

Modularity Billing System (MBS): Ticketing

Subscribers today expect the best in service and problem resolution. If they don't receive satisfactory responses from your company, you may lose them to any of an increasing number of competitors. CDG's Ticketing module provides your staff with the tools it needs to solve your customers' problems before they become larger issues.

OVERVIEW

CDG's Ticketing module provides easy entry and tracking of reported trouble incidents. The system can support multiple companies and reported incidents can be recorded and updated using a variety of available information from the Ticketing, Customer Care, and Network Elements modules.

TICKETING FEATURES

- Find, create, assign, access, and complete tickets from a central location.
- Easily access tickets from multiple modules:
 - Customer Care
 - Network Elements
 - Ticketing
 - Field Tech Mobile App
- Search for existing tickets using a variety of information pertaining to the ticket itself, or the service, circuit, dispatch, or scheduling information associated with the ticket.
- Change attributes for multiple tickets simultaneously.
- Manage and track tickets for landline, Internet, and cable services.
- Create tickets using a multitude of data from within the Customer Care and Network Elements modules, such as service addresses, cable IDs, circuit IDs, equipment, facilities, subscriber names, or services.
- Create tickets based on selected service options.
- Synthesize Network Elements data and associate specific information (services, history, and validation of charges against features) vs. a global view.
- View ticket history from a Network Elements search.
- Assign, track, and manage tickets through the interactive scheduling calendar.
- Access your assigned tickets from the field with MBS Field Tech mobile app.
- Utilize MBS Reporting and Business Intelligence modules to analyze, track, and help improve your workforce efficiencies.

TICKETING CONFIGURATION

The Configuration application allows companies to convert already established information and define more detailed information desired for the Ticketing module.

TICKETING CONFIGURATION FEATURES

Ticket Priorities Define priorities or severity to assigned tickets.

Trouble Reported Information Define information that identifies the problems reported, such as static on line, no dial tone, line cut, no picture, or no connection.

Trouble Found Information Define information that identifies the problems found on the telephone, cable, and/or internet network.

Trouble Categories Define the reported codes, found codes, statuses, equipment and facilities, and the combinations of these items, to track in the Ticketing module and establish threshold limits for companies using the diagnostics module.

STANDARD TROUBLE REPORTS

- Ticket listing
- Network Elements class analysis report
- PUC new installs past 5 days report
- PUC service performance report for Arkansas
- Trouble found class summary report
- Trouble out of service over 24 hours report
- Ticket print
- Custom reports through the Reporting module

TICKETING DIAGNOSTICS

Ticketing diagnostics are designed as an addition to the Network Elements and Ticketing modules for concurrently creating multiple tickets, identifying and grouping related tickets and notifying users about common tickets for collective analysis.

TICKETING SEARCH

The screenshot shows the 'MBS - Control Panel - CO0255E' interface in Mozilla Firefox. The main content area is titled 'Ticketing - Tickets' and contains a search interface. On the left is a 'Menu' sidebar with various icons. The search area is divided into 'Search Criteria' and 'Search Options'. Below these is a table of 63 tickets. The bottom section provides a detailed view for a selected ticket, including service address and dispatch details.

Ticket Number	Out of Service	Ticket Status	Trouble Priority	Reported Time	Reported Code	Scheduled Start Time	Found Class	Found Type/Code
139913	<input type="checkbox"/>	Open	High	10-26-2022 11:04:18 CDT	Internet	11-11-2022 00:00:00 CST		
139912	<input type="checkbox"/>	Open	High	10-03-2022 15:04:36 CDT	Cstmr Gnrtld Ecare	11-11-2022 10:09:10 CST		
139903	<input type="checkbox"/>	Open	High	09-27-2022 18:43:19 CDT	Voice			
139895	<input type="checkbox"/>	Open	High	09-27-2022 16:24:08 CDT	Cstmr Gnrtld Ecare	09-28-2022 08:00:00 CDT		
139893	<input type="checkbox"/>	En Route	High	09-27-2022 16:12:58 CDT	Cstmr Gnrtld Ecare	10-03-2022 08:00:00 CDT		
139891	<input type="checkbox"/>	Open	High	09-27-2022 15:57:03 CDT	Internet	09-28-2022 15:00:00 CDT	Internet Outage	
139890	<input type="checkbox"/>	Open	High	09-27-2022 15:25:56 CDT	Cstmr Gnrtld Ecare	11-11-2022 11:09:23 CST		
139889	<input type="checkbox"/>	Open	High	09-27-2022 15:19:32 CDT	PRTC Security	10-20-2022 15:30:00 CDT	Security System	
139888	<input type="checkbox"/>	Open	High	09-27-2022 15:21:04 CDT	Cstmr Gnrtld Ecare			
139885	<input type="checkbox"/>	Open	High	09-27-2022 14:28:34 CDT	Managed Services			
139884	<input type="checkbox"/>	Open	E-Care Generated	09-27-2022 14:28:36 CDT	Cstmr Gnrtld Ecare			

Fig. 1 Ticketing Module -- Search Screen

TICKETING FEATURES

- The Ticketing search screen allows users to search for tickets based on almost any associated trouble information from ticket numbers, dispatch information, reported information, and associated circuit and equipment information to service numbers, service address information, and custom search information, as well as an interactive calendar that can show assigned and unassigned tickets for selected time periods.
- The tickets list displays the trouble tickets that meet the entered search criteria and provides core information associated with each trouble ticket. You can also select options to show the name, assigned, and address information associated with a ticket.
- The bottom half of the search screen displays additional information associated with the selected ticket including: service and address details, dispatch details, scheduling information, reported and found details, and comments.
- Change one or more attributes, such as the assigned department, for a selected set of trouble tickets.
- Format and print detailed information about the trouble ticket.
- Create a Company Dispatch report.
- Create a Found Class Summary report.

TICKETING DETAILS

Service: WALTERBORO CHRISTIAN CENTER, 320 ROBERTSON BLVD, WALTERBORO, SC 29482754, (843) 782-5202

Ticket Dispatch Details: Reported By: Me, Assigned Dept: -None-, Region: -None-, Assigned To: Martin, Jeff (jmartin), Cleared By: -None-, Contact Info: -None-, Schedule Status: -None-, Truck Roll, Billable

Trouble Highlights: Ticket Number: 139912, Status: Open, Out of Service: No, Priority: High, 44d 17h

Scheduling: Scheduled Start: 11-11-2022 10:09:10, Ticket Hours: 1.00, Actual Start, Actual Completion

Trouble Reported and Found: Reported Code: Cstmr Gnrtd Ecan, Found Class: -None-, Type/Code

Additional Information: Computer Pickup Ready, ONT ID

Service Summary: Status: Active, Service Type: Landline, Line Type: VoIP, Medical Line, Non-Listed, Non-Published

Contacts (2): Work Phone (843) 782-3030

Status	Usage Type	Service Provider Type	Service Provider	Primary Package	Preferred SP	Price Area	Package	From	Thru
Active	IAL - Intralata	IXC-Interexchange LD	5541 - Palmetto Telephone Communications	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Carrier 5541 IXC	Intralata Carrier5541	03-22-2017	
Active	IEL - Interlata	IXC-Interexchange LD	5541 - Palmetto Telephone Communications	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Carrier 5541 IXC	Interlata Carrier 5541	03-22-2017	

Type	Subtype	Service ID	Non Published	Non Listed	Account	Primary Info	Invoice Cycle	Status	Date	Guarantor ID
Generic Service	HSS	92554170709	<input type="checkbox"/>	<input type="checkbox"/>	92551110078 - WALTERBORO CHRISTIAN CENTER	320 ROBERTSON BLVD, WALTERBORO	15	Active	04-12-2021	92552110072
Digital TV		92554170711	<input type="checkbox"/>	<input type="checkbox"/>	92551110078 - WALTERBORO CHRISTIAN CENTER	320 ROBERTSON BLVD, WALTERBORO	15	Active	08-30-2017	92552110072

Fig. 2 Ticketing Module -- Ticket Details Screen

TICKETING DETAILS

- Service and address details, dispatch details, ticket information, scheduling, trouble reported and found information, and circuit information.
- Notes about the ticket and provisioning.
- Service summary, contacts, packages, and associated services.
- Ticket history for service, circuit, and/or address.
- History information related to ticket assignments.
- View information about related tickets and change attributes.
- Address information and address comments associated with the ticket, as well as the services and circuits associated with the address.