Master.Scribe Maintenance Functional Specifications

Feature	Description
Trouble reporting/customer self care	
GUI	• Remedy-based interface creates, edits and views customer trouble reports
Web user interface	• AR Web® interface allows authorized customers to submit and query trouble tickets through the Web
Multiple trouble report priorities	• Assigns one of up to five service or priority levels to trouble reports
Call logging	• Tracks all calls (trouble reporting, help, administrative, etc) that are handled by customer service representatives
Trouble report management	
SLA management	• Proactively drives the resolution of trouble reports according to SLA parameters
Status tracking	• Tracks and reports the status of all trouble reports
Ticket assignment	• Assigns, reassigns, rejects and accepts trouble tickets from various users and user groups
Work queues	• Provides users with the ability to view summaries of work assigned through their work queues
Detailed tracking and audit trails	• Automatically tracks information, such as user ID and time of assignment, acceptance, update, referral by users and change-of-state information
Automatic escalations and notifications	• Automatically compares ticket status and priority to predetermined time interval objectives • Issues interactive, user-determined escalations and notifications via extensive and sophisticated system (on-screen, e-mail or pager)
Service provider-definable escalation policies	• Enables service providers to change definable escalation policies (priority levels, timers, etc) to policies that suit their business
Trouble ticket linking	• Associates and simultaneously manages multiple trouble tickets that stem from a similar network problem • Puts child tickets in a "fixed" status when a parent ticket is closed. Child tickets are closed pending customer notification.
Summary reporting	• Summarizes statistical information and reporting for audit and analysis purposes • Reports, directed either to screen or printer, include - Call records (logged over time, lengths, etc) - Trouble tickets (open, category, customer, MTTR and average closure time)
Display real-time metrics	• Uses Remedy Flashboards® • Displays real-time information about the state and status of the NOC trouble reports in a graphical fashion
Bulk ticket transfer	• Transfers ownership of trouble tickets between customer call centers
Fault identification	
Available alarm interfaces	• Lucent NFM NOC1 • Harris HNM® • Bull OpenMaster • OSI NetExpert • Hewlett Packard HP-OV Network Node Manager • Cisco Info Center
Advanced features	
Service impact	• Identifies all network elements, facilities and customers affected by an outage • Correlates network events with network assets in conjunction with the inventory functionality and alarm interfaces to track network status
Circuit trace	• Traces potential points of failure for a single circuit by identifying all network elements in a circuit path