



Acknowledge Warnings

This document details how to acknowledge warning conditions in LOLIG.

TABLE OF CONTENTS

1	HOW TO ACKNOWLEDGE WARNINGS	3
1.1	Warning Situations.....	3
1.2	When to send a Warning Activity	4
1.3	Acknowledgements.....	6
1.4	Immediate vs Delayed Transactions	6
2	WEB SERVICE TRANSACTION FLOW	7
3	DESCRIPTIONS & XML EXAMPLES	7
3.1	Immediate Mode Modify DSL-L2 Service	7
4	REQUEST PARAMETER DEFINITIONS	10
5	DOCUMENT CONTROL SHEET	11

1 How To Acknowledge Warnings

This document details the LOLIG web service calls to make in order to acknowledge a warning on a service. The scenario outlined is for a simple case and is to give the reader an overall view of the steps involved and the order in which they need to be carried out.

1.1 Warning Situations

For certain conditions, the SP is expected to have provided an Activity to acknowledge the existence of a warning condition with the original request. This pre-supposes their knowledge of the conditions that will generate warnings being on service. (*Priority Assistance, Prime Service, Associated Service, Related Service & Warned Product require SPs to provide an Activity*).

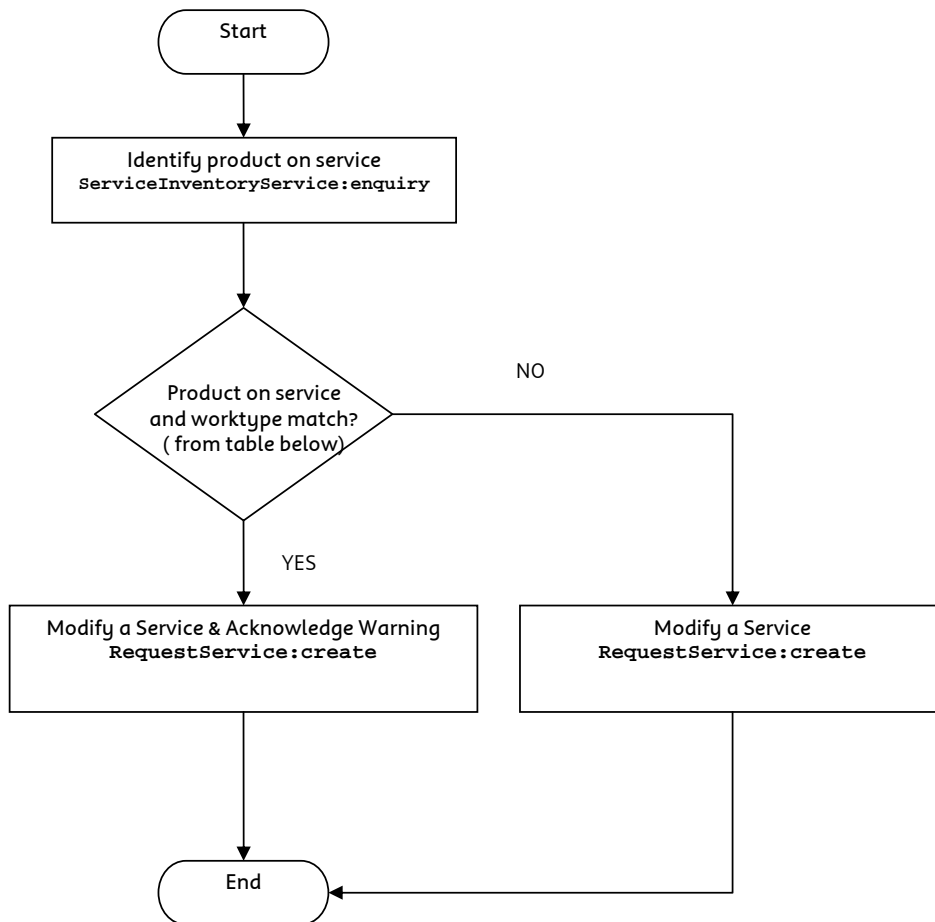
If a warning condition is met that requires the SP to provide an activity but this activity has **not** been provided by the SP, then LOLIG generates an error.

1.2 When to send a Warning Activity

SP's have the ability to determine if a warning will occur and send a Pre-Acknowledgement Activity to stop an error being generated by LOLIG. This section assists with how to determine when and which Pre-Acknowledgement Activity needs to be sent.

The web service **ServiceNumberService:listAssociated** can be used to return all associated services to a service number and determine which associated service is the Prime number.

The web service **ServiceInventoryService:enquiry** can also be used to identify a product that will require a warning activity to be provided. Refer to table below for a list of products and their warnings.



For example, if you intend to use a "Cancel Service" worktype in a RequestService:create transaction. The first thing that can be done, is to call ServiceInventoryService:Enquiry to determine if there are any potential products on the service that can cause a warning. If the ServiceInventoryService:Enquiry shows that the product "Priority Assistance Customer" is on the service, then an activity acknowledgement can be sent in the RequestService:create. The acknowledgement to be sent would need to be a "SP Notifies that Service is Priority Assistance Service".

The following table is a guide for when a warning activity is required.

Warning	Product	Work type	Activity Acknowledgement	Business Explanation
Priority Assistance Validation	Priority Assistance Customer	Cancel Service, Temporary Disconnect, Reconnect Temporary Disc Credit Manage a Service, Convert Service, Change a Service Number,	Check Priority Assistance - "SP Notifies that Service is Priority Assistance Service"	Service has the Priority Assistance product.
Prime Service Validation	Call Circulate,* Call Share,* Duet Phone & Fax Multi Number, Duet Phone & Fax- Assoc Prime, Messagebank Virtual, Centel, Centel Plus	Cancel Service, Convert Service, Change a Service Number, External Relocation	Prime Service Selected - "SP Notifies that Service is Prime of Association"	Service is the Prime for one of the products listed.
Associated Service Validation	Call Circulate,* Call Share,* Duet Phone & Fax Multi Number, Duet Phone & Fax- Associated Aux, Messagebank Virtual, Multiple Number Auxiliary, Centel, Centel Plus	Cancel Service, Convert Service, Change a Service Number, External Relocation	Associated Service - "SP Notifies that Service is an Associated Service"	Service is Associated but is not the Prime for one of the listed products.
Service Relationship Validation	Call Circulate,* Call Share,* Duet Phone & Fax Multi Number, Duet Phone & Fax- Assoc Prime, Duet Phone&Fax- Associated Aux, Messagebank Virtual, Multiple Number Auxiliary, Centel, Centel Plus	Configure Service, Temporary Disconnect, Reconnect Temporary Disc Credit Manage a Service, Change of Lessee	Related Service - "SP Notifies that Service is in a Technical Relationship"	Service is either the Prime or Associated for one of the listed products.
Warned Products Validation	Securitel	New DSL-L2, New SSS,	Warned Product - "SP Notifies that Service has a warned Product"	Service has the Securitel product.

Formatted: French (France)

* Call Circulate and Call Share are from the Line Hunt product family.

1.3 Acknowledgements

Acknowledging a warning via the stateless web service `RequestService:create` involves using the Activity Codes listed in Appendix C of the LOLIG Build Guild. The appropriate code needs to be sent in the `RequestService:create` request in the XML block `<activityAcknowledgements>`.

1.4 Immediate vs Delayed Transactions

LOLIG allows two modes of transactions for DSL operations. They are immediate mode and delayed mode. Acknowledging warnings is exactly the same in both modes.

In *Immediate Mode*, LOLIG will process the request immediately and return the results and/or errors as soon as processing has been completed.

Alternately, in *Delayed Mode*, the Telstra Reference Number (Request Number) and Request Item Id(s) are returned after processing. Details of request processing can be subsequently obtained by querying the request using `RequestService:enquire` or `RequestItemService:enhancedEnquire`.

2 Web Service Transaction Flow

To modify a setting for a service and also acknowledge a warning at the same time, a standalone LOLIG transaction is used – RequestService:create.



3 Descriptions & XML Examples

3.1 Immediate Mode Modify DSL-L2 Service	
Web Service:	RequestService:create
Description:	This example shows a request for a change of Network Access in immediate mode, and includes acknowledgements for a Prime Service warning and a Technical Service warning .
Example Request:	
<pre> <RcreateRequest> <request> <spReferenceNumber>spref321</spReferenceNumber> <spContactName>Bob</spContactName> <spPhoneNumber>0321654987</spPhoneNumber> <customerContactName>Charlie</customerContactName> <customerPhoneNumber>0321654987</customerPhoneNumber> <requestItems> <siteDetail> <contactName>sdaf</contactName> <contactPhoneNumber>0411222333</contactPhoneNumber> </siteDetail> <workTypeDescription>Configure Service</workTypeDescription> <service> <customerServiceNumber>0712345678</customerServiceNumber> <products> <name>Network Access</name> <action>Change</action> <settings> <name>Access Level</name> <value>NA4: LOCAL, TK OP, STD & VAS</value> </settings> </products> </service> <customerRequestedDate> <date>2008-06-19</date> </customerRequestedDate> <activityAcknowledgements> <note>SP Notifies that Service is Prime of Association</note> <description>Prime Service Selected</description> </activityAcknowledgements> <activityAcknowledgements> <note>SP Notifies that Service is in a Technical Relationship</note> <description>Related Service</description> </activityAcknowledgements> </requestItems> </request> </RcreateRequest> </pre>	

Example Response:

```

<RCreateResponse>
  <response>
    <channelType>Web Services</channelType>
    <spName>Imp Team SP Testing 2</spName>
    <telstraRef>87658765</telstraRef>
    <customerContactName>C</customerContactName>
    <customerPhone>0321654987</customerPhone>
    <spReferenceNumber>321</spReferenceNumber>
    <applicationDate>2008-06-16</applicationDate>
    <spContactName>B</spContactName>
    <spPhoneNumber>0321654987</spPhoneNumber>
    <requestStatusDescription>Under Assignment</requestStatusDescription>
    <activities>
      <activityId>384312224</activityId>
      <createTimeStamp>2008-06-15T23:19:35.379Z</createTimeStamp>
      <userName>Imp 2 Testing</userName>
      <description>Request Submission</description>
    </activities>
    <requestItems>
      <requestItemId>68536091</requestItemId>
      <siteDetail>
        <contactName>sdaf</contactName>
        <contactPhoneNumber>0411222333</contactPhoneNumber>
        <address>
          <customerName>MR A ROBBINS</customerName>
          <streetNumber>100</streetNumber>
          <streetName>HOBBIN</streetName>
          <streetType>ST</streetType>
          <locality>BRISBANE</locality>
          <postCode>4000</postCode>
        </address>
      </siteDetail>
      <customerRequestedDate>
        <from>2008-06-18T22:00:00.000Z</from>
        <to>2008-06-19T07:00:00.000Z</to>
      </customerRequestedDate>
      <workTypeDescription>Configure Service</workTypeDescription>
      <requestItemStatusDescription>Under Assessment</requestItemStatusDescription>
      <service>
        <customerServiceNumber>0712345678</customerServiceNumber>
        <products>
          <name>Network Access</name>
          <action>Change</action>
          <settings>
            <name>Access Level</name>
            <value>NA4: LOCAL, TK OP, STD & VAS</value>
          </settings>
        </products>
      </service>
      <activities>
        <activityId>384312216</activityId>
        <createTimeStamp>2008-06-15T23:19:34.000Z</createTimeStamp>
        <note>SP Notifies that Service is Prime of Association</note>
        <userName>Imp 2 Testing</userName>
        <description>Prime Service Selected</description>
      </activities>
      <activities>
        <activityId>384312217</activityId>
        <createTimeStamp>2008-06-15T23:19:34.000Z</createTimeStamp>
        <note>SP Notifies that Service is in a Technical Relationship</note>
        <userName>Imp 2 Testing</userName>
        <description>Related Service</description>
      </activities>
    </requestItems>
  </response>
</RCreateResponse>

```

```
</activities>
<activities>
  <activityId>384312218</activityId>
  <createTimeStamp>2008-06-15T23:19:34.295Z</createTimeStamp>
  <note> B2B 83754382 in immediate mode</note>
  <userName>Imp 2 Testing</userName>
  <description>B2B Product Request notification</description>
</activities>
<activities>
  <activityId>384312220</activityId>
  <createTimeStamp>2008-06-15T23:19:34.461Z</createTimeStamp>
  <note>0712345678 Service is in a Technical Relationship</note>
  <userName>Imp 2 Testing</userName>
  <reason>Manual Provisioning Required</reason>
  <description>Related Service</description>
</activities>
</requestItems>
</response>
</RCreateResponse>
```

4 Request Parameter Definitions

<request>	
<spReferenceNumber>	Service Provider specific number, provided to allow SP to track the order with own keys. This is not used by Telstra.
<spContactName>	Name of a contact person from the Service Provider and not the SP or company name.
<spPhoneNumber>	The Service Provider contact phone number.
<customerContactName>	The end user's name.
<customerPhoneNumber>	The end user's contact phone number.
<requestItems>	
<siteDetail>	
<contactName>	The end user's name.
<contactPhoneNumber>	The end user's contact phone number.
</siteDetail>	
<workTypeDescription>	Work type.
<service>	
<customerServiceNumber>	The customer's full 10-digit service number, including STD code must be provided.
<products>	
<name>	Product Offerings for each LOLIG Work Type as listed in the Product Catalogue.
<action>	Product Offering Action, as listed in the Product Catalogue, must be valid for the requested Work Type.
<settings>	
<name>	Name – Value pairs. A list of attribute tags and their associated values pertaining to the relevant product. See Product Catalogue for specific details of values required for each product
<value>	
</settings>	
</products>	
</service>	
<customerRequestedDate>	
<date>	The requested appointment date for any work being performed in this request.
</customerRequestedDate>	
<activityAcknowledgements>	
<Description>	Must be one of the entries in Appendix C – Activity Codes. Text to use is in the <i>Description</i> column.
<Note>	Activity Note as provided by the SP in the LOLIG request. Probably best to use the text quoted in the <i>Business Event</i> column of the table in Appendix C – Activity Codes.
</activityAcknowledgements>	
</requestItems>	
</request>	

Legend:

Black – Description of parameter.

Blue – Choice of actual values to use.

Green – optional parameter.

5 DOCUMENT CONTROL SHEET

Contact for Enquiries and Proposed Changes

If you have any questions regarding this document contact:

Name: Keith Berry
Title: LinxOnline Training Manager
Phone: (07) 34552060

Issue No.	Issue Date	Nature of Amendment
1	30/06/2010	First Issue