Call Management System

Bulk Provisioning

Call Management Bulk Provisioning User Guide Version 3.0.docx This document is uncontrolled if printed or saved to a non-authorised site

Call Management System

Contact Details

If you have any queries regarding the content of this document please contact your Customer Services Advisor.

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Bulk Provisioning Guide

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Introduction

Call Management System is used to manage non-geographic numbers and services on the Intelligent Network (IN) and Interactive Voice Response (IVR) platforms

Bulk Provisioning with Call Management System

Portal Bulk Provisioning allows the Call Management System users the ability to create, modify or disconnect inbound services in bulk using the portal interface. This has been designed to replace the existing email and FTP bulk provisioning services used on First Generation Systems for customers who manage their services via the portal. The user must upload a valid file containing translations which will create and connect (or disconnect) IN services and can be tracked using the Order Tracking facility.

This service can be used as a simple disaster recovery method by having preconfigured files with a maximum of up to 200 rows per file ready to upload should a disaster situation arise.

Compatible Service Types

Standard Services are the only compatible service types currently. Call Management System users can upload details of standard services into their file, which will be created as new services and connected to the inbound numbers in the file. Each string of translations will contain order references, an inbound number to be connected or disconnected, a service name and the destination numbers. A valid string MUST contain a primary destination number however up to 10 subsequent diverts are optional.

Command Types

Within the wizard, the user is given the option of 2 command types; Connect and Disconnect. If the Connect command is used, the user has the option to either connect to a new service or connect to an existing service (using service ID). Separate formats will be used for each of the command types as detailed in the following section.

File Format

Standard Service

Each line of the file for a standard service must contain the following parameters:

- Reseller Reference A reference used in Order Tracking to identify the reseller
- Account Reference A reference used in Order Tracking to identify the account
- NGN Inbound Number to be connected or disconnected
- · Service Name The name of the service to be created and connected to
- Destination Number The destination which the inbound dialled number will terminate
- Diverts Any subsequent diverts to be included as part of the service created (optional)

Connect to New

(Reseller Ref) | (Account Ref) | (NGN) | (Service Name) | (Destination) | (Divert1) | (Divert2)

Connect to Existing Service

(Reseller Ref) | (Account Ref) | (NGN) | (Service ID)

Disconnect

(Reseller Ref) | (Account Ref) | (NGN)

Note: Including a 'pipe' at the end of the string will result in the file failing verification checks and return and 'invalid file format' message.

Validation

Upon uploading the file to the portal, a validation check will take place. This is to ensure the format of the file is correct and highlight to the user where any errors may be, prior to submitting the order.

All telephone numbers will be automatically corrected as per the following rules:

- Remove all whitespace
- Appending leading zero if not present

So if the user uploads a file with numbers without a leading zero, a zero will be added and the process will continue.

The user permissions will also be validated to check whether they have the right to modify the NGN's and that the destination numbers are valid and permitted (i.e national/international permissions granted).

Order Tracking

After all orders have been created, a summary will be shown detailing the number of orders and the order tracking command IDs. A link will be provided to order tracking to show all the appropriate commands.

Also the user will have the option to request an email containing the number of orders and the order tracking command IDs, plus the link to order tracking. This would enable the user to check the status of the appropriate orders at a later date easily.

The orders are created under the account of the current agent. Therefore only users with access to the root account of that agent will be able to check the status of the order.

Connect to a New Service

		Wolcome Staphon Taylor (<u>Home</u>)	Logo
Home		Our Customer & Partner Zone	
My Dashboard			_
My Settinos			
Accounts			
Agents			
CDB			
ISP Admin			
Management Loois			
Mobile Pre Pay			
MAMS			
Nambers			
Orders			
Products & Services	P	Inbound Services	
Profiles		110	
Provisioning Tools		WLR	
Reports	,		
Supportal			
Uners			

Main Menu Screen

From the menu select **Products & Services>Inbound Services** and the following screen will appear:



Inbound Service Management Screen

Select the **Bulk Provisioning** task (permissions allowing) and the Pop Up Wizard screen will appear:

🧭 https://portal.opalonline.co.uk/ - Bulk Provisioning - Microsoft Internet Explorer provided b 💻	
Welcome to the Bulk Provisioning wizard	
This wizard will guide you through the process of bulk provisioning inbound service commands.	
Badi; Next Car	ncel

Bulk Provisioning Wizard Welcome Screen

Your browser may ask you to enable pop-ups, as some default to block. From the pop-up wizard welcome screen, click **Next** and the Order Details screen will appear:

🖉 https://portal.op	alonline.co.uk/ - Bulk Provisioning	- Microsoft Internet Explorer provided b 📃 🗙
Order Details		
Agent	Select 💌	Select an agent from the drop-down list.
Operation	Connect New	Select to connect numbers to new services.
	C Connect Existing	Select to connect numbers to existing services.
	O Disconnect	Select to disconnect numbers.
		Back Next Cancel

Bulk Provisioning Wizard – Order Details Screen

Select Agent (Reseller) fror	n drop down list an	d ensure the 'C	Connect New' (default) button is
highlighted before continuir	ig to click Next and	I the Search Ac	counts screen	will appear:

https://portal.opalonline.co.uk/ - Bulk Provisioning	- Microsoft Internet Explorer provided b	_O×
Search Accounts		
Please choose the type of search:		
Search accounts by name		
C Search accounts by tree		
	Back Novt	Cancel
	back Next	Cancer

Bulk Provisioning Wizard – Search Accounts Screen

Choose a method to search for the account to house the newly created services. This can either be done by searching for the name of the account or selecting from a tree. Click **Next** to proceed and the Search Accounts by Name or Tree screen will appear, depending on the type of search chosen.

NOTE: If the user has selected to connect to an EXISTING SERVICE, then the account selection screen will not be presented.

🖉 Bulk Provisioning - Microsoft Internet Explorer provided by Opal Teleo	om Ltd
https://portal.opalonline.co.uk/OpalPortal/Applications/InboundServiceManagem	ent/BulkProvisioningWizard/C(🗾 🔒
Search Accounts by Tree	
Please select an account:	
E Accounts 	
[Badk Next Cancel

Bulk Provisioning Wizard – Search Accounts by Tree Screen

If the tree is the chosen method of account selection, choose the account from the tree by ticking the check box and click **Next**

Choose file					? X
Look <u>i</u> n:	02_Supporting	g Documentation	•		
Desktop My Documents Desktop Desktop Desktop Desktop	Customer Bulk Development T Bulk Prov Demo Bulk Prov Demo Connect BDC T Process Flow D Sample Bulk Pro Training Guide Training Guide	Provisions Team Test Files D Test 3 NGNs Diagram ov File CSV file CSV file - Connect New			
	File <u>n</u> ame:	Training Guide CSV file - Con	nect New	•	<u>O</u> pen
	Files of type:	All Files (*.*)		-	Cancel

Choose file to be uploaded

Click the **Browse** button and select the upload file from the file location and click the **Upload** button to begin the verification process, the Upload File screen will appear:

🖉 https://portal.opalo	nline.co.uk/ - Bulk Provisioning - Microsoft Internet Explorer provided b.	
Upload File		
These are server in M		
There are errors in u	ne lile. Please correct the errors of choose another lile.	
Row Number	Error Description	
5	The command contains too few columns.	
6	The command does not contain any delimiters (I)	
7	The command does not contain any delimiters (I)	
	Total Records: 3 🛱 Page	e1of1
Records per Page :	20 🔽 1	Go
	Back Next	Cancel

Bulk Provisioning Wizard – Upload File Screen

If there are errors in the file, these will be displayed as indicated above. The user must rectify these errors in the file using the error messages for guidance and reattempt to upload the corrected file and the File Summary screen will appear:

		Isioning - Flictoson	с писетнес схрю	rer provided b	_ 🗆
le Summary					
Reseller Ref	Reseller Account RefID	Number	Description	TLI	
Reseller 1	Account A	08451949781	Service 3.1	01612229781	
Reseller 1	Account A	08451949782	Service 3.2	01612229782	
Reseller 1	Account A	08451949783	Service 3.3	01612229783	
Reseller 1	Account A	08451949784	Service 3.4	01612229784	
Reseller 1	Account A	08451949785	Service 3.5	01612229785	
Reseller 1	Account B	08451949786	Service 3.6	01612229786	
Reseller 1	Account B	08451949787	Service 3.7	01612229787	
Reseller 1	Account B	08451949788	Service 3.8	01612229788	
Reseller 1	Account B	08451949789	Service 3.9	01612229789	
Reseller 1	Account B	08451949790	Service 3.10	01612229790	
	🛏 Total Records: 10 🛛 🗄			Page 1 of '	1
Pacarda par P	Page: 20 🔽			1 Go	
Records per F					

Bulk Provisioning Wizard – File Summary Screen

Once all the errors have been corrected and the file is uploaded, the user will be presented with a confirmation screen detailing the file details, click **Next** and the Confirm Order screen will appear:

🖉 https://portal.opalonline.co.uk/ - Bulk Provisioning - Microsoft Internet Explorer provided b 💶 🗖 🗙
Confirm Order
All the information for the order has been collected
Your password is required to submit the order. Please enter it into the field below.
Password
Click Next to submit the order.
Back Next Cancel

Bulk Provisioning Wizard – Confirm Order Screen

The User will be prompted to re-enter their portal password as an added security measure, once this has been entered, click **Next**.

Once the password has been verified, the order is complete and the user will be presented with the Finish screen below detailing an Order ID for the transaction. This order ID can be used at a later stage to track the progress of the order via the portals Order Tracking application.

🦉 https://portal.opalonline.co.uk/ - Bulk Provisioning - Microsoft Internet Explorer provided b 💶 🗖 🗙
Finish
Your order has been processed successfully. You will receive an email shortly.
The OrderID for this transaction is 40696277 . You can use the Order Tracking application to monitor the progress of this order
Back Next Finish

Bulk Provisioning Wizard – Finish Screen

Click **Finish**, the wizard will close. If the user has the correct permission levels they can navigate to Order Tracking to be able to track the progress of the order.

-									Welcome Stephe
Home		Orde	rs > Orde	r Details					
My Dashboard									
My Settings		Order	Detaile						
Accounts		Order	Details	40606277	State		Complete		Order Tasks
Agents		Reseller		DISE NDT	Order Description		INB Order: 28/05/2009 11:46:03		Current State
EDB		Date Received		28/05/2009 11:46:04	Order Received From		INB Web Service		Historic States
ISP Admin		Date Completed		28/05/2009 11:46:31					
Management Tools	F	_							
Mobile Pre Pay				Command Type	Last Updated	Telephone Nun	iber <u>State</u>	Error	
, MS		View	43593641	INB Provide Number Command	28/05/2009 11:46:31	08451949781	Completed	-	
	'	View	43593642	INB Provide Number Command	28/05/2009 11:46:31	08451949782	Completed	-	
mbers		View	43593643	INB Provide Number Command	28/05/2009 11:46:31	08451949783	Completed	-	
ders		View	43593644	INB Provide Number Command	28/05/2009 11:46:31	08451949784	Completed	-	
oducts & Services	F	View	43593645	INB Provide Number Command	28/05/2009 11:46:31	08451949785	Completed	-	
ofiles		View	43593646	INB Provide Number Command	28/05/2009 11:46:31	08451949786	Completed	-	
ovisioning Tools	÷.	View	43593647	INB Provide Number Command	28/05/2009 11:46:31	08451949787	Completed	-	
ports	<u>ا</u>	View	43593648	INB Provide Number Command	28/05/2009 11:46:31	08451949788	Completed	-	
innortal		<u>View</u>	43593649	INB Provide Number Command	28/05/2009 11:46:31	08451949789	Completed	-	
apporta		View	43593650	INB Provide Number Command	28/05/2009 11:46:31	08451949790	Completed	-	

Order Tracking Screen – Order Details

The state of the order lines will be as follows: Accepted=>Validated=>Completed



Confirmation Email

A confirmation email will be sent to the user containing the order tracking reference.

Note: If the numbers were previously connected to a Standard Service(s) (and no other numbers are connected to that service(s)) then the previous service will be deleted. This will not be the case if the numbers were previously connected to any other service type other than Standard Service.

Connect to a New Service with Diverts

The process for connecting NGN's to new standard services with up to 10 diverts is the same as for connecting to New service without diverts as detailed above. The file format however needs to contain details of the additional diverts.

(Reseller Ref) | (Account Ref) | (NGN) | (Service Name) | (Destination) | (Divert1) | (Divert2)

An example is displayed below:
Training Guide CSV file - Connect New with Diverts - Notepad

Training Guide CSV file - Connect New with Diverts - Notepad	
Eile Edit Format View Help	
Reseller 1 Account A 08451949781 Service 11 01612229781 01612229791 0161222	9801 🔺
Reseller 1 Account A 08451949782 Service 12 01612229782 01612229792 0161222	9802
Reseller 1 Account A 08451949783 Service 13 01612229783 01612229793 0161222	9803
Reseller 1 Account A 08451949784 Service 14 01612229784 01612229794 0161222	9804
Reseller 1 Account A 08451949785 Service 15 01612229785 01612229795 0161222	9805
Reseller 1 Account B 08451949786 Service 16 01612229786 01612229796 0161222	9806
Reseller 1 Account B 08451949787 Service 17 01612229787 01612229797 0161222	9807
Reseller 1 Account B 08451949788 Service 18 01612229788 01612229798 0161222	9808
Reseller 1 Account B 08451949789 Service 19 01612229789 01612229799 0161222	9809
Reseller 1 Account B 08451949790 Service 20 01612229790 01612229800 0161222	9810
	T
<u>.</u>	► //.

Example of CSV Connection File with additional diverts

Note: If the numbers were previously connected to a Standard Service(s) (and no other numbers are connected to that service(s)) then the previous service will be deleted. This will not be the case if the numbers were previously connected to any other service type other than Standard Service.

Note: If a divert is added, the previous destination will ring for a default of 15 seconds prior to diverting. The final destination number will ring for a default of 'maximum'. Up to 10 diverts can be added to each service.

Connect to an Existing Service

The process for connecting NGN's to existing services is the same as for connecting to a new service as detailed previously, with the exception of selecting "Connect Existing" on the first wizard screen. The user will not be taken to the account selection screen. The file format however needs to contain details of the existing services.

(Reseller Ref) | (Account Ref) | (NGN) | (Service ID)

An example is displayed below:

Training Guide CSV file - Connect Existing - Notepad	
Ele Edit Format View Help	
Reseller 1 Account A 08451949781 288457	A
Reseller 1 Account A 108451949/82 288456	
Reseller 1 Account A 08451949781 28860	
Reseller 1 Account A 08451949785 288459	
Reseller 1 Account B 108451949/86 288452	
Reseller 1 Account B 0845194978/280451	
Reseller 1 Account B 08451949789 288455	
Reseller 1 Account B 08451949790 288454	
<u>۲</u>	

Example of CSV Connection File with details of existing service

Note: Connecting to an existing service will leave all previous services intact.

Disconnect from an Existing Service

The process for disconnecting NGN's from an existing service is the same as for connecting to a new service as detailed previously, with the exception of the account selection step. The file format however does not need to contain details of the existing services, only the Reseller reference, account reference and NGN.

(Reseller Ref) | (Account Ref) | (NGN)

An example is displayed below:

Training Guide CSV file - Disconnect - Notepad	
Elle Edit Format View Help	
Reseller 1 Account A 08451949781	
Reseller 1 Account A 08451949782	
Reseller 1 Account A 08451949783	
Reseller 1 Account A 08451949784	
Reseller 1 Account A 08451949785	
Reseller 1 Account B 08451949786	
Reseller 1 Account B 08451949787	
Reseller 1 Account B 08451949788	
Reseller 1 Account B 08451949789	
Reseller 1 Account B 08451949/90	_

Example of CSV Disconnection File

Note: Disconnecting from an existing service will leave all previous services intact.