



Request Status

This document describes the different Request Statuses within the work flow of a request.

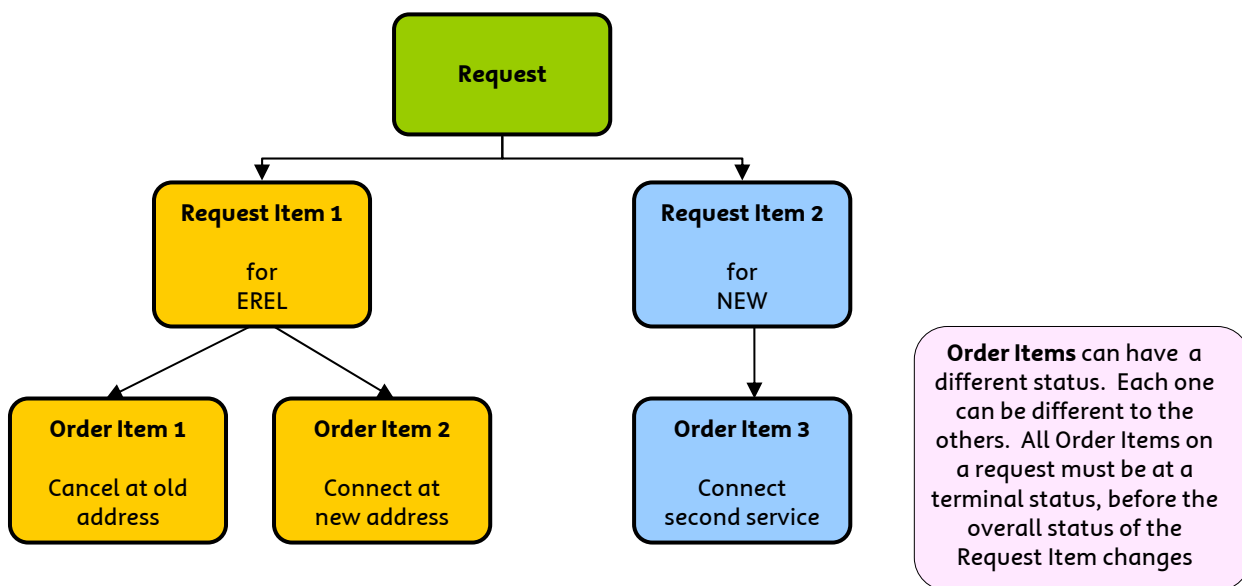
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1 Understanding LinxOnline Status

- A Request is LinxOnline (LOL) terminology for a work order submitted for provisioning.
- A Request contains general information about the work order including contact details.
- A Telstra Reference Number is allocated to each Request during creation.
- A Request Item is LOL terminology for a service or segment of a Request.
- A Request Item details the requirements of the work order including the service details and work type.
- A Request Item ID number is allocated to each Request Item at Request submission.
- A single Request can consist of multiple Request Items for the same or different Work Types, up to a maximum of 100 Request Items.
- A Request must contain at least one Request Item to enable submission.
- Certain Work Types are not compatible with others, and therefore can not be placed on the same Request.
- New Service and External Relocation are only compatible with each other and cannot be placed on a Request with any other Work Type.
- Multiple Request Items can only exist together if the address supplied in the first Request Item is the same in subsequent Request Items.

The following figure illustrates a Request consisting of multiple Request Items.



This LOL Request can all be done on the one Request, with multiple Request Items. The first will be for the External Relocation (EREL) of an existing service and the second for the additional New Line (NEW). Each of these Request Items will have Order Items attached to them. Each of these Order Items may have different appointment times/days.

2 Request Status Levels

The Request Status is determined by the collective status of the Request Items. See the table below for a definition of each status.

Request Status	Description
Initial	A pre-submission status indicating that the Request has not been submitted to Telstra Wholesale.
Delayed	Request has request item/s at Delayed.
Under Assignment	The request has request item/s that are Under Assessment, and is in a Telstra Wholesale queue for manual processing
Active	The request has request items that are In Progress.
On Hold	The request has request item/s in a status of "HELD" in Telstra's Core Systems
Withdrawal Under Assessment	The request has request item/s has been withdrawn by the Service Provider, but the request is still in a Telstra Wholesale work queue for assessment.
Withdrawal In Progress	The request has request item/s has been withdrawn and is waiting for the Order Item to update in Telstra Core Systems.
Waiting Customer Response	The request has request item/s has been returned to the service provider for further information.
Completed	A terminal status indicating that all Request item on the Request have been completed.
Withdrawn	A terminal status indicating that the Request Item/s have been withdrawn.
Unable to Complete	A terminal status indicating that the Request item/s cannot be provisioned.
Unable to Process	A terminal status indicating that the Request failed complex validations and cannot be processed.
<p>Point to Remember</p> <ul style="list-style-type: none"> • For a request to be at a terminal status – Completed, Withdrawn or Unable to Complete – all request items must also be in a terminal status. 	

3 Request Item Status

The Request Item Status is determined by the status of the Order Item in Telstra Core systems. This order is checked at periodic intervals to update LOLIG. The following table lists the Request Item status levels and descriptions.

Request Item Status	Description
Initial	A pre-submission status indicating that the Request has not been submitted to Telstra Wholesale.
Delayed	Request has request item/s at Delayed.
Transmitted	Momentarily status applied to a request item while it is moving from Initial or Delayed to either In Progress or Under Assessment.
Under Assignment	The request has request item/s that are Under Assessment, and is in a Telstra Wholesale queue for manual processing
Active	The request has request items that are In Progress.
On Hold	The request has request item/s in a status of "HELD" in Telstra's Core Systems
Withdrawal Under Assessment	The request has request item/s has been withdrawn by the Service Provider, but the request is still in a Telstra Wholesale work queue for assessment.
Withdrawal In Progress	The request has request item/s has been withdrawn and is waiting for the Order Item to update in Telstra Core Systems.
Waiting Customer Response	Request item has been sent back to TW Customer requiring further information before order can be processed. The reason a request item is in status of "Waiting Customer Response" is provided in the activity notes field of the "Service Rejected" or "Activity Rejected" activity. Based on this information the customer can modify the order via the LOLO browser, or via LOLIG re-submit the order as a new request (modification of existing request items via LOLIG is planned for a later release). The first request will time out to a status of "Withdrawn" after 48 hours if it is not actioned.
Completed	A terminal status indicating that all Request item on the Request have been completed.
Withdrawn	A terminal status indicating that the Request Item/s have been withdrawn.
Unable to Complete	A terminal status indicating that the Request item/s cannot be provisioned.
Unable to Process	A terminal status indicating that the Request failed complex validations and cannot be processed.
Completed	Request item completed – terminal status.
Withdrawn	Request item withdrawn – terminal status.
Unable to Complete	Request item <i>cannot</i> be provisioned – terminal status.
Unable to Process	Request item failed complex validations and cannot be provisioned - terminal status.

3.1 Request Item Modification

A Request Item can be modified if:

- The Request Item is not part of a bulk request.
- The Request Item is not for a Work Type of SQ Assessment.
- The selected request item status is one of the following:
 - Under Assessment
 - Withdrawal Under Assessment
 - In Progress
 - On Hold
 - Waiting Customer Response

3.2 Request Item Withdrawal

A Request Item can be withdrawn if:

- The Request Item has no outstanding withdrawal activities.
- The Request Item is not for a Work Type of SQ Assessment.
- The selected request item status is one of the following:
 - Under Assessment
 - In Progress
 - On Hold
 - Waiting Customer Response

4 Order Item Status

An order item is a record of an order that has been created in TW core systems. A Request Item will normally only contain one order item, although for certain work types there can be multiple order items. For example, when relocating an end user TW systems will need to generate at least two order items, one for the cancellation of the service and one for a connection at the new address. There might also be an order item for the redirection or reservation of the old service.

The order item status will determine the Request Item status. Order item status is viewed on the Provisioning History.

Order item Status can be one of the following:

Order Item Status	Description
Under Assessment	Status 04 – Telstra’s core systems are having problems processing the order. TW back of house teams will progress your order within 24 hours or contact you for further information.
In Progress	The order item is progressing through Telstra’s core systems.
Held	The order item is in Held. After this order item has been investigated by the National Jeopardy Team, notes will be entered to indicate the reason it is in held.
Withdrawn	The order item is withdrawn and can no longer be modified.
Completed	The order item is completed and can no longer be modified.
Connect Outstanding	The connection is waiting for a cancellation to be performed on the in place.
Ready Billing Prep	The order item needs a final check prior to being completed. This check will ensure that the charging reflects what the tech was specified.

DOCUMENT CONTROL SHEET

Contact for Enquiries and Proposed Changes

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1	30/06/2010	First Issue