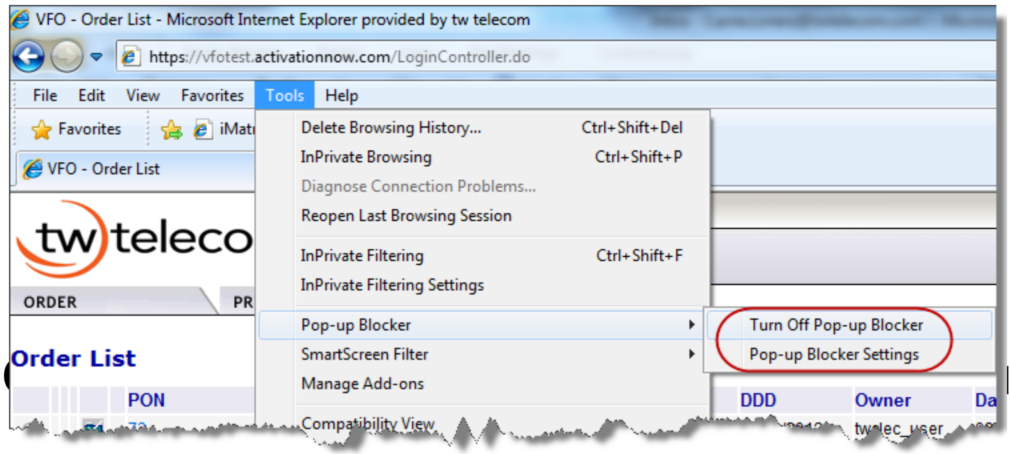
Step 2: Enter “Old Password”, “New Password”, “Confirm New Password”, then Click “Update Password”.

Step 3: “Successfully Updated Password” will appear in the upper left hand corner.



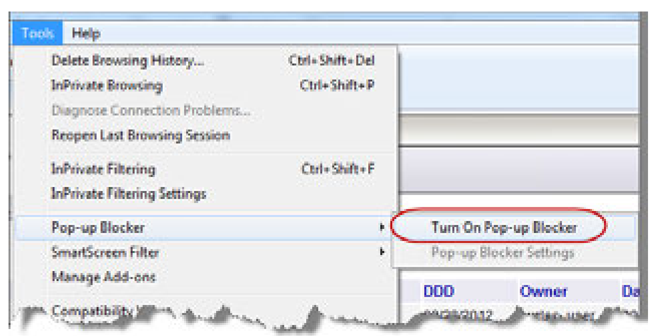
Allowing VFO Pop-Up Windows

Step 1: Click the Internet Menu Tools → Pop-up Blocker.



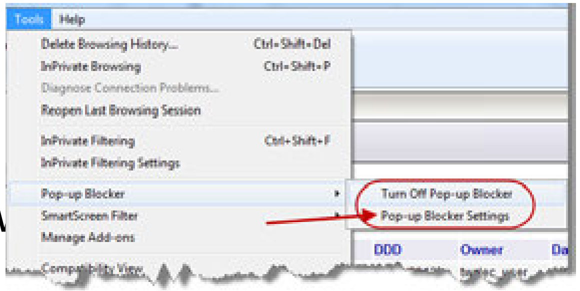
Step 2: If “Turn

, no action is needed.



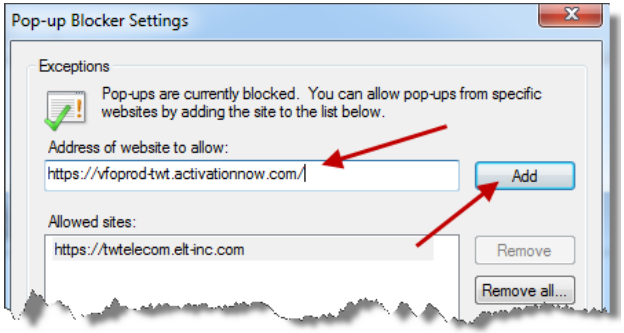
Allowing VFO Pop-Up Windows

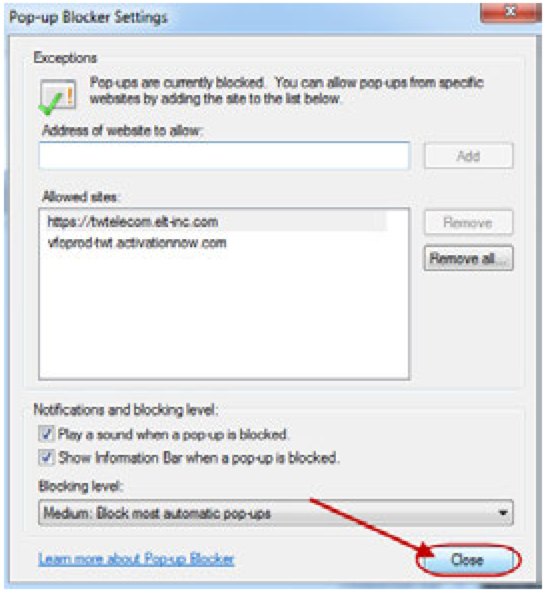
Step 3: If “Turn Off Pop-up Blocker” is populated in the menu instead, click “Pop-up Blocker Settings”.



Step 3a: Add the twtelecom VFO w

and click “Add”, then “Close”.



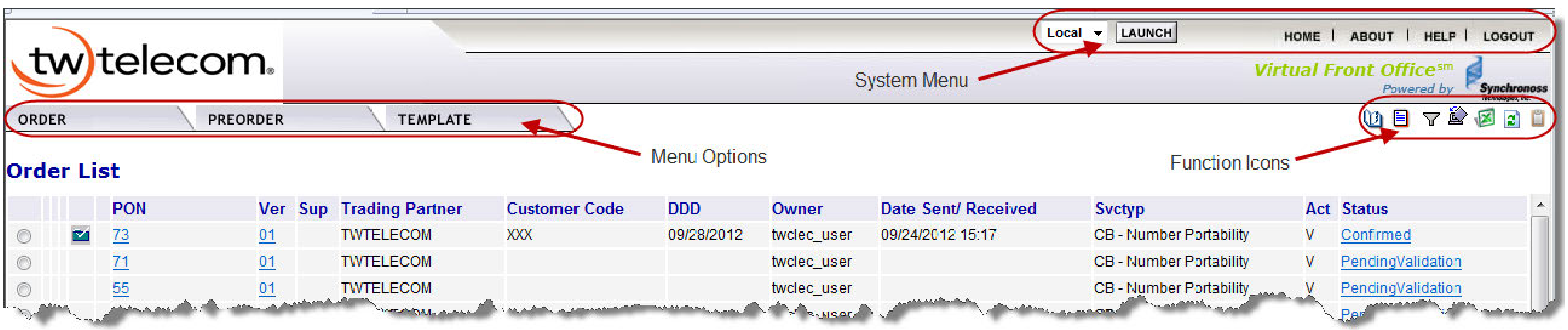


Navigating VFO – Order List

System Menu – This menu is ALWAYS at the top and will take the user back to the **HOME** page (Order List shown below), information **ABOUT** VFO, take the user to a **HELP** menu with user guides and **LOGOUT**.

Menu Options – Hover over each of the tabs to give all of the menu options.

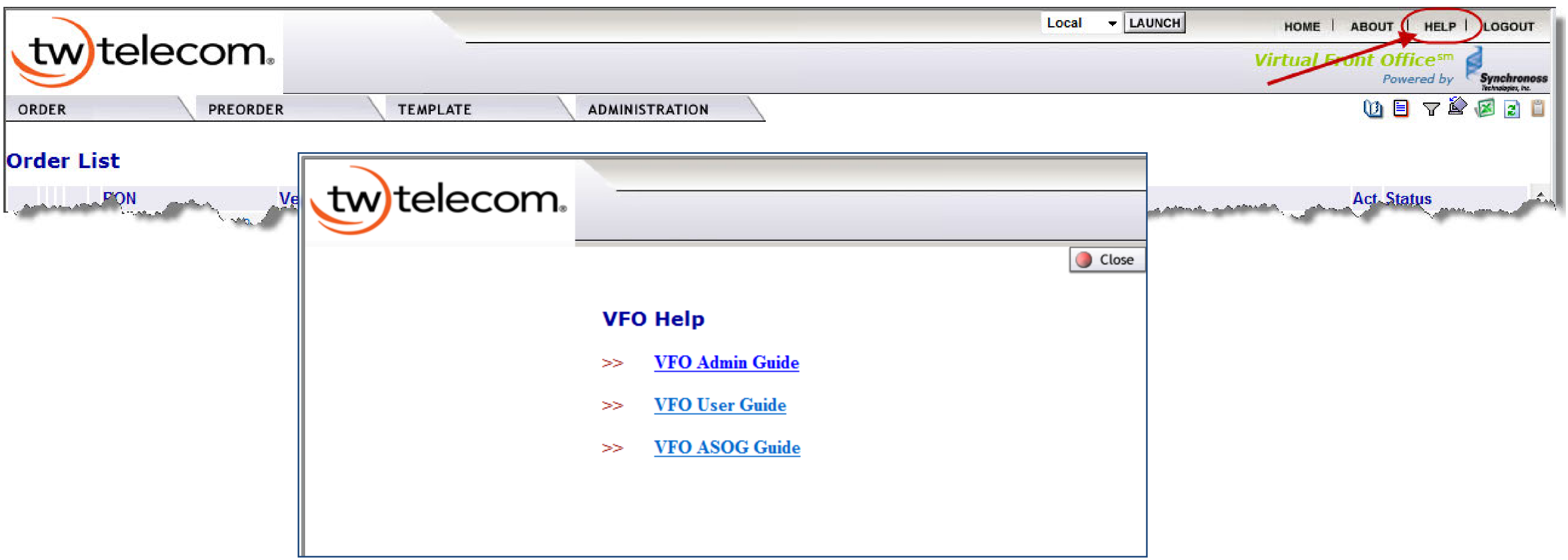
Function Icons – These icons provide the user with a one-click access to all functions.



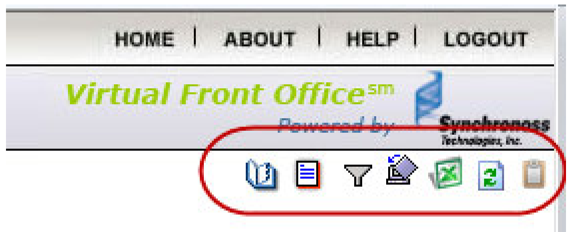
Navigating VFO – HELP Menu

HELP Menu – When clicking on the HELP icon in the upper right hand corner of the screen, a new screen will pop-up with “VFO Help”.

VFO Help screen – The user can click into any of these links to help with VFO at any time. This should be the users first source of reference.



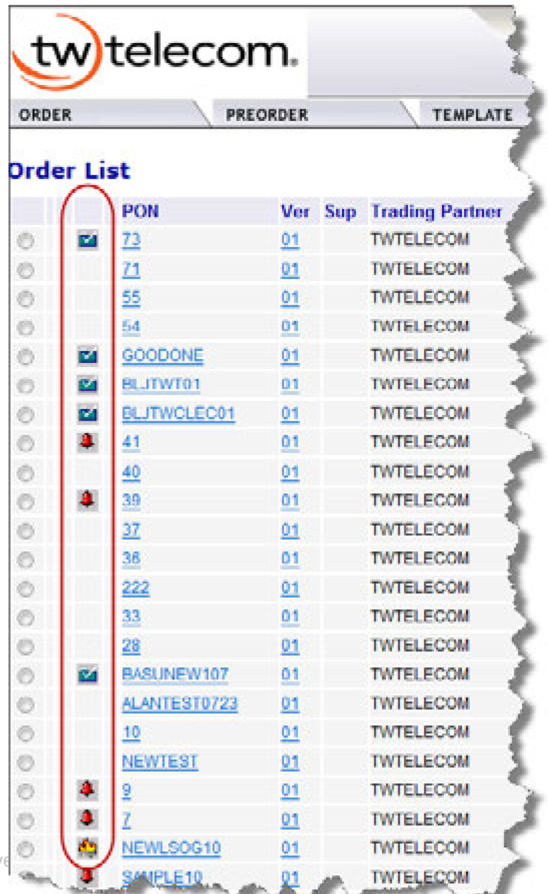
Navigating VFO – Function Icons



- View History
- Create Response
- Filter Order List
- Return to default order sort
- Export to Excel
- Refresh
- Summary

Navigating VFO – Work Status Icons

Work Status Icons – There may be an icon in front of the PON to indicate a different work state.



PON	Ver	Sup	Trading Partner
73	01		TWTELECOM
71	01		TWTELECOM
55	01		TWTELECOM
54	01		TWTELECOM
GOODONE	01		TWTELECOM
BLJTWT01	01		TWTELECOM
BLJTWCLEC01	01		TWTELECOM
41	01		TWTELECOM
40	01		TWTELECOM
39	01		TWTELECOM
37	01		TWTELECOM
36	01		TWTELECOM
222	01		TWTELECOM
33	01		TWTELECOM
28	01		TWTELECOM
BASLINEW107	01		TWTELECOM
ALANTEST0723	01		TWTELECOM
10	01		TWTELECOM
NEWTEST	01		TWTELECOM
9	01		TWTELECOM
7	01		TWTELECOM
NEWLSOG10	01		TWTELECOM
SAMPLE10	01		TWTELECOM

Rejected

Completed

Error on Order (Business Rule Violation)

Cancelled by the user or trading partner

Confirmed

Jeopardy

Navigating VFO – Sorting the Order List

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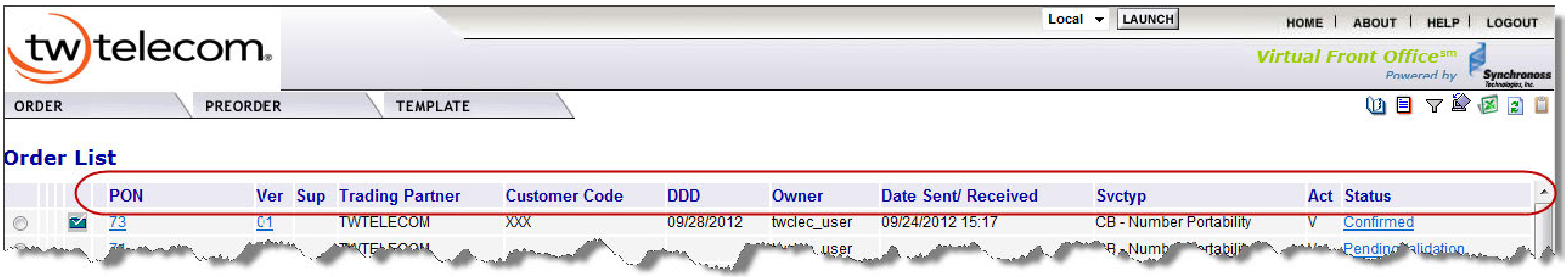
Sorting the Order List

Click the header of a column to sort within the Order List.

Click the header again to reverse the sort.

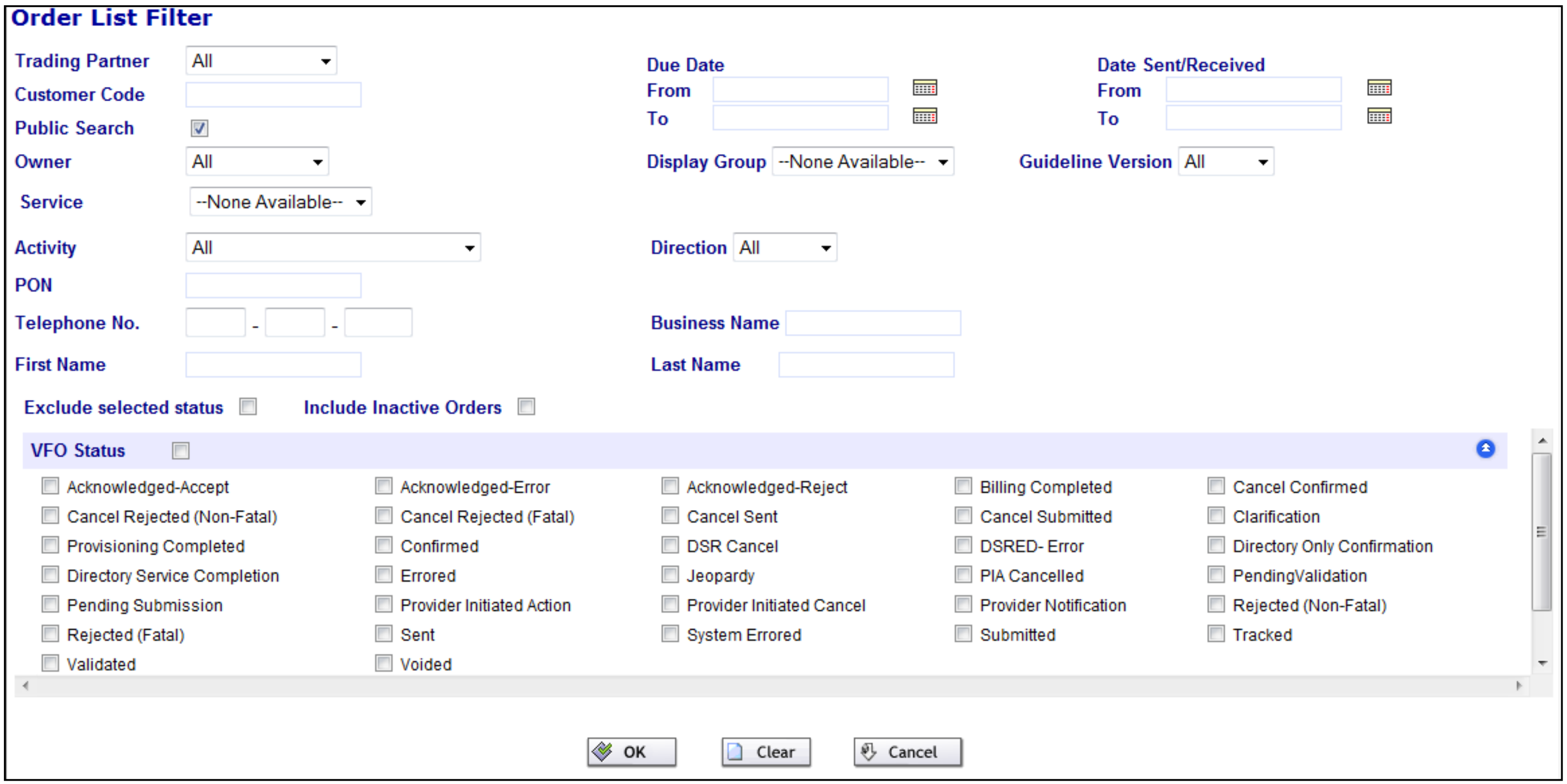
Click to return to the default sort.



Navigating VFO – Filtering Orders

Filtering Orders – Filter based on any of the Filters shown below:

Click on the Order List to filter the order list.


Order List Filter

Trading Partner: All
Customer Code
Public Search
Owner: All
Service: --None Available--
Activity: All
PON
Telephone No. - -
First Name
Due Date From To
Display Group: --None Available--
Direction: All
Business Name
Last Name
Date Sent/Received From To
Guideline Version: All

Exclude selected status   Include Inactive Orders

VFO Status

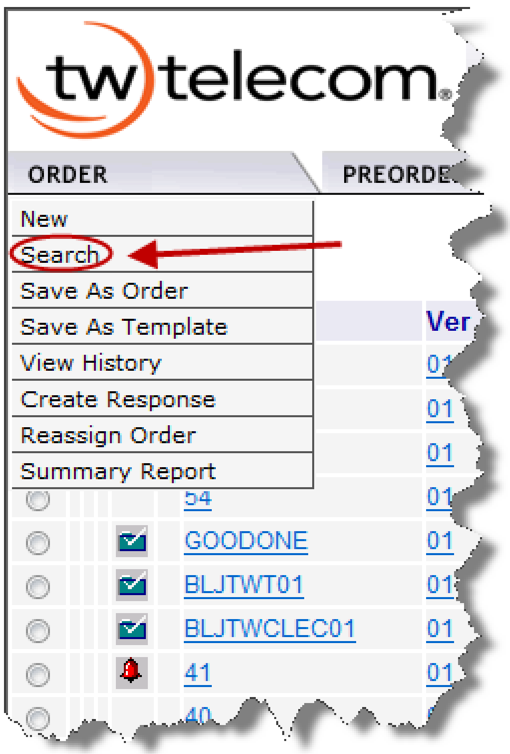
Acknowledged-Accept	Acknowledged-Error	Acknowledged-Reject	Billing Completed	Cancel Confirmed
Cancel Rejected (Non-Fatal)	Cancel Rejected (Fatal)	Cancel Sent	Cancel Submitted	Clarification
Provisioning Completed	Confirmed	DSR Cancel	DSRED- Error	Directory Only Confirmation
Directory Service Completion	Errored	Jeopardy	PIA Cancelled	PendingValidation
Pending Submission	Provider Initiated Action	Provider Initiated Cancel	Provider Notification	Rejected (Non-Fatal)
Rejected (Fatal)	Sent	System Errored	Submitted	Tracked
Validated	Voided			

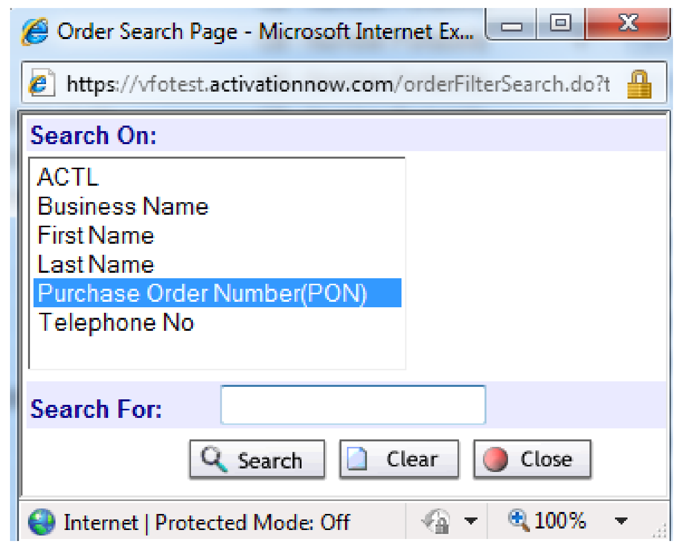
OK   Clear   Cancel

Navigating VFO – Search Orders

Search Orders

Under the Order tab, Click “Search” and the Order Search Page window will pop-up. Enter the PON or any others options to search.





Navigating VFO – View Order History

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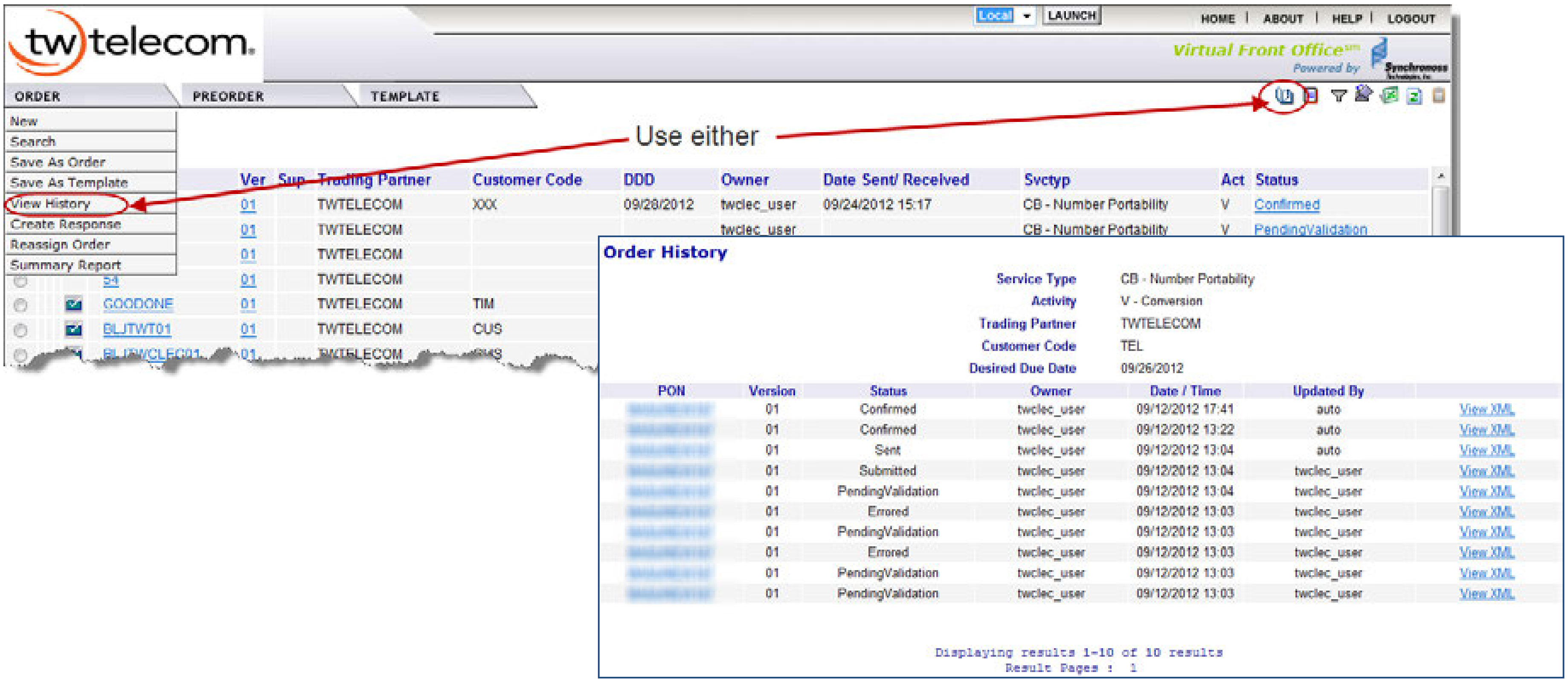
View Order History – To view the history of an order, either click “View History” under the Order tab or click on the icon. Example below.

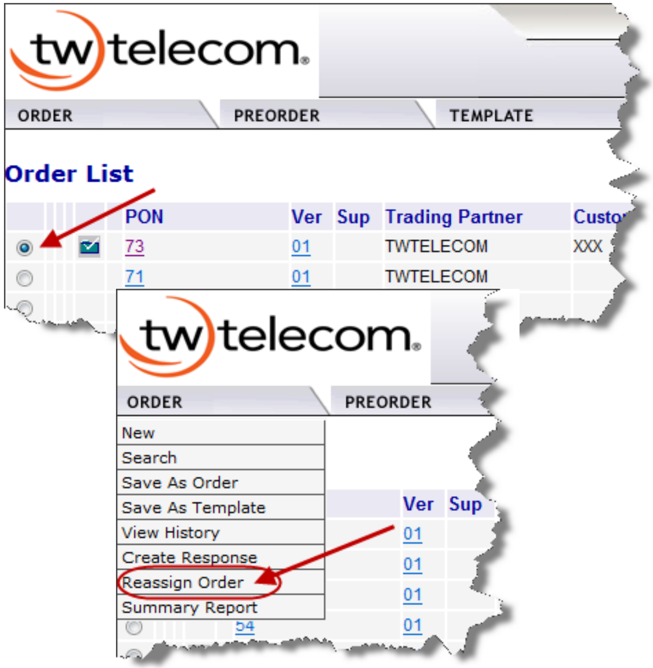


Navigating VFO – Reassigning Orders

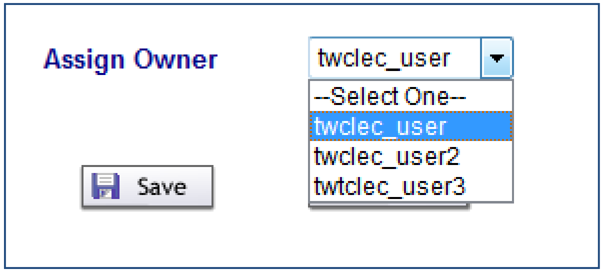
Reassigning Orders

Step 1: Click the button next to the order to reassign.

Step 2: Under the Order tab, click “Reassign Order”.



Step 3: Select a new user and click “Save”.



Creating an Order – Save Order as a New Order

Save Order as a New Order

Step 1: Click the button next to the order to save.

Step 2: Under the Order tab, click “Save As Order”.

Step 3: Enter a New Purchase Order Number (PON) and click “Save”.

Creating an Order – Order Form Navigation

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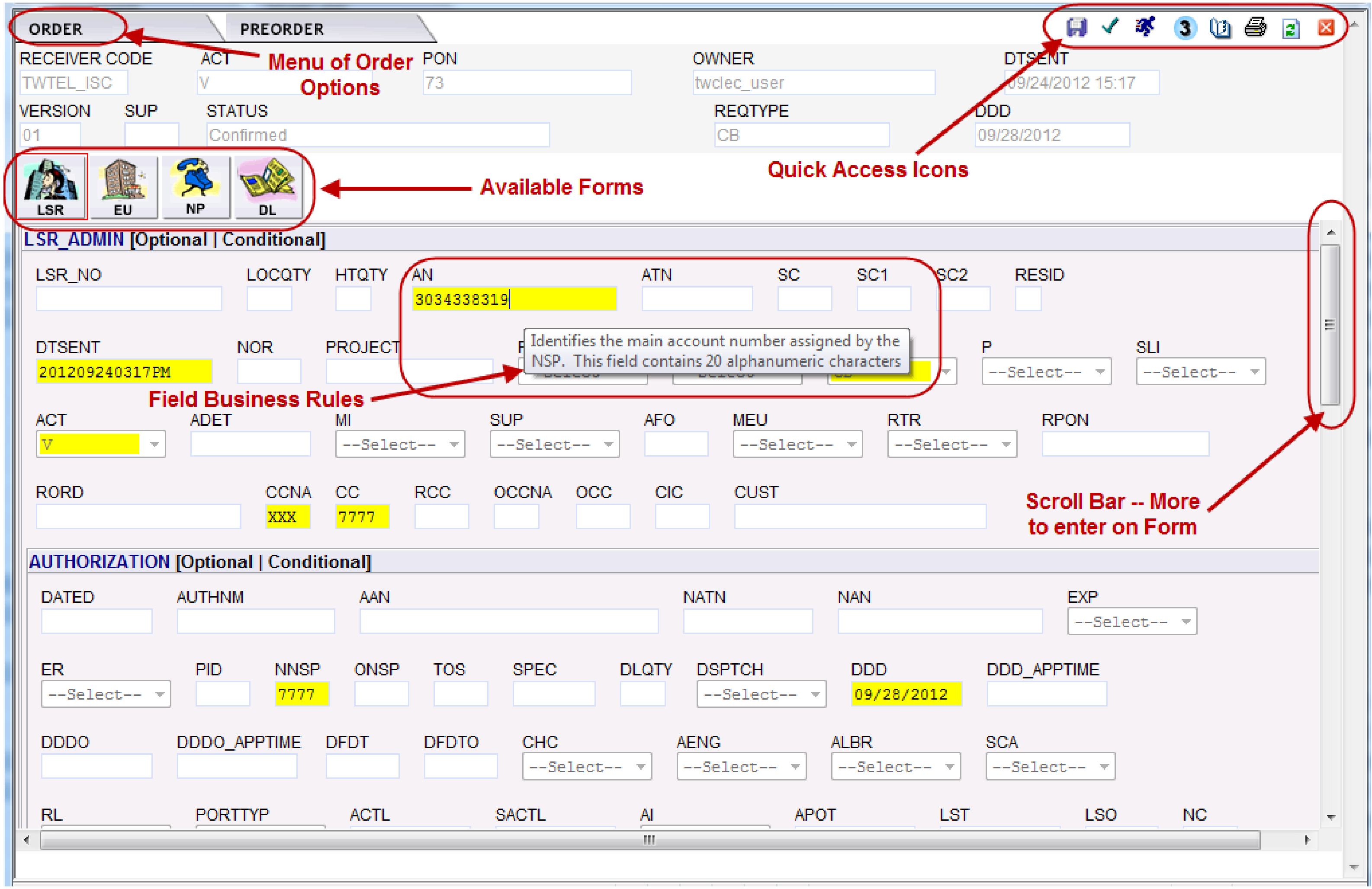
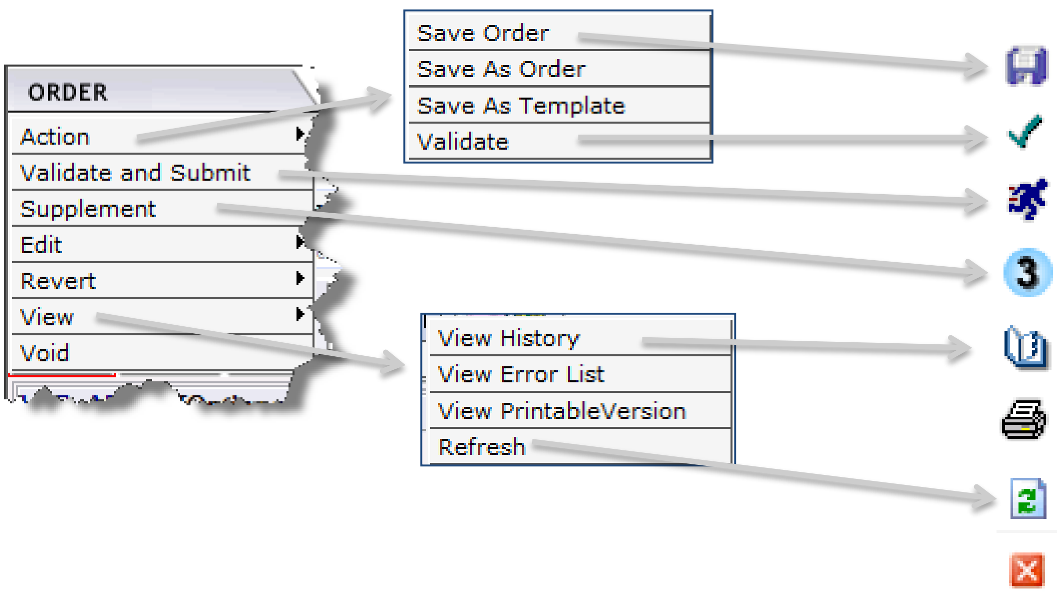


Creating an Order – Order Menu and the Order Icons

Which do you prefer?

When using the Order tab menu versus the icons they are essentially the same.



Save

Validate

Submit

Supplement

View History

Print

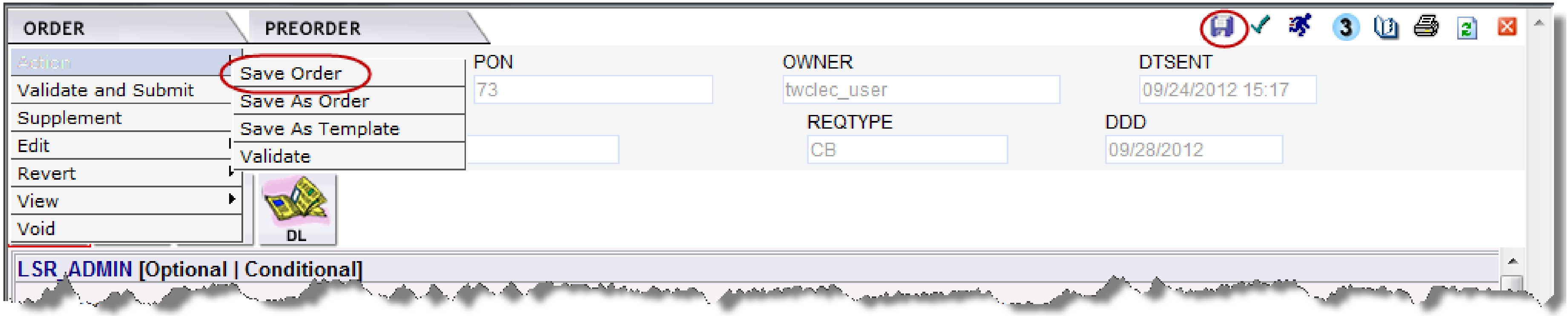
Refresh

Close

Creating an Order – Saving an Order

Saving an Order (Retaining Information on the Order)

Within the Order, under the Order tab, click on “Action” and then “Save Order” or the Save icon .



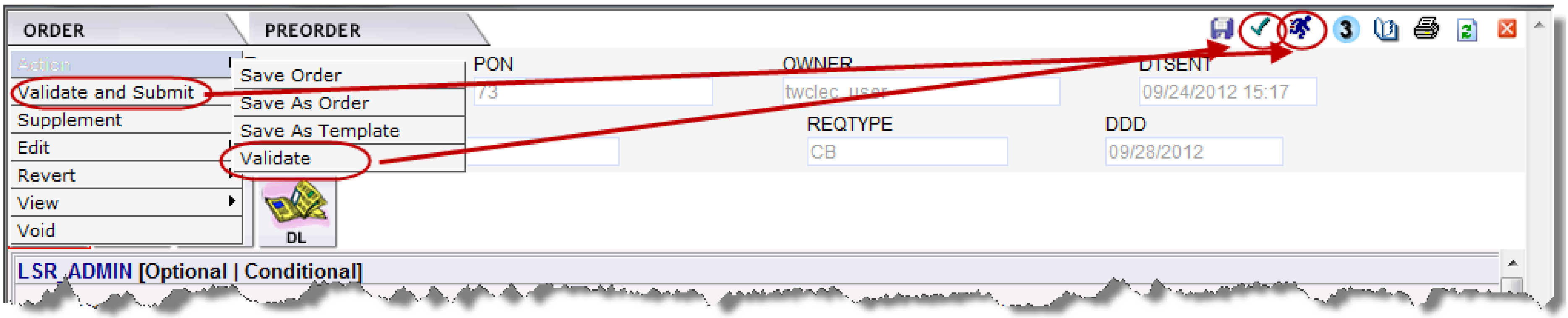
Creating an Order – Validating & Submitting an Order

Validating an Order

Click either "Validate" from the Order Menu or the ✓ icon to verify the accuracy of the business rules of the order. Status will change to "Validate".

Submitting an Order

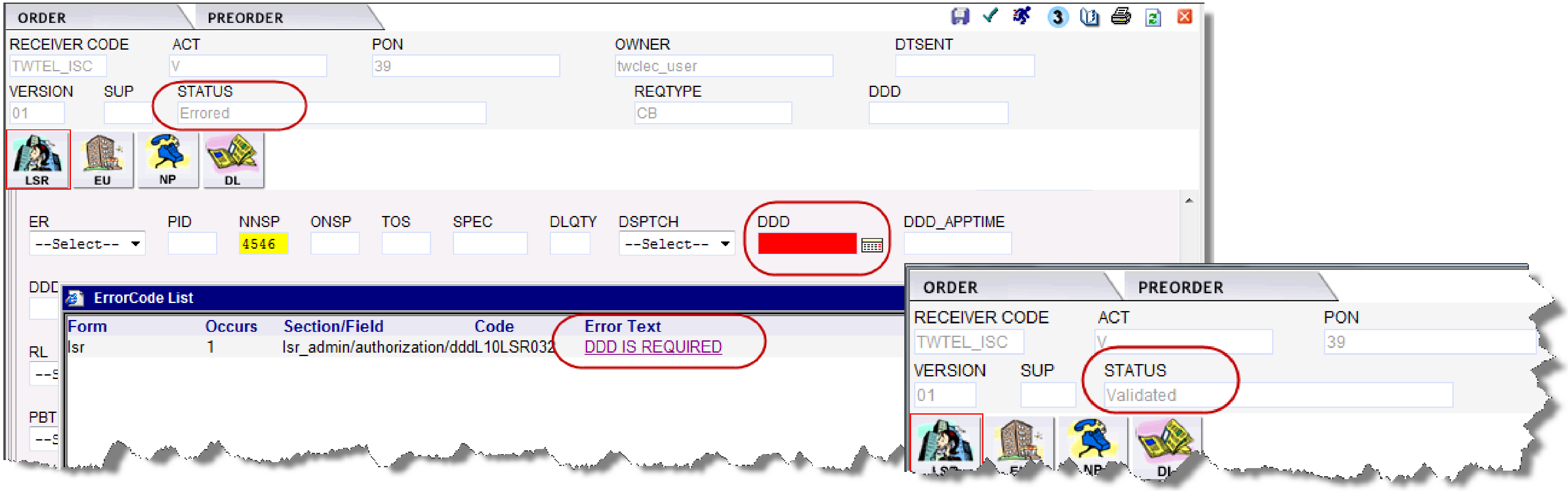
Click either "Validate & Submit" from the Order Menu or the icon to verify the accuracy of the business rules of the order and transmit the order to the Trading Partner. Status will change to "Sent".



Creating an Order – Validation Errors

Validating with Errors

An “ErrorCode List” will pop-up with an error and the Status will be “Errored”. After clicking into the error message, the field will be highlighted in red. Update the field and “Validate”, if no other errors appear, the Status will change to “Validated”.



Creating an Order – Submitted Order Statuses

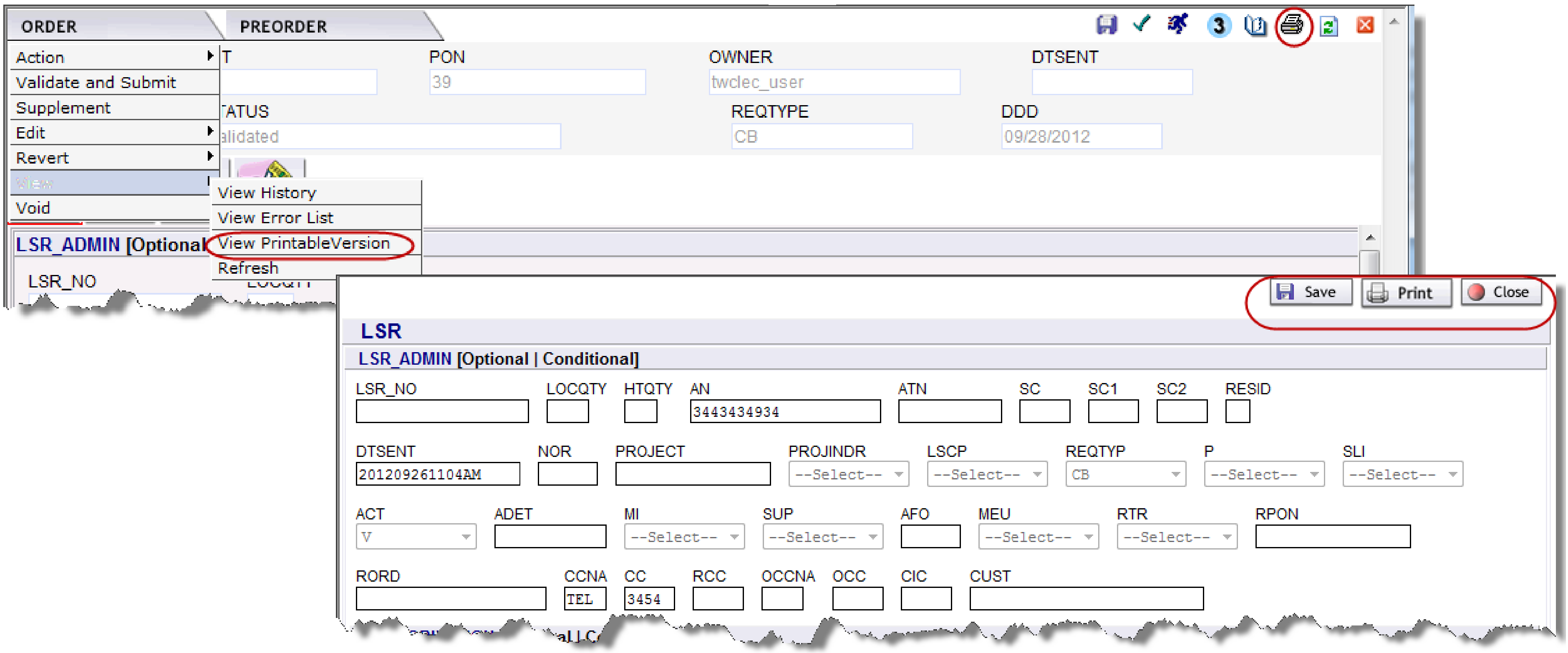
Expected Submit Order Status

1. **Submitted** – Order reached the Exchange Path and being processed.
2. **Sent** – Order has been transmitted to the trading partner.
3. **Errored** – Order failed the business rule validation and was not submitted.
4. **Pending Submission** – Exchange Path application is down, order is in queue waiting for submission.
5. **System Errored** – Order failed to transmit. Click the status link to view reason for the error and then submit again.

Creating an Order – Printing Orders

Printing an Order

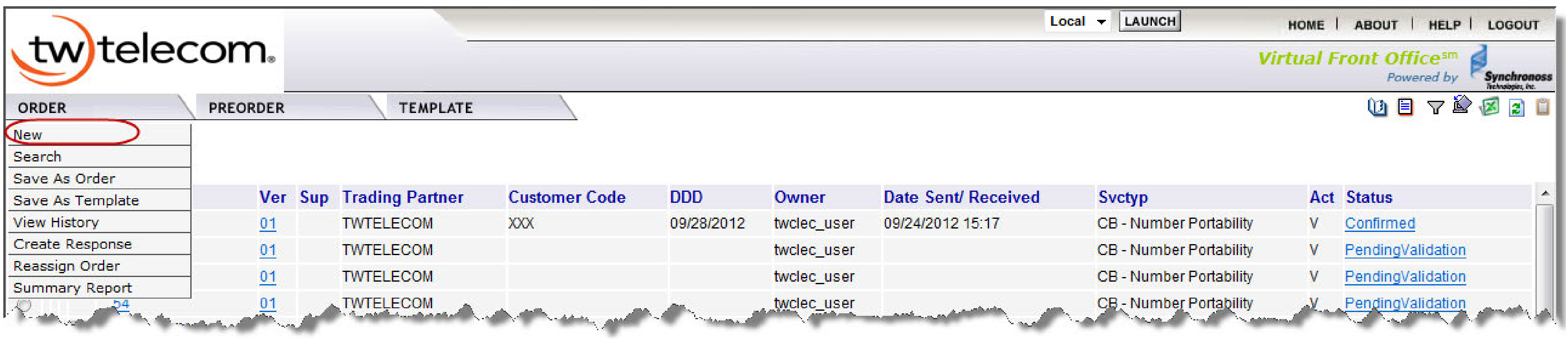
Within the Order, under the Order tab, click on “View” and then “View Printable Version” or the Print icon .



Creating an Order

Creating a New Order

Within the Home Page, under the Order tab, click on “New”.



Creating an Order

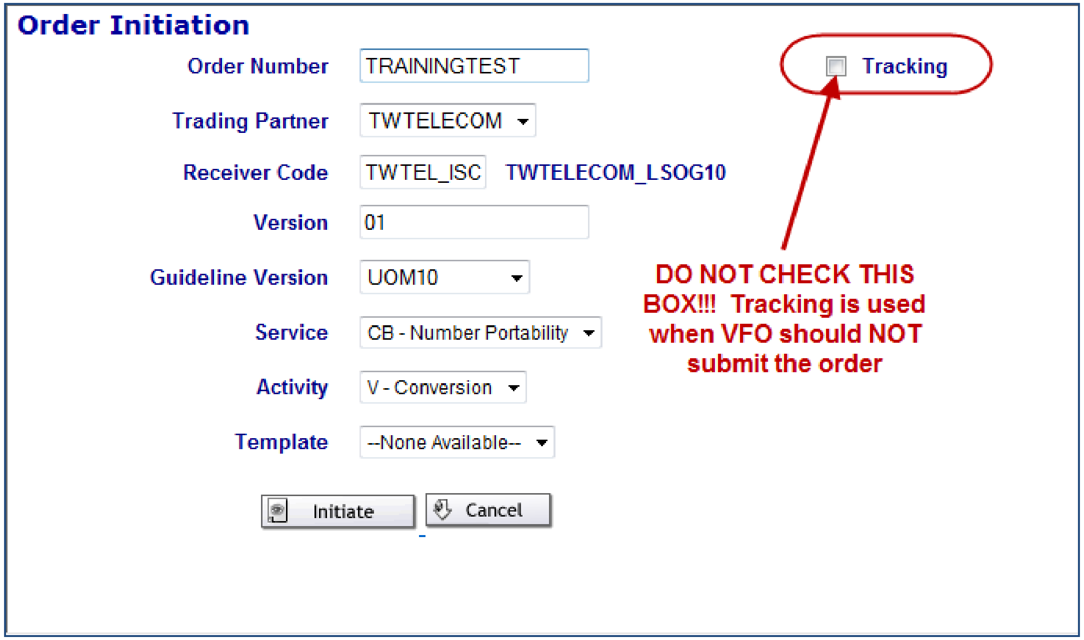
Order Initiation Page

Enter a new Order Number (PON)

Select

- Trading Partner
- Receiver Code
- Version
- Guideline Version
- Service
- Activity

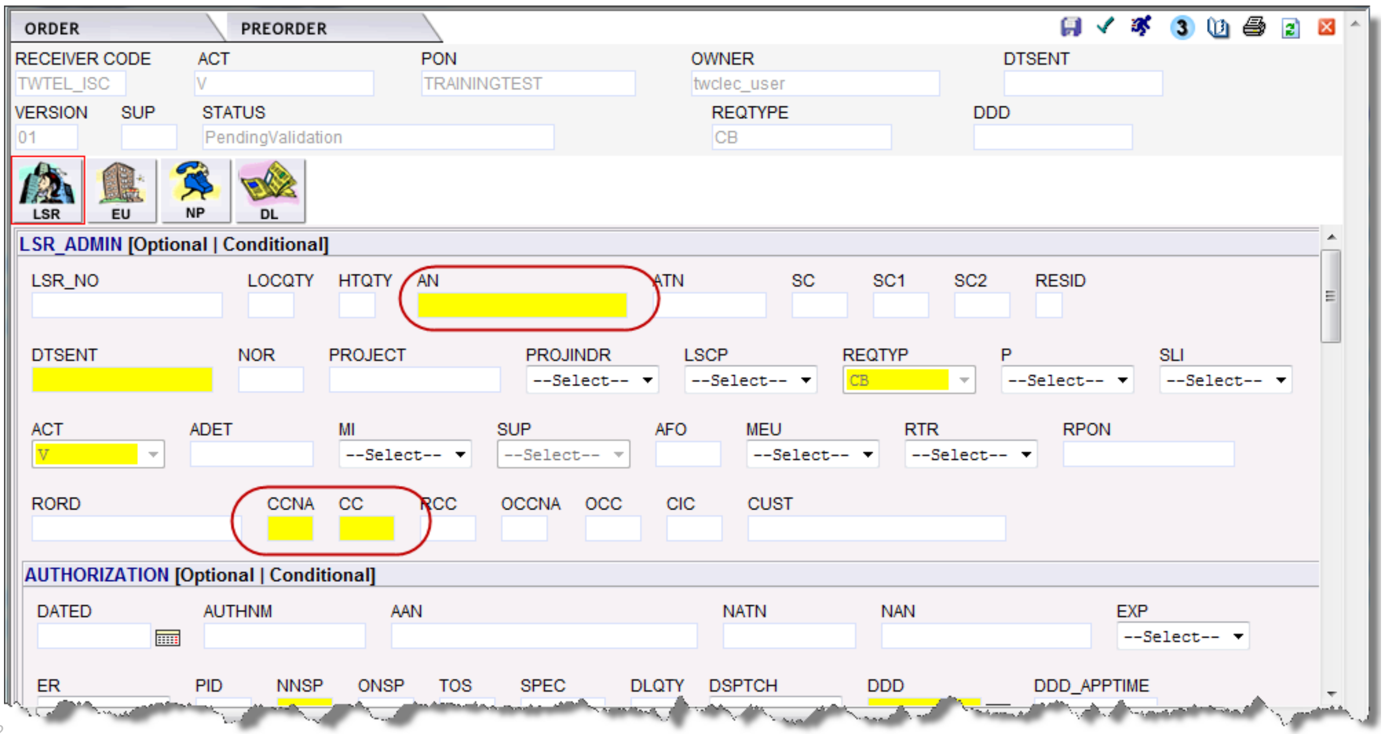
Click “Initiate”



Creating an Order – Populating Form

Populating the LSR

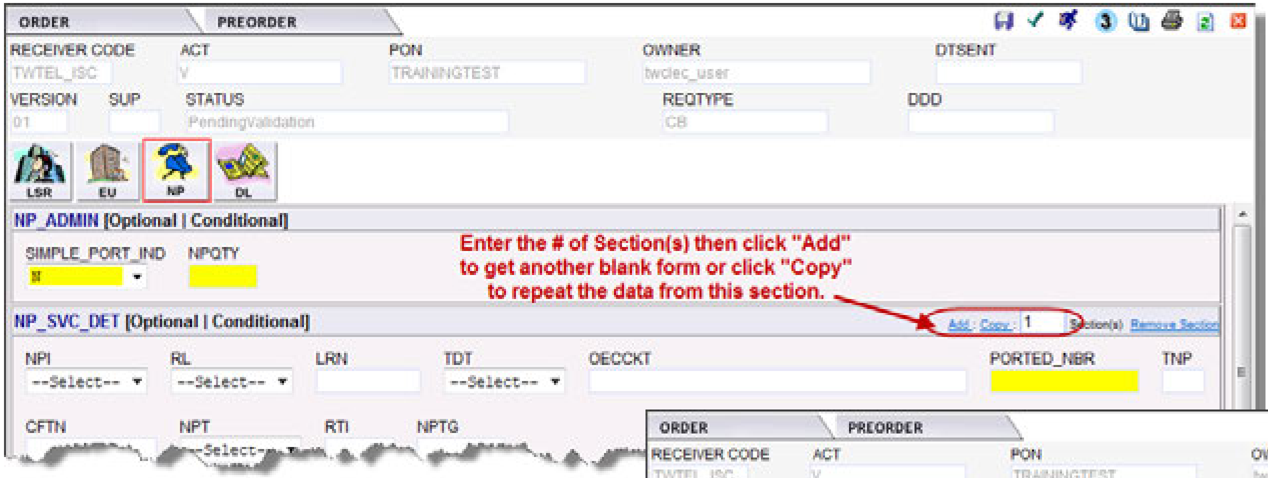
After initiating the “Order Initiation” Page, the screen below will pop-up. Populate the form based on order specifications, however, all yellow highlighted fields are required.

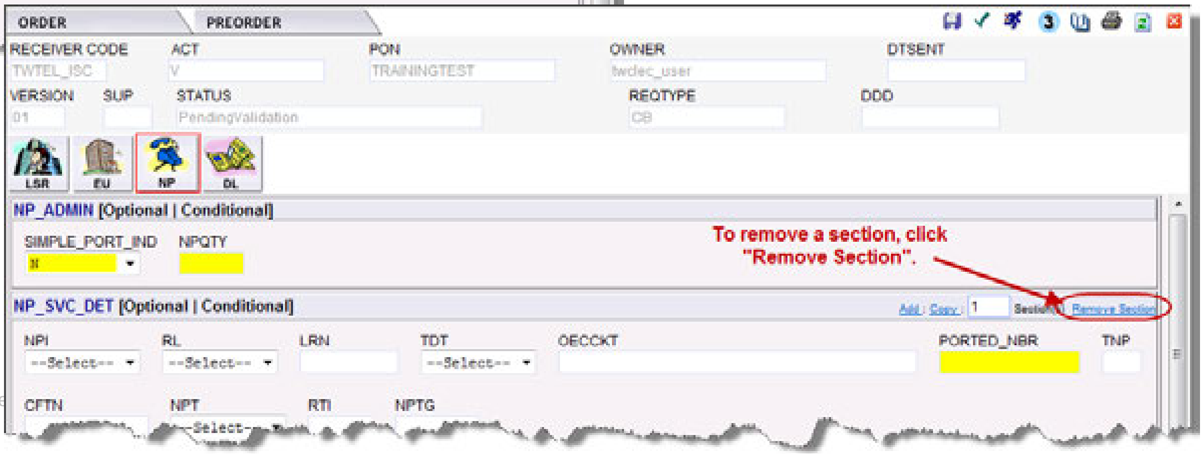


Creating an Order – Adding/Removing Section(s)

Adding/Removing Section(s)

Within the Order, under the Order tab, click on "View" and then "View Printable Version" or the Print icon .





Supplement Order

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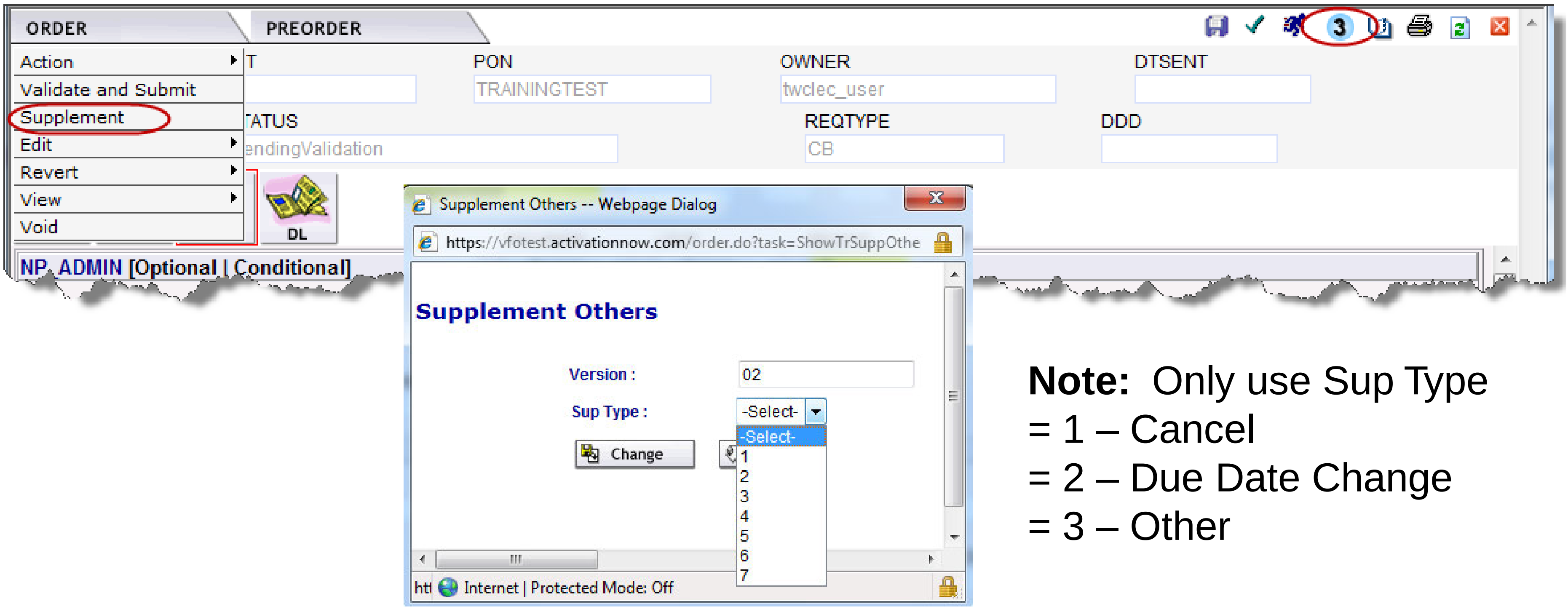
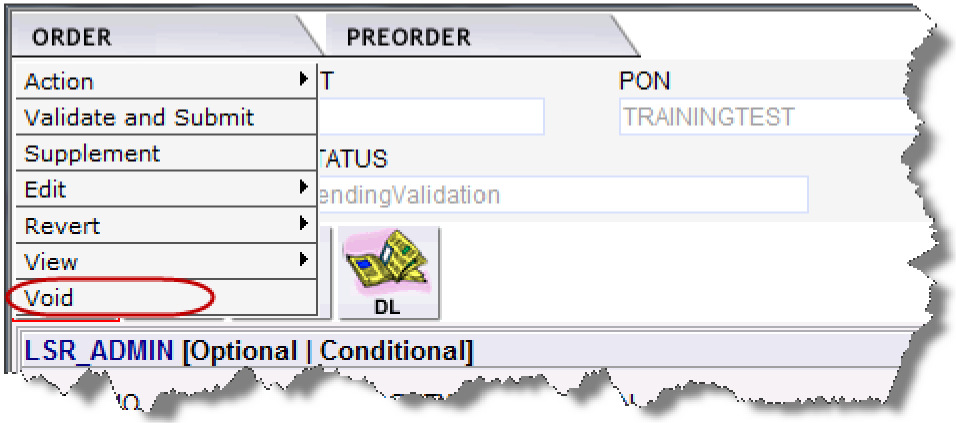
Supplementing an Order – To create a supplement, either click on the supplement icon , or under the Order tab, click on “Supplement”. Select the appropriate Sup Type shown in the pop-up screen below.



Note: Only use Sup Type
= 1 – Cancel
= 2 – Due Date Change
= 3 – Other

Void an Order

Void an Order – VFO allows the user to void an Order for any reason, as long as the Order has not be sent to the Trading Partner. To Void the order, under the Order tab, click on “Void”.

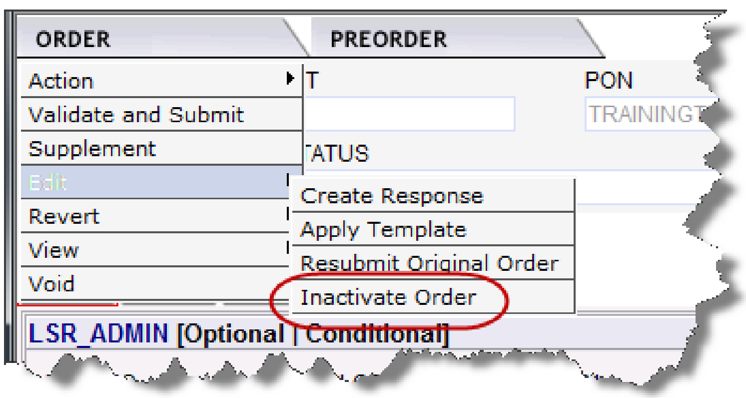


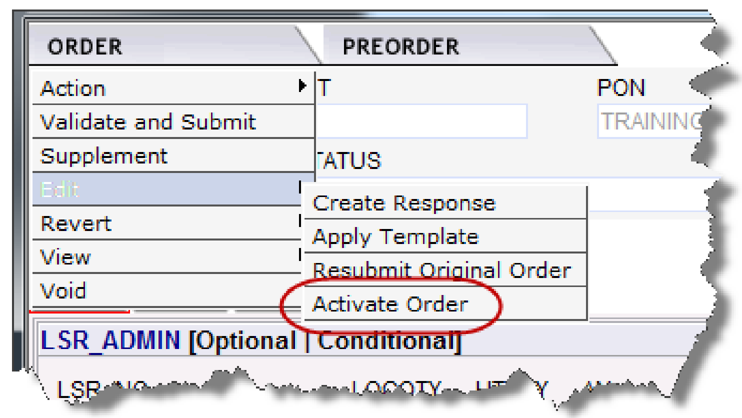
Note: Can only void initial version request.

Inactivate/Activate an Order

Inactivate / Activate an Order – All active orders created in the application are stored in the Order List by default. Orders are considered Active unless a user specifies otherwise.

Within the Order, under the Order tab, click on “Edit”, then “Inactivate Order”. This will inactivate the order until the user wants to activate the order again by clicking under the Order tab, click “Edit”, then Activate.





Note: Cannot inactivate an order if not submitted.

Simple Port Notification

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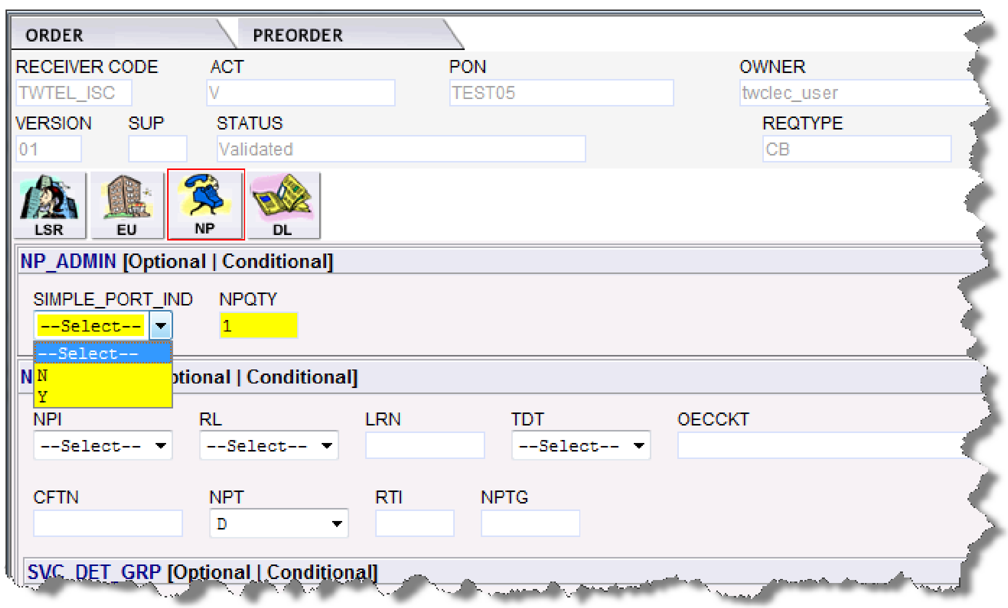
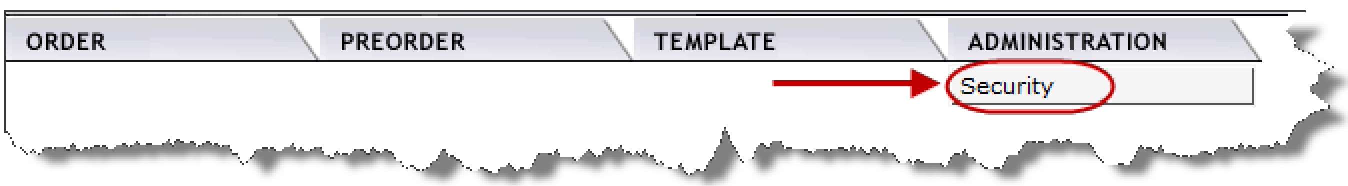
Simple Port Notification – If a simple port is needed, on the NP page, go to the “Simple_Port_Ind” field select “Y” and the “NPQTY” should equal “1” as shown in the screen below.

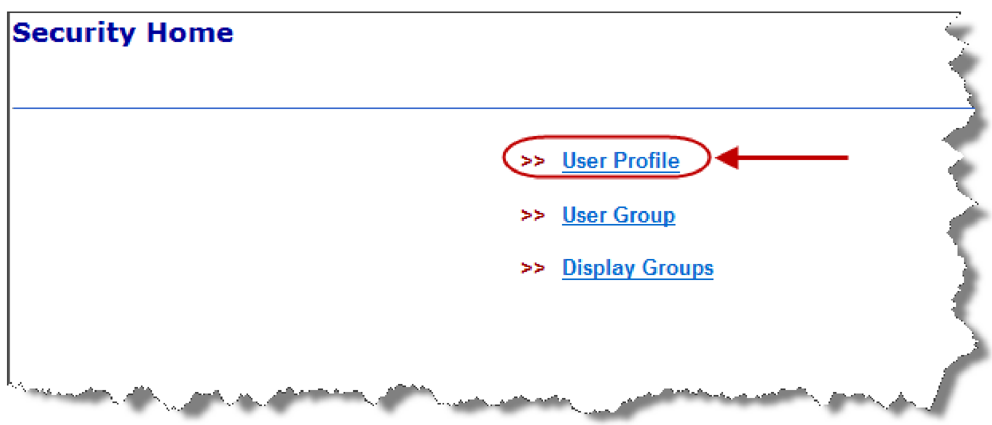
Note: Simple ports, per the FCC, are defined as those ports that: 1) do not involve unbundled network elements; 2) involve an account only for a single line; 3) do not include complex switch translations (*e.g*., Centrex, ISDN, AIN services, remote call forwarding, or multiple services on the loop); and 4) do not include a reseller.



Administration Section for Super Users

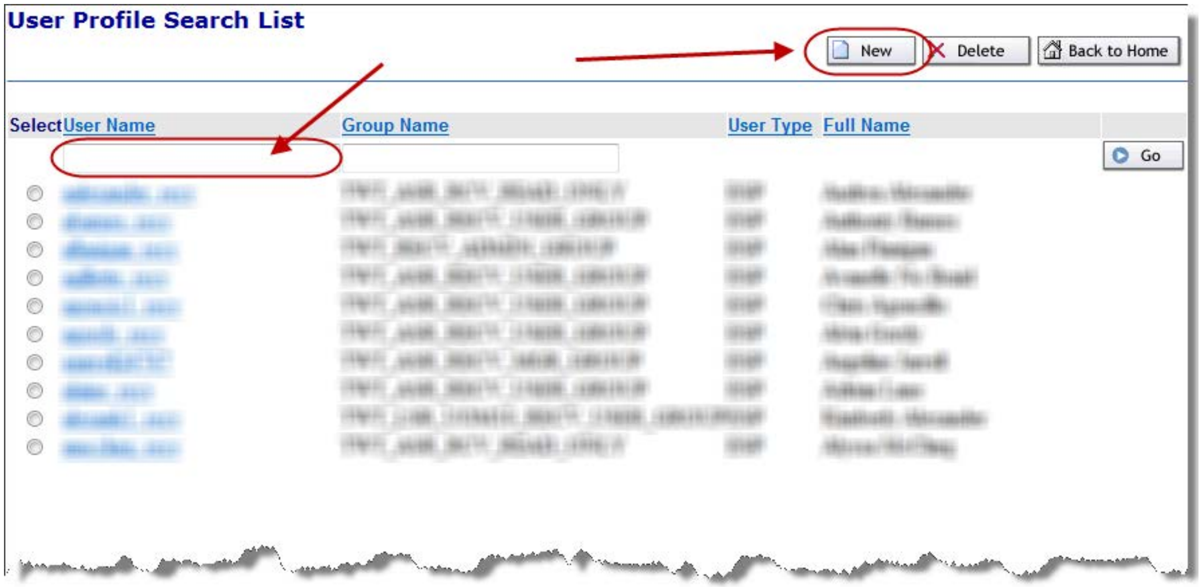
Search, Create or Modify a User – The Administration section allows users with Administration rights to search, create and modify Users. To access Security function, execute the Administration → Security menu command. This opens the Security Home window. Click on User Profile.





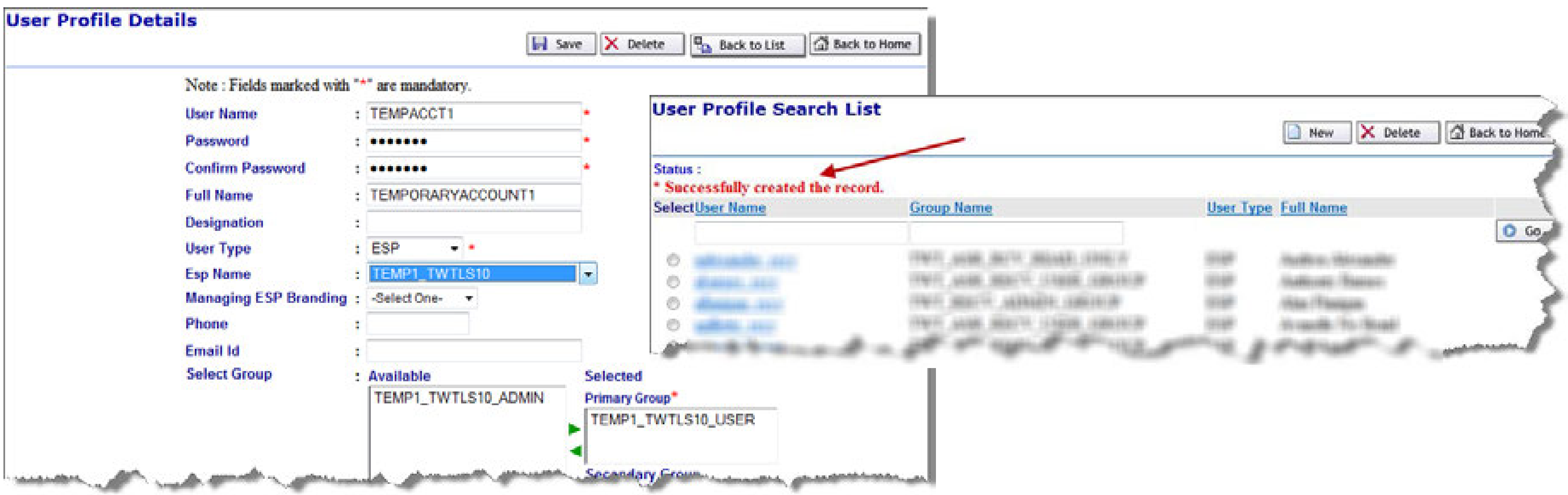
Administration Section for Super Users

Create a User – The User Profile Search List will open and click on “New” to create a new user. However, always search for the user before creating to eliminate duplicates.



Administration Section for Super Users

Create a User – Fill out all appropriate information with stars. Use the drop down for your specific “Esp Name”. “Select Group” to determine if the user is an Admin or not. Once completed, click “Save”, and a new window will appear with “Successfully created the record”.



Administration Section for Super Users

Modify a User (resetting password) – Search for a specific users. Input new password and click "Save". If updated correctly the status will change to "Successfully updated the record."