



Telstra Wholesale

LinxOnline Service User Guide

Reporting

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DOCUMENT CONTROL SHEET

Contact for Enquiries and Proposed Changes

If you have any questions regarding this document contact:

Name: James Hardy
 Designation: Operational Support Manager
 Phone: (03) 9632 8952

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Introduction

LinxOnLine Service (LOLS) has reporting capabilities that provide information relating to service orders created in LOLS or SIIAM. Reports are available to all LOLS primary Digital certificate holders.

The reporting function has been restricted to the primary Digital Certificate holder, however, the primary Digital Certificate holder can allocate reporting to secondary Digital Certificate holders. Allocating access to secondary Digital Certificates should be limited to reduce delays in generating reports.


Reports are available for periods no greater than 31 days which fall within the last six months prior to the date the report is being generated. A generated report will be available on the “View Report” screen for 24 hours then will be removed.

This module provides information about the reporting function in LOLS, including the types of reports and how to generate and download a report.

Topic 1: Navigation

LOLS provides many ways to navigate.

Hyperlinks – Underlined text that will take you to a determined page

Buttons – Orange command buttons. eg. 

Progress Indicator – Blue bar on left hand side of screen, tracks the progress of your interaction with LOLS



Your internet browser navigation commands are **not** supported by LOLS.

You must use the commands within the web page to navigate.

Topic 2: LOLS Home Page

The LOLS home page, allows users to choose the action they wish to perform;

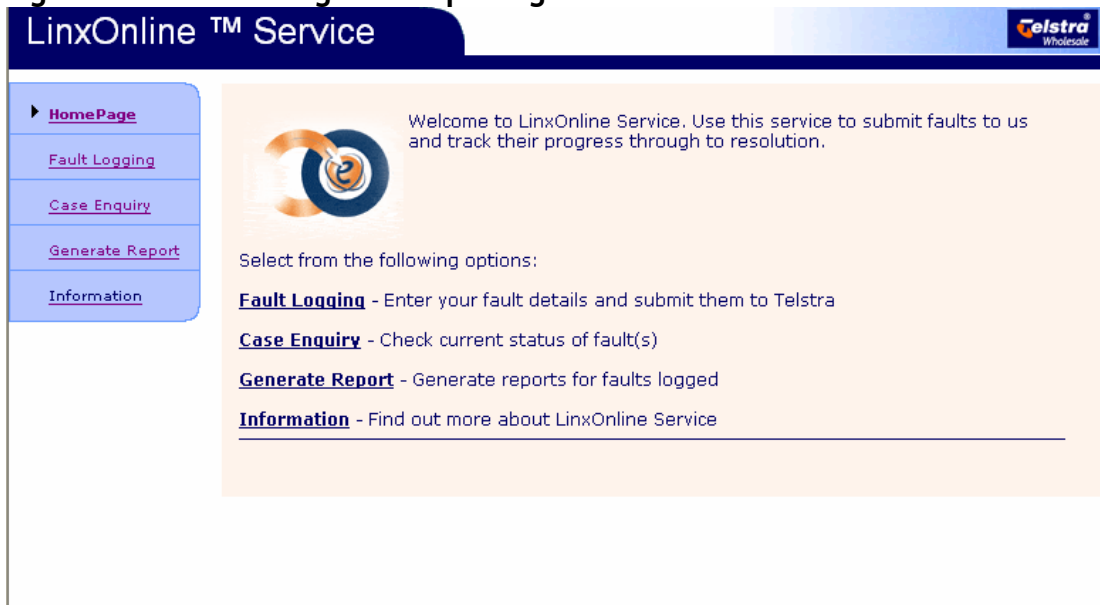
Fault Logging – Create new fault reports and submit them to Telstra

Case Enquiry – Look up and enquire on an existing fault

Generate Report – Generate reports for faults logged

Information – Additional information on LOLS, and access to FAQ

Figure 1. LOLS Home Page with reporting enabled



To generate a report, click on the **Generate Report** hyperlink where the Generate Report screen will be displayed.

Topic 3: Generate Report

To generate a report, perform the following steps:

- 1 Enter the **Start Date** and **End Date** (no greater than 31 days apart, both of which must be within the last six months from the date the report is being generated).
- 2 Select report type **Active, Closed** or **All faults** (by selecting Active and/or Closed Faults the All Fault option is deactivated, see figures 3, 4 & 5 when All Faults is selected the Active and Closed Faults options are deactivated see figure 6)
- 3 Click **submit** button.
- 4 **Report Confirmation Screen**, figure 7 will be displayed

Figure 2. Generate Report

The screenshot shows the 'Generate Report' form in the LinxOnline Service interface. The page has a dark blue header with the 'LinxOnline™ Service' logo and the 'Telstra Wholesale' logo. On the left, there is a navigation menu with 'Query Report' (selected) and 'View Report'. The main content area is titled 'Generate Report' and contains the following text: 'To generate a report enter the Start Date and End Date (not greater than 31 days) select the report type then click "Submit".' Below this text are two input fields for 'Start Date:' and 'End Date:', both with '(DD/MM/YYYY format)' instructions. There are three radio button options: 'Active Faults', 'Closed Faults', and 'All Faults'. A blue 'Submit' button is located to the right of the radio buttons. At the bottom of the form, there is a text prompt 'Click "Return" to be directed to home page.' and a blue 'Return' button.

Figure 3. Generate Report - Active Faults

LinxOnline™ Service Telstra Wholesale

▶ Query Report
View Report

Generate Report

To generate a report enter the Start Date and End Date (not greater than 31 days) select the report type then click "Submit".

Start Date: (DD/MM/YYYY format)
End Date: (DD/MM/YYYY format)

Active Faults
 Closed Faults
 All Faults

[Submit](#)

Click "Return" to be directed to home page. [Return](#)

By selecting **Active** or **Closed Faults** the All Fault option is deactivated, See figures 3 & 4

Figure 4. Generate Report - Closed Faults

LinxOnline™ Service Telstra Wholesale

▶ Query Report
View Report

Generate Report

To generate a report enter the Start Date and End Date (not greater than 31 days) select the report type then click "Submit".

Start Date: (DD/MM/YYYY format)
End Date: (DD/MM/YYYY format)

Active Faults
 Closed Faults
 All Faults

[Submit](#)

Click "Return" to be directed to home page. [Return](#)

Figure 5. Generate Report - Active and Closed Faults

The screenshot shows the 'Generate Report' interface in the LinxOnline Service. The header includes 'LinxOnline™ Service' and the 'Telstra Wholesale' logo. A left sidebar contains 'Query Report' and 'View Report' buttons. The main content area is titled 'Generate Report' and contains the following text: 'To generate a report enter the Start Date and End Date (not greater than 31 days) select the report type then click "Submit"'. Below this, there are two date input fields: 'Start Date: 01/01/2006 (DD/MM/YYYY format)' and 'End Date: 31/01/2006 (DD/MM/YYYY format)'. Underneath the dates are three radio button options: 'Active Faults' (checked), 'Closed Faults' (checked), and 'All Faults' (unchecked). An orange 'Submit' button is positioned to the right of the radio buttons. At the bottom, there is a text prompt 'Click "Return" to be directed to home page.' and an orange 'Return' button.

By selecting **Active** and **Closed Faults** the All Fault option is deactivated, see figure 5

Figure 6. Generate Report - All faults

The screenshot shows the 'Generate Report' interface in the LinxOnline Service. The header includes 'LinxOnline™ Service' and the 'Telstra Wholesale' logo. A left sidebar contains 'Query Report' and 'View Report' buttons. The main content area is titled 'Generate Report' and contains the following text: 'To generate a report enter the Start Date and End Date (not greater than 31 days) select the report type then click "Submit"'. Below this, there are two date input fields: 'Start Date: 01/01/2006 (DD/MM/YYYY format)' and 'End Date: 31/01/2006 (DD/MM/YYYY format)'. Underneath the dates are three radio button options: 'Active Faults' (unchecked), 'Closed Faults' (unchecked), and 'All Faults' (checked). An orange 'Submit' button is positioned to the right of the radio buttons. At the bottom, there is a text prompt 'Click "Return" to be directed to home page.' and an orange 'Return' button.

By selecting **All Faults** the Active and Closed Faults options are deactivated, see figure 6.

Topic 4: Report Confirmation Screen

The report confirmation screen will be displayed providing details of the report you have requested. By selecting the **"Previous"** button you will be directed to the **"Generate Report"** screen Figure 2. Selecting the **"Return"** button will direct you to the **"LOLS Home Page"** Figure 1.

Field	Description
Report ID	Unique identification of the report requested
Start Date	The first date of the report
End Date	The last date of the report
Condition	The fault condition you wish to report on - Open, Closed or All
Service Provider Name	Three character short name of your company
Status	Status of your report request

Figure 7. Report Confirmation Screen

Report Confirmation Screen

Your Request with the following criteria has been submitted

Report Id	Start Date	End Date	Condition	Service Provider Name	Status
338	01/01/2006	31/01/2006	Closed Faults	XXX	Submitted

Your request is currently being processed, click on report ID when active.
 If you wish to return to the Query Report, Click the "Previous" button.
 Click "Return" to be directed to home page.


Previous
Return

Topic 5: View report

To view reports that have been generated perform the following the steps:

- 1 Select "Generate Report" hyperlink on LOLS Home page
- 2 The "Generate Report" screen will display the "Next" button when report(s) are available to be downloaded, see Figure 8.
- 3 Click on "Next" button to display reports requested, see Figure 9.
- 4 Left or Right click on "Report ID" to download report

Figure 8. Generate Report screen "Next" button displayed

LinxOnline™ Service 

► Query Report
View Report

Generate Report

To generate a report enter the Start Date and End Date (not greater than 31 days) select the report type then click "Submit".

Start Date: (DD/MM/YYYY format)
End Date: (DD/MM/YYYY format)

Active Faults
 Closed Faults
 All Faults

Click "Next" to view the generated report.

Click "Return" to be directed to home page.

Figure 9. "View Report" screen

View Report

Click on the link below to download the Report:

Report Id	Start Date	End Date	Condition	Service Provider Name
335	20/01/2006	18/02/2006	Closed Faults	XXX
334	01/01/2006	31/01/2006	Open Faults	XXX
333	15/01/2006	14/02/2006	All Faults	XXX

If you wish to return to the Query Report, Click the "Previous" button.
Click "Return" to be directed to home page.

[Previous](#)
[Return](#)

The View Report screen will display the details of the report(s) requested, this may take some time to populate as reports are generated in order of request.

Once a report has been requested you cannot request the same report until the first has finished generating. Once the report has been generated it will only be available on the "View Report" screen for 24 hours then will be removed.

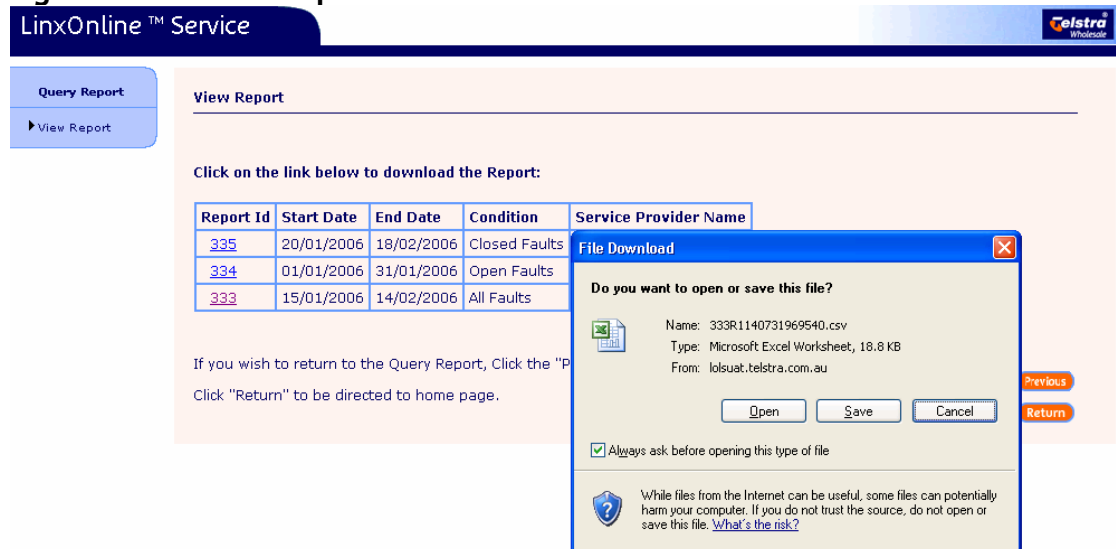
The maximum report size is 20,000 records, a red asterisk * in the report ID column will identify a report that has exceeded this limit. Only the first 20,000 records will be displayed in the report and a reduction in the report parameters is required.

Topic 6: Downloading report

To download the report, click on the “**Report ID**” link. A file Download option box will appear with “**Open**” “**Save**” and “**Cancel**” options.

Selecting the “**Open**” option will open the report in CSV format. Selecting “**Save**” will allow you to save the report directly.

Figure 10. Download report



Topic 7: Report Definitions

Reports generated in LOLS will consist of the following fields. A sample report can be found in Appendix: Training Scenarios.

Field	Description
Order	Telstra's reference number for LOLS/SIIAM. This field is system generated and cannot be changed.
Customer Reference	Customer Reference Number is the service identification
FNN	Full National Number of service that determines the product type
SLA Description	Service Level Agreement – response/restoration timeframes for the reported service.
Product description	Type of product
Service Name	Name that service is registered
Reported Site	Location of site that case has been created against
State	State within Australia where service is located
Reported Date	Date LOLS/SIIAM case was created
Target Response Date	The Response Target indicates by when Telstra should have officially responded to the customer's fault
Response Date	Date case was responded
Target Restore Date	Restore Target indicates by when the Customer's fault should be restored
Restore Date	Date case was restored
Order Created By	ID of person who created the case in LOLS or when created by Telstra will be shown as "Telstra".
Severity	Severity is used in addition to other attributes to determine the priority in which Cases are ordered in queues and scheduled
Impact	The Impact describes the level of impact the loss of service will have on the customer displayed as Workable or Unworkable
Status	Current status of case when report generated
Fault Category	High level fault grouping
Fault Description	Defines what is wrong with the service in question, e.g. Frequently Cut Off, No Dial Tone
Clear Codes	Telstra code that identifies cause and action required to restore service

Appendix: Training Scenarios

Sample report



H:\EXCEL\LOLS CR 1\
LOLS sample report.x