

CARES on the Nokia support portal

Updated: August 2019

Guide

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1. Getting started

Getting to the Nokia Support portal

To access the Nokia Support portal for Alcatel-Lucent products:

- Go to <http://customer.nokia.com> > Support portal
- Login



Support portal

Support portal provides easy and secure access to the solution and product documentation, downloadable software, entry & tracking of Help Desk cases, e-learning, collaboration, and project management tools. Support portal is aimed for Nokia Customers, Partners, and other Associates.

Or go directly to
<https://customer.nokia.com/support/s>

A screenshot of the Nokia Support portal homepage. The page features the Nokia logo at the top left and a user profile icon with the text "FirstName LastName" at the top right. Below the logo is a large banner with the text "Welcome to the Support portal" over a background image of kayakers. A navigation menu includes "Support", "Products", "Services", "Collaboration", and "Libraries". The main content area is divided into sections: "Favorite Products" with a table of products (5620 SAM, 9500 MPR, NetAct), "Emergency Contact" with a country selection dropdown (Canada) and a "Submit" button, and a list of links for "Training", "Support Policies", and "Support portal tutorials".

Favorite Products		Edit	See All
5620 SAM (Service Aware Manager)	9500 MPR (Microwave Packet Radio)		
NetAct			

Emergency Contact

Please select your country

Canada

Submit

- > Training
- > Support Policies
- > Support portal tutorials

The Nokia support portal

The screenshot shows the Nokia support portal interface. At the top left is the NOKIA logo. On the top right, a user profile for Kenneth Bertram is shown with a dropdown arrow. Below the logo is a large banner with the text "Welcome to the Support portal" over a background image of a boat on water. A navigation bar contains links for Support, Products, Services, Collaboration, and Libraries. Below this is a "Favorite Products" section with a table listing "5620 SAM (Service Aware Manager) NetAct" and "9500 MPR (Microwave Packet Radio)". To the right of the favorites is an "Emergency Contact" form with a country selector set to "Canada" and a "Submit" button. A sidebar on the left contains navigation options: "By Product (recommended)", "By Service", "Favorite Products for quick access", and "Training and Policy information". A callout box explains that in CARES, users can toggle between favorite products and a complete list of entitled products. The bottom of the page shows a footer with "© NOKIA 2019" and the NOKIA logo.

Portal Navigation

By Product (recommended)
By Service

Favorite Products for quick access

Training and Policy information

Emergency Contact
Please select your country
Canada
Submit

support contact telephone numbers

Login / Log Out

portal quick links

In CARES, you can easily toggle between your list of favorites and a complete list of your entitled products.

Product
5620 SAM (Service Aware Manager) NetAct
9500 MPR (Microwave Packet Radio)

Product	Model
SESS	

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The Access to CARES

CARES Ticket/Case management can be accessed via Product Page or Service Tile

Support Products Services Collaboration Libraries

PRODUCTS > [1350_OMS_\(OPTICAL_MANAGEMENT_SYSTEM\)](#)

1350 OMS (Optical Management System)

Add to favorites

The Nokia 1350 Optical Management System (OMS) is the new network management product that provides unified end-to-end network management and operational support for all network element products in the Nokia Optics portfolio. Building on the successful network management systems of former Alcatel (1350 MS) and former Lucent Technologies (OMS, the evolution of NMS NAVIS) products, the 1350 OMS provides a common management platform for end-to-end operations, including service provisioning over multi-technology optical infrastructures (SDH/SONET, Carrier Ethernet, WDM, ROADM) and OSS/BSS integration.

Resources

Technical Documentation
Documentation: Doc Center

Product Downloads
Downloads: ALED

Alerts and Notifications
Product Alerts

Troubleshooting Information
Case Handling: CARES
Knowledge Base: PSP

Access via Resource on Product Page

Support Products **Services** Collaboration Libraries

Available Services

Documentation: Discovery Center

Browse and download documentation and multimedia for 5G, Core Networks, Data Center Infrastructure, OSS, and RAN products. Plus product trainings. (FNOLS)

→

Documentation: Doc Center

Access and download product documentation for Nokia IP/Optical Networking, Fixed Networking and Nokia Software products. (FOLCS)

→

Case Handling: CARES

CARES is online ticket management (create, review, modify) service for former Alcatel-Lucent products

→

Access via Service Tile

CARES

CARES provides customers with online access to create and manage issues reported to Nokia. CARES is accessible via the Nokia Support Portal:

<https://customer.nokia.com/s> or directly: <https://cares.support.alcatel-lucent.com>

CARES is available to customers under their active Maintenance agreements or warranties

Quick access options to finding status on a single request, or take advantage of enhanced search capabilities

Advance notice of any planned maintenance will be posted here.

The screenshot shows the CARES web interface. At the top left, there's a search bar and a 'Display Your Request' section with a search input and a 'Go' button. Below that is a 'Quick Reports' section with a dropdown for 'My own' (set to 'Support Services') and another for 'My company's' (set to 'Alcatel-Lucent'). There's also a 'Sort by' dropdown (set to 'AR number (descending)') and a 'Rows per page' dropdown (set to '25'). A 'Go' button is at the bottom of this section. The main content area has several sections: 'Assistance Requests (ARs)' with a description and a 'More...' link; 'Legacy Notifications' with a description and a 'More...' link; and 'SESS /IMRs' with a description and a 'More...' link. On the right side, there's a navigation menu with sections: 'Service Requests' (Find a Request, Create a Request), 'Reports' (Create or Run Reports), 'Preferences' (User Preferences), and 'Legacy Searches' (Find a Notification, Find an IMR). A 'Go' button is at the bottom of the page.

Easy to understand instructions to use the CARES Web interface are available online, with additional "Help" links on every page

User preferences to meet your needs:
- User Interface defaults
- Report Download Format
- Ticket Notifications (email)
- Parts Request Inputs

Convenient right navigation menu with access to the tasks you need to perform with CARES.

Request structure

Understanding the basic structure of your service requests with Nokia will make it easier for you to find what you need on the Web.

A support request is comprised of common, AR Header information and one of the following:

- Technical Support content
- Parts Request content
- Field Intervention content

AR Header Information

- Who made the request
- When the request was made
- The initial service requested
- Which company is receiving the service.

Technical Support content

- The product involved
- The nature of the problem
- Where the problem occurred
- The Nokia staff responsible

•Service: Technical Support (TS) *[also known as Remote Technical Support (RTS)]*

•Name: Assistance Request (AR)

•Format: 1-nnnnnnn or 0-nnnnnnn

Parts Request content

- The product involved
- The specific part & serial number
- The ship-to address
- The Nokia staff responsible

•Service: Repair and Exchange Service (RES) *[also known as Spare and Repair Service]*

•Name: Parts Request (PR)

•Format: 5-nnnnnnn

Field Intervention content

- The product involved
- The list of equipment required
- The site location where support is needed
- The Nokia staff responsible

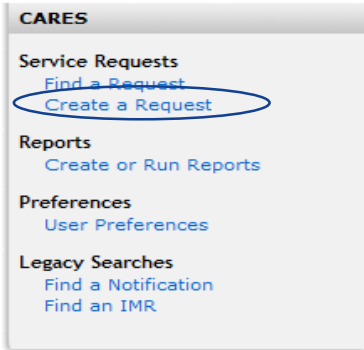
•Service: Field Intervention *[also known as On Site Technical Support (OTS)]*

•Name: Field Service Request (FSR)

•Format: 7-nnnnnnn

2. Creating requests online: ARs technical support

Create a request



Create and submit ARs, PRs, and FSRs online via the CARES interface, 24x7. This menu can be found on every page.

Describe the problem description in your 'own words' and at your convenience.

Requests will be routed to the correct workgroup, primarily based on product and country, and will be responded to per your support agreement.

- Initial response may be up to 5 minutes longer when submitted through the Web.

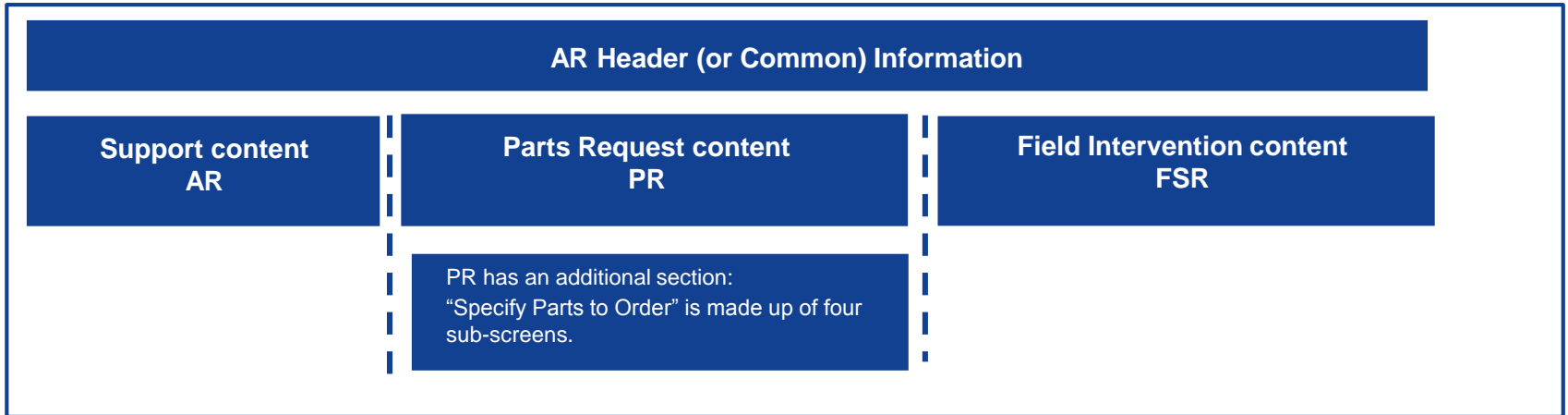
Web use is most common for creating Severity 3 & 4 ARs, but can also be used for Severity 2.

NOTE: Severity 1 service outage ARs cannot be submitted via the Web. Please call the Global Welcome Center to create and submit a Severity 1 service outage AR.

Request Type	Acronym	Service
Assistance Request	AR	Technical Support (TS), also Remote Technical Support (RTS)
Parts Request	PR	Repair and Exchange Service (RES), such as Advanced Exchange (AE) and Return for Repair (R4R)
Field Service Request	FSR	Field Intervention (On Site Technical Support (OTS); Field Maintenance (FM)

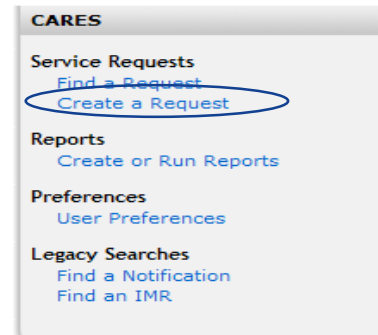
Create a request (continued)

The interface for Creating a Request is divided into sections that mirror the service request architecture described earlier:



Create an AR (technical support)

- Click on “Create a Request” in the right navigation menu.
- The ticket header screen is displayed.



Create a Request

Submit a request for an AR. Required fields are marked "*". [Help](#) on this form.

Contact

Name: Tester1, One
Contact id: 5434817
Company: Test Company 1 for CARES
Phone: 1* - 5555555555* extension [] Find Country Code
Additional contact info: []

Service Request

Company: Test Company 1 for CARES
Initial service requested: Remote Technical Support

Reference

Customer ticket: []

[Next](#)

Contact and Company information specified on this screen will carry forward though this request.

Use Additional contact info field to provide additional contact information for this request only.

Update default Company if/as necessary. You may be authorized to create requests for multiple companies; each will have a set of entitled products.

Initial service requested is “Remote Technical Support” (default).

If your Company uses its own ticket tracking number, you can enter it in “Customer ticket”. You can also use this text field to enter other ticket references (e.g., project name).

Create an AR –by product TAB (or choose another method)

This screen prompts for selection of AR creation method:

- **By Product:** Create a request by selecting the product for which you are requesting support (i.e., default creation method).
- **By Product Instance:** Populate specific request details based on the selected Product Instance.
- **By Copying Existing AR:** Copy/replicate ticket information from a previously created request.

Create a Request (RTS)

Submit a request for an AR. Required fields are marked "*". [Help](#) on this form. You will be able to upload an attachment on the Acknowledgement page. [Edit Preferences](#) for this form.

All dates and times are displayed in **AST(Atlantic Standard Time)** time zone.

Contact

Name: Tester1, One
Contact id: 5434817
Company: Test Company 1 for CARES
Phone: 1 - 5555555555 * extension [] Find Country Code
Additional contact info: []

Service Request

Company: Test Company 1 for CARES *
Initial service requested: Remote Technical Support *

Reference

Customer ticket: []

By Product By Product Instance By Copying Existing AR

Product

Product: - Select One - * Show my favorites

[Edit preferences to change your default options.](#)

Upload attachments during AR creation, or from the Acknowledgement page, after the AR is created. See Section 7.

Default ticket creation method is based on your preference settings. See Section 8.

Choose a Product.

Create an AR –by product instance TAB

Create a Request (RTS)

Submit a request for an AR. Required fields are marked "*". [Help](#) on this form. You will be able to upload an attachment on the Acknowledgement page. [Edit Preferences](#) for this form.

All dates and times are displayed in **AST(Atlantic Standard Time)** time zone.

Contact

Name	Tester1, One		
Contact id	5434817		
Company	Test Company 1 for CARES		
Phone	<input type="text" value="1"/> *	<input type="text" value="5555555555"/> *	extension <input type="text"/> Find Country Code
Additional contact info	<input type="text"/>		

Service Request

Company	<input type="text" value="Test Company 1 for CARES"/> *
Initial service requested	<input type="text" value="Remote Technical Support"/> *

Reference

Customer ticket	<input type="text"/>
-----------------	----------------------

By Product **By Product Instance** By Copying Existing AR

Product Instance [Search for an instance by name]

Product instance	<input type="text" value="cbx"/> Find Instance
------------------	--

Note: Preferred Time Zone is set in User Preferences and applies to all time stamps in CARES. See Section 8.

Enter Product Instance name and click "Find Instance".
OR
Enter at least three characters from the name of a valid Product Instance and click "Find Instance".

Create an AR – by copying existing AR TAB

This feature is for **AR requests only**. It is not available for Parts Requests or requests for Field Intervention Support

Create a Request (RTS)

Submit a request for an AR. Required fields are marked "*". [Help](#) on this form. You will be able to upload an attachment on the Acknowledgement page. [Edit Preferences](#) for this form.

All dates and times are displayed in **AST(Atlantic Standard Time)** time zone.

Contact

Name	Tester1, One		
Contact id	5434817		
Company	Test Company 1 for CARES		
Phone	<input type="text" value="376"/> *	- <input type="text" value="6302246975"/> *	extension <input type="text" value="1234567890"/> <input type="button" value="Find Country Code"/>
Additional contact info	<input type="text"/>		

Service Request

Company	<input type="text" value="Test Company 1 for CARES"/> *
Initial service requested	<input type="text" value="Remote Technical Support"/> *

Reference

Customer ticket	<input type="text"/>
-----------------	----------------------

By Product By Product Instance **By Copying Existing AR**

Copy AR

[Use this feature to copy data from an existing AR]

Copy from	<input type="text" value="Enter an AR number"/> *	<input type="button" value="Go"/>
-----------	---	-----------------------------------

Enter an AR number (e.g. ,1-1234567) for a ticket that was previously created AR for the "Service Request Company" and click Go.

NOTE: The following slides outline, by ticket creation method, the additional information required to complete the request.

Create an AR - by product TAB (example)

By Product | By Product Instance | By Copying Existing AR

Product

Product: AnyMedia Show my favorites Existing solutions in ask AL may be relevant to your issue.

Model: - Product has no models -

Version: - Select One -

Sub-product: - Select One -

Service

Show Service Fields

Product Location [Either use the pull down menus or search for an instance by name]

Product instance: Find Instance

List All

Country: USA

State/Province: - Select One -

City: - None Defined - Only selected company's data

Site: - None Defined - Only sites for selected company

Instance: - None Defined -

Classification

Request type: Support

Severity: 4 - No Operational Impact

Description

Short description:

Detailed description:

Find similar issues

Attachment

You can select 5 attachments to upload. Total file size should be less than 50 MB.

Description:

Contains Subscriber Information:

File name: Browse...

Submit Cancel

Choose Model, Version, Sub-product as applicable.

Select Request type (Support, Defect, Enhancement)
Enter Severity; default value is (4). Severity 1 requests cannot be opened via the web; please contact the Global Welcome Center to report.

Click Submit to finalize your request

Service If there are multiple service options, you will be prompted to select the applicable Service Agreement and Service Offer. If there is only one selection, values are pre-selected and this section is hidden from view.

Hide Service Fields	
Company	Test Company 1 for CARES
Initial service requested	Remote Technical Support
Service agreement	210496 TJR - Test SA - RTS Validation On
Service offer	003 USA TS 24x7 (Legacy Contract without ELTS)

Click Show to display / Hide to collapse.

Product Location Specify product's geographic location using one of three methods:

- Geographic hierarchy
- Find Instance
- List All to select from the Instances recorded for the selected product

Description Select 'Find similar issues' to perform text search for ARs with similar issue reported.

Text Search Please perform text search with populated parameters below to find issues related to your problem.

Select a product, enter the text to search for and click Search (Remote Technical Support only). Reset to create a new report.

Product: AnyMedia Show my favorites

Search for: outage

using: All Words

include: 12 months

of: Test Company 1 for CARES ARs

Clear Search 10 Rows per page

Name your report: Save Report

Attachment At time of ticket creation select and upload up to five attachments with total file size not to exceed 50 MB. Note: After the ticket has been created, individual file(s) with maximum file size of 50 MB can be uploaded.

Create an AR - by product instance TAB (example)

By Product Instance | By Product | By Copying Existing AR

Product Instance [Search for an instance by name]
Product instance:

Product

Product:
Model:
Version:
Sub-product:

Service

Company	Test Company 1 for CARES
Initial service requested	Remote Technical Support
Service agreement	210496 TJR - Test SA - RTS Validation On
Service offer	003 USA TS 24x7 (Legacy Contract without ELTS)

Product Location

Country:
State/Province:
City: Only selected company's data
Site: Only sites with selected product
Instance:

Classification

Request type:
Severity:

Description

Short description:
Detailed description:

Attachment

You can select 5 attachments to upload. Total file size should be less than 50 MB.

Description:
Contains Subscriber Information:
File name:

When the by Product Instance ticket creation method is selected, the Product Instance is selected first and the Product Location is subsequently auto-populated.

The remainder of the page contains the same data fields as the other ticket creation methods.

Create an AR - by copying existing AR TAB (example)

Copy AR [Use this feature to copy data from an existing AR]

Copy from:

Product

Product: **AnyMedia** Existing solutions in ask AL may be relevant to your issue.

Model:

Version:

Sub-product:

Service

Company: **Test Company 1 for CARES**

Initial service requested: **Remote Technical Support**

Service agreement: **210496 TJR - Test SA - RTS Validation On**

Service offer: **003 USA TS 24x7 (Legacy Contract without ELTS)**

Product Location [Either use the pull down menus or search for an instance by name]

Product instance:

Country:

State/Province:

City: Only selected company's data

Site: Only sites with selected product

Instance:

Classification

Request type:

Severity:

Description

Short description:

Detailed description:

Attachment

You can select 5 attachments to upload. Total file size should be less than 50 MB.

Description:

Contains Subscriber Information:


File name:

The data from the existing AR is automatically populated in to the each field. This allows for the duplication of the common elements in both requests.

You may override any field that may be unique to this request.

Clear to remove existing text.

Creating an AR – acknowledgement page

Alcatel-Lucent  Welcome One Tester1 | Test Company 1 for CARES
[My Profile](#) | [Contact Us](#) | [Log Out](#)

My Alcatel-Lucent | **Solutions** | **Products** | **Services** | **Innovation**

[My Customer Support](#) > [CARES](#) > [Create a Request](#)

Acknowledgement

AR Number 1-4821447

This request, covered by Service Agreement 210496, requires additional entitlement verification review by Alcatel-Lucent. It will be routed to the Alcatel-Lucent Welcome Center.

Please record your AR number. You will also receive a separate email for this. You can search for the assistance request by using this number. All dates and times are displayed in **AST(Atlantic Standard Time)** time zone.

Attachments

Your upload (WJ III.docx) was successful. The attachment identifier is: 1-0000002172136.
Your upload (1-4270278-RMA1.pdf) was successful. The attachment identifier is: 1-0000002172137.

[Upload an attachment.](#)

Contact

Name	Tester 1, One
Company	Test Company 1 for CARES
Contact ID	5434817
Phone	1-5555555555/ 1234567890
Additional contact info	

Service Request

Company	Test Company 1 for CARES
Initial service requested	Remote Technical Support

Classification

Short description	Problems with retrofit
Request type	Support
Severity	4

Product

Product	5ESS
Model	
Version	None
Sub-product	

Service Agreement

Service Agreement	210496-TJR - Test SA - RTS Validation On
Service Offer	RTS 24x7 (NAR Switching)

Product Location

Country	USA
State/province	Illinois
City	Geneva
Site	Test Site 3 - Geneva
Instance	5ESS : 1234 : Test Product Instance

Detailed Description

Retrofit aborts with numerous audits

After submitting your request, you will receive an on-screen acknowledgement with the AR number immediately. Please make a note of the AR Number.

If you added one or more attachment(s) during the ticket's creation, they will be listed directly under the AR Number.

If you are subscribed for AR Notifications, you will receive an email acknowledgement of the ticket's creation.

Any additional information will be displayed as a message in green font below the AR number.

“Find instance” functionality

If you click “List All”, we will pop up a window for all known Instances for the Product/Model/Offer that you selected earlier.

Product Instance Listing

Select a product instance. Some instances may not be selectable if they don't match the criteria you've already entered. Only Instances covered by your entered Product, Model, and Service Offer are selectable. **Tell Us** if you cannot find a product instance.

Showing 1 - 2 of 2

Product Instance	Model	Unique ID	Address	City	State/Province
5ESS : 1234 : Test Product Instance		1234	102 N Main Street	Geneva	Illinois
5ESS AMPS/PCS : 56789 : Test Product Instance		56789	102 N Main Street	Geneva	Illinois

Showing 1 - 2 of 2

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Click on the bolded Instance name to add it to your AR.

If you enter as search string in the **Find Instance** input box instead, you must use at least 3 characters. In this example the search term used was the yellow highlighted “123”. Click the link itself to select the Instance

Product Instance	Model	Unique ID	Address	City	State/Province
5ESS : 1234 : Test Product Instance		1234	102 N Main Street	Geneva	Illinois

Showing 1 - 1 of 1

Report Missing Instance Data

In the message field below, please enter the details about the Product Instance you have a question or comment on. The notified staff will also receive the details about: the Service Agreement, Covered Service, Product/Part, your user name and email address. Thus, you do not need to re-enter that information.

Message:

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If you are looking for a specific Instance and it is not appearing in our database, click “Tell Us” . A pop up window will appear to report missing Instance data and an email will be generated and sent to our team.

Note: You do not need to re-enter data that is already on the AR as your selections will be forwarded automatically to the responsible service manager.

3. Creating requests online: PRs repair & exchange

Create an PR (repair and exchange service) – step 1

- Click on “Create a Request” in the right navigation menu.
- The ticket header screen is displayed.

Create a Request

Submit a request for an AR. Required fields are marked "*". [Help](#) on this form.

Contact	
Name	Tester1, One
Contact id	5434817
Company	Test Company 1 for CARES
Phone	376 * - 6302246975 * extension 1234567890 Find Country Code
Additional contact info	<input type="text"/>
Service Request	
Company	Test Company 1 for CARES
Initial service requested	Repair Exchange Service
Reference	
Customer ticket	<input type="text"/>
Next	

Contact and Company information specified on this screen will carry forward though this request.

Use **Additional contact info** field to provide any additional contact information for this request only.

Update default **Company** if/as necessary. You may be authorized to create requests for different products under different companies and each will have a set of entitled products.

Select the service requested. For Parts Requests, select “**Repair Exchange**”

If your Company uses its own ticket tracking number, you can enter it in “**Customer ticket**”. You can also use this text field to enter other another reference (e.g., project name).

Create an PR (RES) – step 2: specify parts

You will now be taken through a series of 4 sub-screens to “Specify Parts to Order”
These will pop up as new windows, in sequence.

The screenshot shows the 'Specify Parts to Order (page 1 of 4)' interface. It includes a text input area for parts, a 'Parts List' table, and a table with columns for 'Customer Repair Tracking Number', 'Part Number', and 'Serial Number'. Callout boxes provide instructions on how to use the 'select' button, where to find online help, how to edit column layouts, and how to format data for bulk uploads.

Click “select” to search for Parts.

Online **Help** is available.

Click “**Edit Column Layout**” to modify the column settings in your User Preferences. See more in Section 8.

Specify Parts to Order (page 1 of 4)

Enter a list of parts, one part per line. Use a Pipe (“|”) to separate columns. You can also cut-and-paste columns from a spreadsheet or **select** a part from the part database. Additional **help** for this function.

Parts List

Customer Repair Tracking Number	Part Number	Serial Number
Track001	PL-4BRI-STD	76543AA
Track002	UN28B	987543WVYY

[Edit Column Layout](#)

In this example, the Customer Repair Tracking Number can be a PO number with line item, your initials and date, or any other indicator (such as project) to help you manage this data. Or, you can remove this column by modifying your Preferences and not enter anything.

You will need to enter as many columns of data as you have set in your preferences. In this example, the 3 columns are specified.

If you wish to make more simple, leave the default setting, which is one column only, Part Number.

Or, if you will often be uploading from a spreadsheet, set the columns to match your spreadsheet. When doing a bulk copy from a spreadsheet, you do not need the column delimiter (ex: pipe), as the page will accept each cell from the spreadsheet as a new column

Generally, a serial number is **not** required. You may enter ‘UNKNOWN’. Or, if you rarely have the serial number, you may remove this column also by modifying your Preferences. If no serial number is provided, we will record the number from the **returned** piece of hardware that we physically receive from you.
Note: There is one exception where serial number is required, and that is if your business arrangement calls for warranty verification. In that case, you will be prompted on page 2 if you did not enter it here.

Next Cancel

Click Next

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Part search page 1 of 2

You may search by either Part name, Comcode, CLEI code, or legacy part number.

The matches will be returned, with a new row for each revision, if present

Simply click on the highlighted part to have it automatically added to your order list.

You may edit as desired, once it is added to your list.

If the Parts Search does not locate the part you are looking for, please use the "Tell Us" link.

Part Search

Enter a part name, Comcode, CLEI code or other code and click Search. [Help](#) for this function.

 Click Search

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Part Search Results

Select a part to add it to your order. [Help](#) for this function. [Tell Us](#) if you cannot find a part. Showing 1-30 of 30

Part	Revision	Comcode CLEI Other	Part Description
TN56	001	103886396 SP3Q13JAXX	5ESS TN56 Circuit Pack
TN56	002	103886396 SP3Q13JAXX	5ESS TN56 Circuit Pack
TN56	003	103886396 SP3Q13JAXX	5ESS TN56 Circuit Pack
TN56	004	103886396 SP3Q13JAXX	5ESS TN56 Circuit Pack
TN56	005	103886396 SP3Q13JAXX	5ESS TN56 Circuit Pack
TN56	006	103886396 SP3Q13JAXX	5ESS TN56 Circuit Pack
TN56	007	103886396 SP3Q13JAXX	5ESS TN56 Circuit Pack
TN56	008	103886396	5ESS TN56 Circuit Pack

Note: Only the first 75 matches of any search will be displayed. To reduce the number of results, please use a longer search string.

Tell us (...about missing parts) page 2 of 2

This form will generate an email to our Parts Administration team.

You may not receive a direct response, but your issue will be investigated and the part added to the database if repair services are available for it.

If you need the part immediately, please use the phone numbers that are shown on the bottom of the form. The image at right is an just example of this display.

Email Parts Information

Please provide us with all the information you can about the part including manufacturers names, all part numbers that appear, serial numbers etc. Our administration team will review within two business days and add the part if indeed one is missing. You will not receive a direct response to this email.

Parts Information

I was looking for part 103886396. It is a TN56A controller pack used on the AnyMedia product.

Give us detail about the part you are trying to find.

If you need to request a repair or exchange service for this part immediately or you have informed us more than two business days ago and your part does not yet appear, please call your local call center or the following support center:

Support Numbers:
Toll Free: 1 (866) 582-3688
Direct Dial: 1-613-784-8928

- Prompt 1: Remote Technical Support
- Prompt 2: Parts Repair or Exchange
- Prompt 3: On-Site Technical Support dispatch
- Prompt 7: OnLine Customer Support Web Site support

Email Technical Support: wstc.technical@alcatel-lucent.com (Severity 2-4 Only)
Email former Lucent Repair Services: partma@alcatel-lucent.com
Email former Alcatel Repair Services: wstc.repair@alcatel-lucent.com

Spares & Exchanges (Switching, Wireless, Transport only)
1 (800) 325-9890

GSM International
1 (630) 713-0488

Create an PR (RES) – Step 3: select revision & product

On the second page of “Specify Parts to Order”, you will be asked to refine your inputs in terms of which Revision (if multiple are available) and which Product (if the part is used on multiple products).

Specify Parts to Order (page 2 of 4)

Matching parts are shown below. Select the parts you want to order. Unknown parts and parts for products not covered under a repair and exchange service agreement are not selectable. [Help](#) with this search function.

Please position the cursor over the highlighted sections below for additional information and instructions on how to resolve the issues noted below.

Parts

Input	Select All None	Part	Rev	Product	Comcode CLEI Other Code	Description	Serial No.
PL-4BRI-STD	<input checked="" type="checkbox"/>	PL-4BRI-STD		Pipeline		Pipeline 400B with 4 ISDN BRI S/T network interfaces (RJ-45C), 1 Ethernet (AUI, 10Base-T, Thinnet), 1 RS-232 control port.	76543AA
UN28B	<input checked="" type="checkbox"/>	UN28B		<input checked="" type="checkbox"/> --Select--	103714374	5ESS UN28B 4k Microinstruction Store (MIS) Circuit SPMQ001AXX Pack	97543WWYY
		UN28B	104154372	<input checked="" type="checkbox"/> --Select--	104154372	5ESS UN28B 4k Microinstruction Store (MIS) Circuit SPMQ57JAXX Pack	
		UN28B	105249866	<input checked="" type="checkbox"/> --Select--	105249866	5ESS UN28B 4k Microinstruction Store (MIS) Circuit SPMQ66GAXX Pack	
		UN28B	11:1	<input checked="" type="checkbox"/> --Select--	103714374	5ESS UN28B 4k Microinstruction Store (MIS) Circuit SPMQ001AXX Pack	

Click Next

If additional information is needed, a "mustard colored X" will appear. The affected line will also be mustard colored. Perform a "mouse over" each of these lines and take action according to the message displayed.

Online Help is available.

Click the Select checkbox to include the item in the request. Then click only one Radio button next to the specific Part/Revision associated with the item in this request. Multiple radio buttons indicate this part/revision is available on more than one Product.

Note that a "Select / Deselect All" option has been added to facilitate the selection of parts to include in this request. Click the All or None link to check or uncheck all checkboxes

Often, a part will have more than one revision. You will be asked to select the revision that you are returning.

Often, a part will be used on more than one product. You will be asked to specify which product you pulled the part from.

Typical messages and errors

At this stage in specifying your parts, you may be asked for additional information or be alerted to errors on any given line.

These will be indicated by mustard-colored “x” boxes. Mouse over these and the message will display, as in this example.



Examples of common messages are:

- This part is used on more than one product. Please select the product this part was removed from.
- Please choose one of the multiple matching Revisions using the radio buttons.
- Unable to find a matching part. For assistance locating parts, click “Previous” and use the “Search” function.
- Our records do not show that you are entitled to service on this part.
- The serial number entered does not match the format for this part. Please click to correct it.
- Repair Exchange Services are not currently available for this part, or Repair Exchange Services are not currently available for this revision of this part.

Create an PR (RES) – step 4: entitlement

On the third page of “Specify Parts to Order”, you will be asked to select the service agreement and service offer. If there is only one that applies, we will pre-select it for you.

Specify Parts to Order (page 3 of 4)

For each part, if multiple coverage options may exist, select the desired service agreement and coverage from the pull down menus. Coverage is usually dependent on the country the equipment is located in and may depend on the model of the product. [Help](#) with this search function.

Part	Serial No.	Service Agreement and Service Offer
Part Numbers		
AnyMedia		
UN28B	123455	210496 - TJR - Test SA - RTS Validation On
103714374		003-USA-RES Advanced Exchange (Next Business Day)
SPMQ001AXX		
Pipeline		
PL-4BRI-STD	UNKNOWN	-Select One- <input type="checkbox"/>
NCD1AA0AAA		- No Service Offer - <input type="button" value="v"/>

[Next](#) [Previous](#) [Cancel](#)

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Online Help is available.

Service Agreement/Service Offers are pre-selected if there is only one applicable agreement. If there is more than one choice, you will be asked to make the appropriate selection.

Create an PR (RES) – step 5: location

On the final page of “Specify Parts to Order”, you are asked to specify the geographic location from which the part has been removed. In some cases, this is required; if it is optional, you can elect to populate or leave blank. If mandatory, it will be highlighted and you will be required to click Find and specify before proceeding.

Specify Parts to Order (page 4 of 4)

For each part, select the site and product instance (system or network element) that the part was removed from. [Help](#) with this form.

Part Part Numbers	Serial No.	Service Agreement Service Offer	Site Product Instance
AnyMedia			
UN28B 103714374 SPMQ001AXX	123455	210496 - TJR - Test SA - RTS Validation On 003-USA-RES Advanced Exchange (Next Business Day)	<input type="text" value="Test Site 3 - Geneva, Geneva, USA"/> <input type="text" value="AnyMedia : 1234 : Test Product Instance"/> Find >
Pipeline			
PL-4BRI-STD NCD1AA0AAA	UNKNOWN	210496 - TJR - Test SA - RTS Validation On 002-USA-Pipeline 400-RES Advanced Exchange (Same Day 4 Hour)	<input type="text"/> <input type="text"/> Find >

Click **Find** to select product's geographic location.

Find a site or instance

To locate a Site or Product Instance, select Country, State/Province, City, Site, Instance and click “Submit”.
If not required, you may opt to do so in order to assist your company with record keeping or site analysis.

Find a Site or Instance

You can select your Site and Instance by using the geographical attributes below. Uncheck the checkbox “Only Sites with Instances” to expand the selection of cities or sites. If you prefer, you can text search using “Find Instance”. [Help](#) on this form.

Product

Product **AnyMedia**
Model

Product Location [Either use the pull down menus or search for an instance by name]

Company **Test Company 1 for CARES**

Country **USA**

State/province **- Select One -**

City **- None Defined -**

Site **- None Defined -**

Only Sites with Instances

Instance **- None Defined -**

Find Instance

[List All](#)

Submit **Cancel**

You may find it easier to search for your Instance by name, or use the “List All” option, rather than select via geographic hierarchy.

This functionality is identical to the Find Instance on the AR and FSR ticket creation forms.

Create an PR (RES) – step 6: add shipping information & submit

After having completed the previous detailed input for the Part Request you will be brought to the final page which enables you to submit the request

Create a Request (RES)

Submit a request for an AR. Required fields are marked "*". [Help](#) on this form.
All dates and times are displayed in **AST(Atlantic Standard Time)** time zone.

Please note that the parts requests which require RTS verification would have separate AR numbers. All other parts requests will share a single AR number.

Contact

Name	Tester1, One		
Contact id	5434817		
Company	Test Company 1 for CARES		
Phone	<input type="text" value="1"/> *	- <input type="text" value="5555555555"/> *	extension <input type="text" value="1234567890"/> Find Country Code
Additional contact info	<input type="text"/>		

Service Request

Company	<input type="text" value="Test Company 1 for CARES"/> *
Initial service requested	<input type="text" value="Repair Exchange Service"/> *

Reference

Customer ticket	<input type="text"/>
-----------------	----------------------

Parts Request # 1

As you scroll down, you will find the parts entries split into separate Parts Requests. You will need to enter Shipping information, as requested, for each Parts Request before Submitting.



Create an PR (RES) – step 6: add shipping information and submit

Parts Request # 1

Service Agreement

Service agreement: 210496 - TJR - Test SA - RTS Validation On More...

Service offer: 003-USA-RES Advanced Exchange (Next Business Day)

RTS verification: 210496.TS 24x7 (Legacy Contract without ELTS)

RTS product instance: -None Defined-

Parts Request Ship To

Billing location: Billing Site 1 - Geneva, IL PO number:

Ship to product location Ship to me Update Address in "My Profile"

Ship to address: -Select one- Override >

Ship to surname: (name, last name)

Ship to given name: (name, first name)

Ship to phone: Find Country Code

Ship to email:

Ship to delivery instructions:

Copy Clear Click "Copy" to ship all parts on this order to the above address. "Clear" to reset.

Product

Product: AnyMedia

Model:

Product Location

Site: Test Site 3 - Geneva, Geneva, USA

Instance: AnyMedia : 1234 : Test Product Instance

Part Details

Part	Rev	Comcode	Serial	Description
1	UN28B	other 103714374 SPMQ001AXX	123455	CP-MC4C077A1C I-1

Ship To Location - Manual Override

Use this form to override contractually designated ship to locations (contractual objectives may not apply). [Help](#) on this function.

Ship To Location

Country: USA

State/province: Illinois

City: Geneva

Postal code: 60111

Address line 1: 1512 Main Street

Address line 2:

Address line 3:

Submit Cancel

Click **More...** to view Service Agreement details

If billing information is required, the request will be inserted here.

If site data is available, select an address from the pull down list to populate

Enter Ship to address for each PR
If the information is available, **Ship to product location** and/or **Ship to me** will be presented as options. Optionally, you can **Update Address in My Profile** (address stored in OLCS profile).

Add any delivery instructions.

If there are no addresses appear in the pull down list, select "Override" to manually add ship to address.

Add shipping information for all Parts Requests then Submit.

Create an PR (RES) – copy ship to details to all parts requests

The “Copy” feature, visible during the PR creation process, allows for the replication of the Ship To details in the **first** Parts Request across all Parts Requests in a single PR submission. Enter Ship to details in the first request; click the Copy button to copy Ship To Address, Surname and Given Name, Phone, eMail and Delivery Instructions to each of the other Parts Requests in the order. You no longer have to re-enter the same ship to information for every Part in the request.

Parts Request Ship To

Ship to product location Ship to me [Update Address in "My Profile"](#)

Ship to address * [Override >](#)

Ship to surname * (family name, last name)

Ship to given name * (forename, first name)

Ship to phone * - * extension [Find Country Code](#)

Ship to email

Ship to delivery instructions

[Copy](#) [Clear](#) Click "Copy" to ship all parts on this order to the above address. "Clear" to reset.

Create an PR (RES) – acknowledgement

Create a Request (RES)

Preparing your parts request. Please wait...



Note that if multiple parts are being requested, it may take several minutes to complete the order. You will receive this "progress bar" while the request is being processed and prior to receiving the Acknowledgement page shown below.

- You will receive an on-screen acknowledgement for your Repair Order with the AR and PR numbers immediately.
- Any additional information will be displayed as a message in green font.
- Each PR with its associated parts will be listed separately . Keep scrolling down to review all the details.
- You may print this for your records if desired.

Acknowledgement

AR number 1-2569860
PR number 5-0410741

AR number 1-2569861

You can check status of your parts requests using the above AR number(s). You will also receive a separate email confirmation for each order.

All dates and times are displayed in **MVT(Maldives Time)** time zone.

Contact

Name **Tester1, One**
Contact id **4529477**
Company **Test Company 1 for CARES**
Phone **1 - 630 224 6975 / 1**
Additional contact info

Service Request

Company **Test Company 1 for CARES**
Initial service requested **Repair and Exchange Service**

Reference

Customer ticket


Parts Request # 1

5-0410741

Create an PR (RES) – RMA form

If subscribed for PR Notifications, you will receive an emailed acknowledgement and status as the PR progress through its life cycle. (See a sample in Section 8).

The Repair Order will also have an RMA form associated with it (sent via email as well as viewable online.)


43-2653455-RMA1

RMA Number:1-2653455-RMA1

Company Name:	Test Company 1 for CARES
Customer Requestor:	One Testor1 Phone: 630 224 6975 Fax: Email: nobody@usilucareSYS02.ndc.lucent.com
Customer Delivery Address: (Parts to be delivered to)	Test Company 1 for CARES 2000 Lucent Lane Naperville, Illinois 60544 USA
Ship to Alcatel-Lucent Address:	2240 Outer Loop Bldg 5, VR 505 Louisville, Kentucky 40219 USA

Please return the part(s) to the above shipment address

Alcatel-Lucent Tracking #	Customer Ref #	Part Name	Mnemonic	Revision Batch	Software Release	Serial #	Service Agreement	Requested Service
S-0420694.001		11015		01		UNKNOWN	210497	RES AC NBD (Bill Each PR-Yes)
S-0420694.002		11119				UNKNOWN	210497	RES AC NBD (Bill Each PR-Yes)
S-0420694.003		11015		01		UNKNOWN	210497	RES AC NBD (Bill Each PR-Yes)

ALCATEL-LUCENT - Execution Issued:21 Jun 2010 04:01 MST RMA Number:1-2653455-RMA1 1/1

Request callback: PR

From the Parts Request Details Page, you can request a callback about the ticket.

Services Delivered

Technical Support

1-4815699	18 SEP 2014 14:40 CDT	Remote Technical Support (See below)	New	AnyMedia	Geneva
---------------------------	-----------------------	---	-----	----------	--------

Repair and Exchange Service

5-1324268	18 SEP 2014 14:40 CDT	Advanced Exchange	Pending	AnyMedia	Geneva
---------------------------	-----------------------	-------------------	---------	----------	--------

Parts Request

Details about PR 5-1324268
All dates and times are displayed in CDT.

Contact

Name
Contact ID
Company
Phone
Additional contact info

Service Request

Company
Initial service requested

Reference

AR number
Customer ticket

Status

Reported
Summary status
Closed date

Request Callback

PR Number: 5-1324268

- Office **1 6302246975 ext: 1234567890**
 Mobile **1 6305551313 ext: 2**
 Alternative *- *- extension [Find Country Code](#)

Message:

255 characters remaining

**** An Alcatel-Lucent representative will get in touch with you shortly.**

[Submit](#) [Cancel](#)

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5-1324268

[Request Callback](#)

Submit a request for callback about this ticket from an Alcatel-Lucent representative.

4. Creating requests online: FSRs field intervention

* Field Intervention replaces former references to Onsite Technical Support (OTS)

Create an FSR: (field intervention) – screen 1 of 2

- Click on “Create a Request” in the right navigation menu.
- The ticket header screen is displayed.

Create a Request

Submit a request for an AR. Required fields are marked “*”. [Help](#) on this form.

Contact

Name	Tester1, One		
Contact id	5434817		
Company	Test Company 1 for CARES		
Phone	1*	5555555555*	extension
Additional contact info	<input type="text"/>		

[Find Country Code](#)

Service Request

Company	<input type="text" value="Test Company 1 for CARES"/>
Initial service requested	<input type="text" value="Field Intervention"/>

Reference

Customer ticket	<input type="text"/>
-----------------	----------------------

[Next](#)

Contact and Company information specified on this screen will carry forward through this request.

Use **Additional contact info** field to provide any additional contact information for this request only.

Update default **Company** if/as necessary. You may be authorized to create requests for different products under different companies and each will have a set of entitled products.

Select the service requested. For field maintenance/on site support, select **Field Intervention**.

If your Company uses its own ticket tracking number, you can enter it in “**Customer ticket**”. You can also use this text field to enter other another reference (e.g., project name).

Create an FSR: (field intervention) – screen 2 of 2

Create a Request (Field Intervention)

Submit a request for an FSR. Required fields are marked "*". [Help](#) on this form. You will be able to upload an attachment on the Acknowledgement

All dates and times are displayed in **AST(Atlantic Standard Time)** time zone.

Contact

Name: Tester1, One
Contact ID: 5434817
Company: Test Company 1 for CARES
Phone: 1* - 5555555555* extension [] Find Country Code
Additional contact info: []

Service Request

Company: Test Company 1 for CARES*
Initial service requested: Field Intervention*

Reference

Customer ticket: []

Product

Product: CBX 500* Show my favorites
Model: - Product has no models -

Service Agreement

Service agreement: 210497 TJR - Test SA - RTS Validation On*
Service offer: 003 USA OTS Std Hours Same Day Dispatch (4 Hr Resp-MVM)

These values are copied from your initial entry.

Product Select desired product for which field intervention is required. If a product has Models, you will be asked to specify.

Choose the appropriate **Service agreement** and **Service offer**. Single selections will automatically populate.

Create an FSR (field intervention) – screen 2 of 2 (continued)

Product Location [Either use the pull down menus or search for an instance by name]

Country 1 - Select one - *

State/province - None Defined -

City - None Defined -

Only Cities with Sites

Site 2 - None Defined -

Only Sites with Instances

Instance - None Defined - 3 Find Instance

List All

Dispatch Location

Surname * (family name, last name)

Given name * (forename, first name)

Phone *

Address * Override >

Access instructions

Use one of three methods to specify product's geographic location:

1. Geographic hierarchy
2. Find Instance search to bypass the hierarchy
3. **List All** to display a list of the Instances recorded for the selected product.
*NOTE: If you select a Product Instance from the **List All** list, its address will be auto-populated in **Dispatch Location** Address field. If the address is missing a postal code, you will be prompted to enter it.*

Create an FSR (field intervention) – screen 2 of 2 (continued)

Dates

Reported date Use submit date and time.

* Enter date as MM/DD/YYYY.

* Enter time as HH:MM.

Task Description

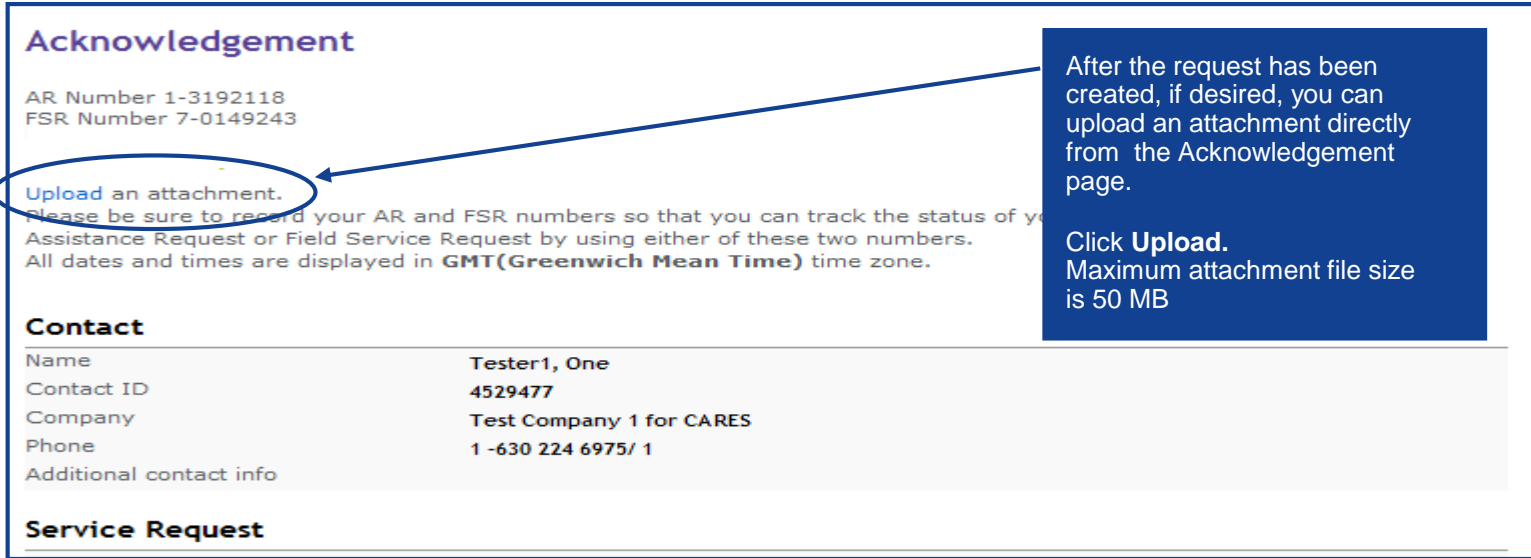
Detailed Description

* required fields

Reported date defaults to the date and time recorded by the system when you click Submit.

Enter a detailed Task Description to assist with the dispatch request.

Create an FSR – acknowledgement



Acknowledgement

AR Number 1-3192118
FSR Number 7-0149243

[Upload](#) an attachment.
Please be sure to record your AR and FSR numbers so that you can track the status of your Assistance Request or Field Service Request by using either of these two numbers. All dates and times are displayed in **GMT (Greenwich Mean Time)** time zone.

Contact

Name	Tester1, One
Contact ID	4529477
Company	Test Company 1 for CARES
Phone	1 -630 224 6975/ 1
Additional contact info	

Service Request

After the request has been created, if desired, you can upload an attachment directly from the Acknowledgement page.

Click **Upload**.
Maximum attachment file size is 50 MB

- You will receive an on-screen acknowledgement with the AR and FSR numbers immediately.
- Any additional information will be displayed as a message in green font.
- If desired, you can print the Acknowledgement page.

Request callback: FSR

From the Field Service Request Details Page, you can request a callback about the ticket.

Services Delivered					
Technical Support					
1-4815700	18 SEP 2014 14:42 CDT	Remote Technical Support	New	AnyMedia	
(See below)					
Field Intervention					
7-0231807	18 SEP 2014 14:42 CDT	UAT testing	Pending	AnyMedia	



Alcatel-Lucent

7-0231807

Field Service Request

Details about FSR 7-0231807
All dates and times are displayed in CDT.

Request Callback

FSR Number: 7-0231807

Contact

Name
Contact ID
Company
Phone
Additional contact info

Service Request

Company
Initial service requested

Reference

AR number
Customer ticket

Status

Reported
Summary status
Closed date

Office **1 6302246975 ext: 1234567890**

Mobile **1 6305551313 ext: 2**

Alternative *- * extension [Find Country Code](#)

Message:

255 characters remaining

**** An Alcatel-Lucent representative will get in touch with you shortly.**

[Submit](#)[Cancel](#)

Request Callback

Submit a request for callback about this ticket from an Alcatel-Lucent representative.

5. Queries and saving reports checking status of your requests

Query methods: 3 options

Choose the query method that's best able to meet your needs:

Query Method	Ease of Use	Flexibility	Characteristics	Drill-down to Details?	Search by Service?	Download Reports
Display Your Request	Very easy	Standardized	Knowledge of request number required.	Yes	No	No
Quick Reports	Easy	Standardized	Basic, pre-defined queries & reports.	Yes	Yes	Yes
Find a Request	Moderate	Highly Customizable	Filter and search on any combination of AR, PR & FSR fields using field and text searching.	Yes	Yes	Yes

Display your request (check status)

The easiest way to check status of your request is to type in the (AR, PR or FSR) Request number using “Display Your Request”, conveniently located in two places...

The left hand margin of the CARES Web Home page



Display Your Request
(Enter AR, PR, or FSR number)
Use this feature to display an existing assistance request.

The OLCS Home page (“My Customer Support”)



CARES Requests
[CARES Home](#)
[Create a Request](#)
[Find a Request](#)

You must enter the Request number and click “Go” or the “>” symbol, depending on the page you are on. Note that:

- Assistance Requests or ARs (Technical Support) start with a 1- or 0-
- Parts Requests or PRs (Repair and Exchange) start with a 5-
- Field Service Requests or FSRs (Field Intervention) start with a 7-

This simple query interface refreshes real time, and can locate a request that was just created. The other, more complex, query interfaces refresh every 30 minutes.

If you do not know your Request number, use either the “Quick Reports” or “Find a Request” query method to locate it. Both are explained later in this presentation.

Quick reports

Quick Reports
Select a report, confirm your display preferences and go.

My own
Support Services

My company's
Test Company 1 for CARES
Support Services

Sort by
AR number (descending)

Rows per page
25

Go

There are numerous, pre-formatted online Quick Reports to choose from, for all Service types.

Support Services

- unresolved
- resolved but not closed
- non-closed
- unresolved last month
- reported this month
- reported last month
- reported last 12 months
- resolved this month
- resolved last month
- resolved last 12 months
- closed this month
- closed last month
- closed last 12 months

Repair and Exchange Services

- non-closed
- requested this month
- requested last month
- requested last 12 months
- closed this month
- closed last month
- closed last 12 months
- orders shipped & not delivered
- orders late
- parts not returned

Field Intervention

- non-completed
- requested this month
- requested last month
- requested last 12 months
- completed this month
- completed last month
- completed last 12 months

...then...

Choose the Sort by option for your Quick Report...

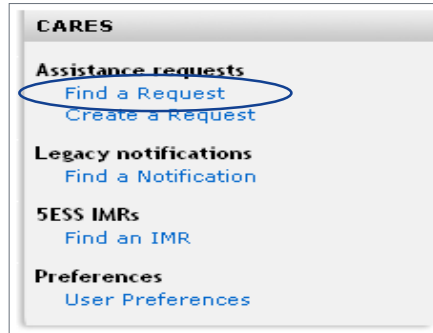
Sort by

- AR number
- AR number (descending)
- contact
- severity
- status
- product

...and "Go"

- First, choose the type of support request:
 - Support Services (RTS, TS)
 - Repair and Exchange (RES) Services
 - Field Intervention (Dispatch) Support
- You can select a report for any requests that you (personally) opened; or for companies under whose service agreements you are authorized for service.
- Choose your sort options and click "Go"

Find a request: overview and reference fields



“Find a Request” has three main parts:

1. Reference search
2. Field search (with sub-categories for):
 - Common fields
 - Fields that are specific to Technical Services
 - Fields that are specific to Repair Services
 - Fields that are specific to Field Intervention Services
3. Text search

Find a Request

Search by reference number or field values or using text search. [Help](#) on this page.

Reference Search

Specify field values to search for and click Search.

Ticket number (AR/PR/FSR)	<input type="text"/>	?
Customer repair tracking	<input type="text"/>	
Customer ticket	<input type="text"/>	

Rows per page

1. Reference search

You can search by:

- Any type of ticket number (AR, PR, FSR)
- Your own customer repair tracking number (optionally entered on page 1 of 4 in Create a PR)
- Your own customer ticket number (optional cross reference number entered on the first screen of any request creation.)

Find a request: common fields

Field Search	
Specify field values to search for and click Search.	
Contact	
To limit your search to your own ARs, check "Use my name".	
Name	<input type="text"/>
	<input type="checkbox"/> Use my name
Company	<input type="text" value="Any"/>
Product	
Product	<input type="text" value="SESS"/>
Model	<input type="text"/>
Product Location	
Instance	<input type="text"/>
Site	<input type="text" value="- Select One -"/>
Site ID	<input type="text"/>
City	<input type="text"/>
State/Province	<input type="text"/>
Country	<input type="text" value="Any"/>
Status	
Status	<input type="text" value="Any"/>
Dates	
Enter dates as MM/DD/YYYY. To search for one day only, enter the same date in both from and to fields.	
Reported	<input type="text"/> <input type="text"/>
Closed	<input type="text"/> <input type="text"/>
Service start	<input type="text"/> <input type="text"/>
Last modified	<input type="text"/> <input type="text"/>

2. Field search ("Common")

This section is for the shared, common fields, that apply to all types of requests. You can search in these major categories:

- Contact
- Product
- Product Location
- Status
- Dates

Product, Date formats, and Time Zones can be changed under "User preferences"

Preferences
[User Preferences](#)

Find a request: service-specific fields

Service

Company: Any

Service agreement

Service

- Technical Services
 - Remote Technical Support
 - Managed Service
 - Enhanced Technical Service
 - Warranty Claim
- Repair Services
 - Repair Exchange Service
- On Site Services
 - On Site Technical Support

Show Additional Technical Services Criteria

Show Additional Repair Services Criteria

Show Additional On Site Services Criteria

Clear Search 25 Rows per page

AR number Sort by

AR fields:

Hide Additional Technical Services Criteria

Classification

Request type: Any

Priority: Any

Severity: Any

Product

Sub-product

Operation/option

Version

Target Dates

Request received: from to

Restored: from to

Actual Dates

Responded: from to

Restored: from to

Reinstated: from to

PR fields:

Hide Additional Repair Services Criteria

Part Details

Part number

Serial number

Ship To Location

Attention

Company

Address line 1

Address line 2

Address line 3

City

State / Province

Country: Any

Billing Location

PO number

Target Dates

Contracted delivery: from to

Requested delivery: from to

Estimated delivery: from to

Actual Dates

Request received: from to

Delivered: from to

FSR fields:

Hide Additional On Site Services Criteria

Dispatch Location

Address line 1

Address line 2

City

State / Province

Country: Any

Target Dates

Service window start: from to

Service window end: from to

Contract arrival: from to

Requested arrival: from to

Estimated arrival: from to

Actual Dates

Request received: from to

Arrival: from to

Completed: from to

Field Technician

Name

2. Field search (“Service specific”)

This section is for the service-specific fields. These fields will be different depending on whether it is a Support, Repair, or Field Intervention request.

By selecting the appropriate Service from the multi-select pull down, additional criteria (fields) will be made available that are relevant *only* for that type of request.

Details on these 3 screens are shown “larger” in the backup

Find a request: text search

Text Search

Select a product, enter the text to search for and click Search (Remote Technical Support only).

Product

Search for

using

include

of

Rows per page

3. Text search

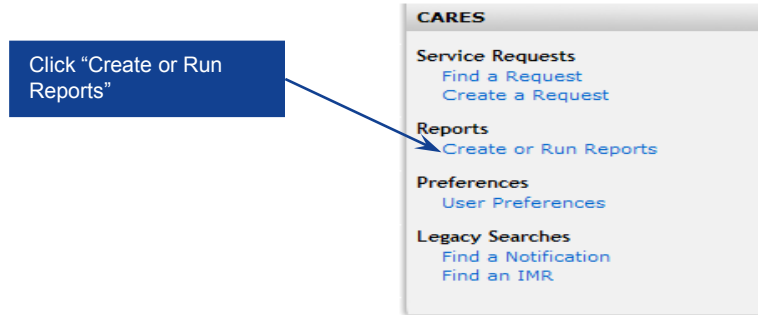
This section is for text search of ARs (Support tickets only).

- Select a Product (required)
- Enter a text string

Note: There can be a delay of up to 15 minutes for a newly created ticket to be available in the text search results. For an immediate result, use Display your Request.

Saved reports: find a request

You are able to save your queries (Reports) and recall them on demand.



After providing your specific criteria under either the **Field Search** or **Text Search** sections, you can save the query and associate it to a "Report Name" of your choosing. You may recall this report at any time for your future reporting needs.

Recalling saved reports: find a request

This feature includes a pull down list which contains any reports you save.

Find a Request
Search by reference number or field values or using text search. [Help](#) on this page.

My Saved Reports
Select a report name to manage (create, execute, update or delete) your saved report.

Report name:

Reference Search
Specify field values to search for and click Search

Additional information about creating and managing your reports is available on the [Help](#) page. (See following page for details)

Choose a report from the list and you will immediately be sent to that portion of the page which contains the query you previously saved -> **Field Search** or **Text Search**.

My Saved Reports
Select a report name to manage (create, execute, update or delete) your saved report.

Report name:

Reference Search
Specify field values to search for and click Search

Modify the criteria or click the **Search** button in that section of the page.

You may **Save** or **Delete** your reports directly on this page.

Text Search Currently showing: Kevins 5ESS Text Search

Select a product, enter the text to search for and click Search (Remote Technical Support only). [Reset](#) form to create a new report.

Product: [Show my favorites](#)

Search for:

using:

include:

of:

Rows per page

Name your report:

Saved reports: help page

My Saved Reports

This feature provides the ability to create, execute, update and remove commonly used queries. [Show examples.](#)

Save report	To create a "Saved Report", use the "Find a Request" feature to define a set of search criteria in either the Field Search or the Text Search section. Once the search parameters are entered, provide a name for your report and then click the "Save Report" button. This report will then become available in the "Report name" pull down list under "My Saved Reports" section on this page.
Execute report	Once a "Saved Report" is selected, the fields will automatically populate based upon the criteria specified in the saved report. As per the standard design, click the "Search" button to execute your report.
Update report	You may alternatively modify your "Saved Report" by modifying the parameters of your report and then click the "Save Report" button. You can save the report under same name or different name at this time.
Delete report	To delete a "Saved Report", select the report to delete and click the "Delete Report" button located in the sub heading of the section in which you are defining the report, Field Search or Text Search.

Click "Show" on the Find a request "Help" Page for examples on using Saved Reports

This feature provides the ability to save and execute commonly used queries:

- Create a new report
- Create a new report using a saved report
- Execute a report
- Update a report
- Delete a report

After providing your search criteria, provide a name for your report and click Save.

To generate your report and display the results of your search, click "Search"

Find a Request

My Saved Reports Help

My Saved Report feature provides the ability to create, execute, update and remove commonly used queries.

Follow the instructions below to create a new report (with or without using an existing report), execute an existing report (with or without modifying criteria used in saved report), update or delete a saved report. You may create and save a report under the Field Search and Text Search sections only.

Create a new report:

1. Click one of the "Reset" links located in the header area of each section of the page; My Saved Report OR Field Search OR Text Search.
2. Enter desired search criteria in the section you have chosen to use for your search.
3. Provide the name of the report to be saved in the "Name your report" input text box. Please use letters and numbers only to name your report. Optionally, hyphens (-) may be used in the name.
4. Click the "Save Report" button in the respective section (Field Search OR Text Search).

Create a new report using an existing report (by modifying the existing search criteria):

1. Select an existing report from the Report name pull down list under "My Saved Reports".
2. Modify existing search criteria populated in corresponding fields, as needed.
3. Provide a different name in "Name your report" input text.
4. Click the "Save Report" button in the respective section (Field Search OR Text Search).

Create a new report using an existing report (without modifying the existing search criteria):

1. Select an existing report from the Report name pull down list under "My Saved Reports".
2. Provide different name in the "Name your report" input text box.
3. Click the "Save Report" button in the respective section (Field Search OR Text Search).

Execute an existing report (without modifying the existing search criteria):

1. Select an existing report from the Report name pull down list under "My Saved Reports".
2. Click the "Search" button in the respective section (Field Search OR Text Search).

Execute an existing report (by modifying the existing search criteria):

1. Select an existing report from the Report name pull down list under "My Saved Reports".
2. Modify the existing search criteria as necessary.
3. Click the "Search" button in the respective section (Field Search OR Text Search).

Update an existing report:

1. Select an existing report from the Report name pull down list under "My Saved Reports".
2. Modify the existing search criteria as necessary.
3. Leave the existing name populated in the "Name your report" input text box. (Please note: You can save the report using the same name or you may create a new report under a different name at this time. Changing the report name will create a new report under the new name provided).
4. Click the "Save Report" button in the respective section (Field Search OR Text Search).

Delete an existing report:

1. Select an existing report from the Report name pull down list.
2. Click the "Delete Report" button in the respective section (Field Search OR text Search).

Query results

Your queries from any of these methods will return a simplified results screen :

Assistance Requests		Download a report >		Showing 1-25 of 72	
AR number Contact Customer ticket	Service Product	Reported Status Pri/Sev	Short description		
1-2569863 Tester1	Remote Technical Support SESS	01/18/2010 10:10 MVT New 3 / 3	RTS Verification Required		
1-2569862 Tester1 123	Remote Technical Support AnyMedia	01/17/2010 07:32 MVT New 3 / 3	RTS Verification Required		
1-2569859 Tester1 CU101	Remote Technical Support SESS	01/17/2010 00:34 MVT New 3 / 3	This is a description of an AR Request		
1-2569832 Tester1	Remote Technical Support Pipeline	01/15/2010 18:56 MVT New 3 / 3	RTS Verification Required		
1-2569831 Tester1	Remote Technical Support Pipeline	01/15/2010 18:48 MVT New 3 / 3	RTS Verification Required		
1-2569824 Tester1	Remote Technical Support CBX 500	01/15/2010 14:12 MVT New 1 / 1	test		
1-2569818 Tester1	Remote Technical Support Pipeline	01/15/2010 01:25 MVT New 3 / 3	Testing the Email Template 555		
1-2569811 Tester1 ddd	Remote Technical Support CBX 500	01/15/2010 00:50 MVT New 3 / 2	dfadfasd fd		
1-2569804 Tester1 custtickno	Remote Technical Support SESS	01/15/2010 00:03 MVT New 3 / 3	RTS Verification Required		
1-2569803 Tester1	Remote Technical Support Pipeline	01/14/2010 23:44 MVT New 3 / 2	test regression for CARES 10.2 testing		

You can drill down to view details on individual requests by clicking on the Request number. Often this gives the user the immediate information they are seeking.

If a detailed record is needed for records or analysis, the user may download the full detail into a Report.

For the sake of efficiency, a maximum number of records will be available for download (1000 most recent requests).

If desired, download a report (up to 50 columns) to your desktop as a .csv file → Excel

- Use the data sorting, filtering, and graphing capabilities of Excel for flexibility in manipulating the report on your own desktop.

Query results - drilldown

If you click on any request in the query results list, you'll be taken into the details of that record.

You'll find navigational aids at the top of each detail screen. These only appear when you accessed the request from a longer query list.

The screenshot shows a detail page for an Assistance Request. The header includes the title "Assistance Request" and the request ID "1-2045737". Below the header, there is a line of text: "Details about AR 1-2045737. Show the [next](#) or [last](#) AR in the query list. [Help](#) with the field definitions. [Copy AR](#)". Below this is a note: "All dates and times are displayed in **GMT(Greenwich Mean Time)** time zone." At the bottom of the page, there is a "Preferences" section with a link for "User Preferences".

Assistance Request

1-2045737

Details about AR 1-2045737. Show the [next](#) or [last](#) AR in the query list. [Help](#) with the field definitions. [Copy AR](#)

All dates and times are displayed in **GMT(Greenwich Mean Time)** time zone.

Preferences
[User Preferences](#)

You can navigate through the query list without returning to it, by using "first, previous, next or last".

You may use this "Copy" link to use this AR in the new Copy from Existing AR feature when creating new AR (RTS) requests.

You can set your preferred time zone under "User preferences"

Click for Help any time.

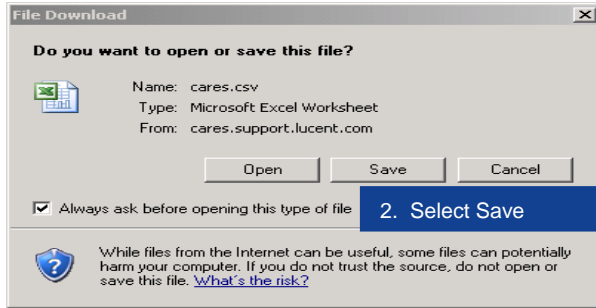
If you do a simple "Display Your Request", the navigational elements (such as next and last) do not appear in the header. They are only to assist with navigating through the longer query list results.

Downloading reports

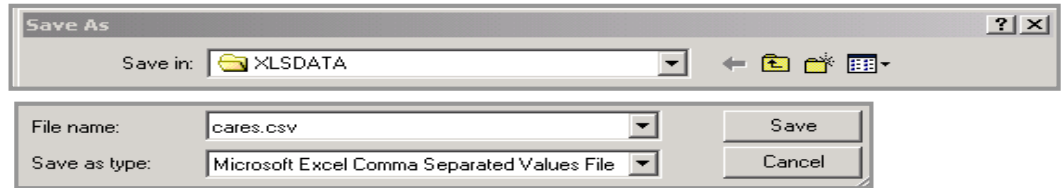
- Once you have a Query results list, you can download it your desktop.

1. Click here on "Download a report"

Assistance Requests			
AR number	Service Product	Reported Status	Short description
Customer ticket		Pri/Sev	
Download a report > Showing 1-25 of 72			



3. Save in a folder on your own computer, and choose your own file name. The initial download will be a .csv file.



4. Once you have opened the .csv file in an application such as Microsoft Excel, you can format, process, or create graphs, and "Save As" into an .xls format file.

Because the needs of our customers are varied, this approach gives you the ultimate flexibility to use the data according to your own business requirements.

AR Number	Status	Request Type	Severity	Priority	Product	Version	Site ID	City	State/Prov
1-1410494	Resolved	Support	3	3	Lucent Feature Server 3000	11.1	40195362	Basking Ridge	New Jersey
				3	NFM	NFM16.0	40130501	Silver Spring	Maryland
				1	CBX 500	08.00.03.xx	60311104	Newark	New Jersey
				3	Metropolis EON	R8.6.2	40158422	Montpelier	Vermont
				4	Lucent Feature Server 3000		40195362	Basking Ridge	New Jersey
				1	CBX 500	ANY	5020	Madison	New Jersey
				2	Metropolis DMXtend	3.1.2	40019350	Philadelphia	Pennsylvat
				3	LambdaUnite MSS	R7.0	5052	Waltham	Massachu:
				4	MTS	2.1.15.4	40013546	Hunt Valley	Maryland
				2	NMDR	net14.0	40029345	Baltimore	Maryland
				3	WaveStar TDM 2.5G	ALL	40028834	New York City	New York
				3	CBX 500	08.00.03.xx	5047	Thousand Oaks	California
				1	FT-2000 ADR	7.2.10	40023052	Silver Spring	Maryland
				3	CBX 500	08.00.03.xx	6030466	Baltimore	Maryland
				3	EMM	EMM9.1	40030451	Taunton	Massachu:
				3	DACS IV-2000	256r5.5.2	40028995	Jersey City	New Jersey
				3	CBX 500	08.00.03.xx	40019391	Madison	New Jersey
				3	CBX 500	ANY	40030499	Falls Church	Virginia

6. Detail view of your request

Detail view of an AR

After entering your AR number, this detail view will appear.

Assistance Request

1-2045737

Details about AR 1-2045737. Show the [next](#) or [last](#) AR in the query list. [Help](#) with the field definitions. [Copy AR](#). All dates and times are displayed in **GMT(Greenwich Mean Time)** time zone.

Contact

Name	One Tester1
Contact ID	4529477
Company	Test Company 1 for CARES
Phone	1 630-555-1212 ext. 1
Additional contact info	

Service Request

Company	Test Company 1 for CARES
Initial service requested	Repair Exchange Service

Reference

AR number	1-2045737
Customer ticket	
Web confirmation	

Status

Reported	01 DEC 2008 09:32 GMT
Summary status	Closed
Closed date	01 DEC 2008 12:56 GMT

You may now use this “Copy” link to use this AR in the new **Copy from Existing AR** feature when creating new AR (RTS) requests. It is not available for Parts Requests or requests for Field

Common or shared information, that applies against all Services delivered, is displayed first. We refer to this as the AR Header.

If there are multiple services delivered against an AR (such as Technical Support, Repair, and Field Intervention), the Technical Support service details will appear as a default.

Services Delivered						
Technical Support						
1-2569863	JAN 18 2010 10:10 MVT	Remote Technical Support (See below)	New	5ESS	Geneva	
Repair and Exchange Service						
5-0410743	JAN 18 2010 10:10 MVT	Advanced Exchange	Pending	5ESS	Geneva	
Remote Technical Support						

There are many more data fields on the RTS AR detail view than will “fit” in the screen shot. Please refer to the back-up slides for a full view of all the data fields that are available to you on your AR.

Drilling down to PRs and FSRs

To drill down, locate the “Services Delivered” section under the Header information. Click on the PR or FSR number (hyperlinked) to drill down to its detail.

Services Delivered						
Technical Support						
1-2569863	JAN 18 2010 10:10 MVT	Remote Technical Support	New	5ESS	Geneva	
(See below)						
Repair and Exchange Service						
5-0410743	JAN 18 2010 10:10 MVT	Advanced Exchange	Pending	5ESS	Geneva	

Classification	
Service requested	Repair Exchange Service
Request type	Support
Request sub-type	
Severity	3
Priority	3
Service Agreement	
Service agreement	210496
Service offer	
Status	
Status	New
Status reason	
Status history	JAN 18 2010 10:12 MVT New 4 hours, 8 minutes
Closed Date	
Product	
Product	5ESS
Model	
Sub-product	
Sub-system	
Offer/solution	
Version	
Patch/SU level	

There are many more data fields on the RES PRs, and OTS FSRs, detail view than will “fit” in a screen shot. Please refer to the back-up slides for a full view of all the data fields that are available to you on your PR or FSR.

PR Details: RMA form attachment

You can now access the RMA form for your Parts Request from the Attachment section of the PR.

Assistance Request

Attachments

1-0000000584851	AR 1-2569858	JAN 16 2010 21:39 MVT	1-2569858-RMA1.pdf	application/pdf	124 KB
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Assistance Request - Attachment 1-2569858

Attachment 1-0000000584851. [Return](#) to AR 1-2569858. [Help](#) with the field definitions. All dates and times are displayed in **MVT(Maldives Time)** time zone.

Description

RMA Attachment for RMA Number: 1-2569858-RMA1

Actual Dates

Create date **JAN 16 2010 21:39 MVT**
Last modified **JAN 16 2010 21:39 MVT**

Attached File

File name **1-2569858-RMA1.pdf**

[Download this file.](#)

The RMA also be downloaded from the Parts Detail section of the PR, by clicking the PR number...

Services Delivered

Repair and Exchange Service

[5-0410740](#) JAN 16 2010 21:34 MVT Advanced Exchange

...then scrolling downward to the download link

RMA reference number [download 1-2569858-RMA1](#)

Alcatel-Lucent

RMA Number: 1-2762345-RMA2

Company Name:	Test Company 1 for GARCS
Customer Requestion:	City: Test01 Phone: 000 000 0000 Fax: Email: rma@company1.com
Customer Delivery Address: (Parts to be delivered to)	Test Company 1 for GARCS 101 Main Street Belmont, MA 02458 USA
Ship to Alcatel Lucent Address:	3200 Cedar Loop Bldg 5, VPI 600 A/F Invt 3 on site W32075 Columbus, Kentucky 40019 USA

Please return the part(s) to the above shipment address

Alcatel Lucent Tracking #	Customer Ref #	Part Name	Quantity	Revision	Software Release	Serial #	Service Agreement	Requested Service
1-000000001	001/None	11039	1			UNQ/2M/N	210407	FEI AT NBD 000 Each PRL Year

ALCATEL-LUCENT - Execution Issued:31 May 2010 11:38 CDT RMA Number:1-2762345-RMA2 1/1

Linkage to other content

You will see a “More...” link next to the Service agreement fields.

Selecting this will link you to the details of your service agreement.

Service Agreement	
Service agreement	210496
Service offer	RES AE NBD (Bill Each PR=Yes)

[More...](#)

You can also access this directly, via “My Entitlements” under “My Support” on the OLCS Home page

My Support
My Products
My Entitlements
My Extranet

You will also see a “More...” link next to the Product field.

Selecting this will link you to the other available online content for that product, on the Product Summary page.

Product	
Product	CBX 500
Model	

[More...](#)

My Entitlements

You are authorized for support under the following service agreements. For more information, click the Service Agreement Number. Expiring red, expired coverage is shown in grey.

The coverage shown in this summary is an approximate representation of the actual Agreement(s). Not all services, offers or dates apply to units. The actual Agreement(s) often contain additional terms and conditions that are not shown here. Alcatel-Lucent makes no representation whatsoever concerning the accuracy or completeness of this summary. In the event of any discrepancies or disputes between this summary Agreement, the terms of the actual Agreement will prevail.

Contracts

Company Name	Service Agreement Number Contract Number Coverage	Type State	Country
Test Company 1 for CARES	210496	Service Contract	MULTIPLE
	RTS Validation On	Active	
	Products Pipeline@ Bridge/Routers, AnyMedia@ Access System, QLogic@ SANbox@ 5000 Series Switches,	SESS@ Switch, MAX TNT@ Universal Gateway, FCCBX 500@ Multiservice WAN Switch.	
	Services Remote Technical Support, Repair or Exchange Service, On Site Technical Support, Downloads, Manuals and Guides,	Technical Notes, ask AL Knowledgebase, Downloads: ALED, Product Change Notices (PCN), NAES, OSIA,	

CBX 500@ Multiservice WAN Switch

The CBX 500@ is a 5 Gbps switch with a quad-plane redundant switch fabric, output-buffering, and hardware implementation of ATM service classes (QoS) delivering ATM, Frame Relay (FR), Circuit Emulation (CE) and IP carrier-class networking. I/O modules support high port densities over fiber and copper at speeds up to 622 Mbps. Features include Inverse Multiplexing over ATM, Multi-link Frame Relay and sub-rate capabilities, high speed ATM trunking [More...](#)

Documentation and downloads

- ▶ **Downloads: Electronic Delivery** Software downloads, maintenance releases, and patches.
- ▶ **Manuals and Guides** User guides, O&M manuals, and other technical documents.
- ▶ **Release Information** Documents on software releases, features, and upgrades.
- ▶ **Technical Notes** Documents with troubleshooting tips, FAQs, and more.
- ▶ **Product Training** Browse the course catalog and enroll in training courses for this product.

Other support resources

- ▶ **CARES (ARs, PRs, and FSRs)** Open, view, and status your Assistance Requests and software warranty defect reports.
- ▶ **ask AL Knowledgebase** Solutions created based on actual customer reported issues.
- ▶ **Alerts** Notifications and bulletins.
- ▶ **Alerts (PCN)** Notifications and bulletins on Product Change Notices.
- ▶ **Data Drop Box** Exchange files with our technical support engineers to assist in problem troubleshooting.
- ▶ **Documentation and Downloads** Access to our full listing of products in the Product Index.
- ▶ **Training** Browse our Training Web site for Alcatel-Lucent products.
- ▶ **Product Change Notices (PCN)** CNs and related status information for our products.
- ▶ **RMA (Repair and Exchange)** Submit your online RMA requests, and get global repair center contact information.

In various systems, this product is listed as "CBX 500". This product is in [General Availability](#) state.

7. Updates and attachments

Update an AR

A customer may update four fields on their own ARs via the Web. (PRs and FSRs cannot be updated online.)

First, locate your AR. Then, click on “Update” on the AR Display page.

Assistance Request

1-2569867

Details about AR 1-2569867. Show the [next](#) or [last](#) AR in the query list. [Help](#) with the field definitions. [Update](#) this AR. [Upload](#) an attachment.

All dates and times are displayed in **MYT(Maldives Time)** time zone.

A new screen will appear. Enter your updates into the appropriate field and click “Submit”.

Reference	
AR number	1-2569867
Customer ticket	
Web confirmation	

Classification	
Status	New
Status reason	
Request type	Support
Severity	3

Contact	
Name	One Tester1
Company	Test Company 1 for CARES
Phone	1 630 224 6975 ext. 1
Additional contact info	

Investigation	
Investigation	
Clear Submit	

Upload an attachment

Attachments can be added to an existing, non-closed AR, PR and FSR.

To add an Attachment, you must be the request Contact or associated with the request Workgroup.

Locate the request via “Display Your Request” or one of the Query methods. *If the request was*

created within the previous 30 minutes, use Display Your Request as it refreshes in real time.

- Click on “Upload an attachment” and follow on-screen instructions; maximum file size is 50MB

Assistance Request

1-4816192

Details about AR 1-4816192. Show the [first](#), [previous](#), [next](#) or [last](#) AR in the query list. [Help](#) with the field definitions. [Update](#) this AR. [Upload](#) an attachment. [Copy](#) AR
All dates and times are displayed in **CDT(Central Daylight Time)** time zone.

Assistance Request - Attachment 1-4816192

Upload an attachment. Maximum file size is 50 MB *. [Return](#) to AR 1-4816192. [Help](#) on this form.

Attached File

Assistance Request	1-4816192
Description	<input type="text"/>
File name	<input type="text"/> <input type="button" value="Browse..."/>
Contains Subscriber Information	<input type="checkbox"/>

* Oversize file uploads will fail immediately with a browser error!

Enter file name or browse to select desired file. Maximum file size is 50MB

An acknowledgement of success will display on the screen.

Assistance Request - Attachment

👏 Your upload was successful. The Attachment identifier is: 1-0000000584868

Upload an attachment – from AR and FSR acknowledgement

Attachments can be added from the Acknowledgement page immediately after creating a new AR or FSR.

Click the [Upload](#) link on the acknowledgement page for ARs and FSRs, and follow the on-screen instructions. Maximum file size is 50 MB.

AR Creation



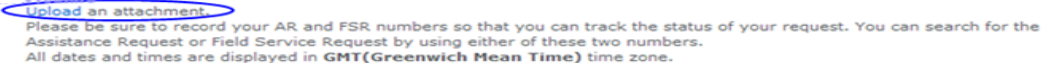
AR Number 1-3191837
[Upload an attachment.](#)
Please be sure to record your AR number. You will also receive a separate email for this. You can search for the assistance request by using either of these two numbers.
All dates and times are displayed in **GMT(Greenwich Mean Time)** time zone.

Note: In addition, if you are creating a new AR (only), you can add attachment(s) during the ticket creation process (a maximum of five attachments simultaneously with a combined file size of 50MB).

FSR Creation

Acknowledgement

AR Number 1-3192118
FSR Number 7-0149243



[Upload an attachment.](#)
Please be sure to record your AR and FSR numbers so that you can track the status of your request. You can search for the Assistance Request or Field Service Request by using either of these two numbers.
All dates and times are displayed in **GMT(Greenwich Mean Time)** time zone.

An acknowledgement of success will display on the screen.

Assistance Request - Attachment

✔ Your upload was successful. The Attachment identifier is: 1-0000000584868

Viewing your attachments

Once you have uploaded an attachment, you can locate them under the “Attachments” section of the request. Multiple Attachments are allowed.

Click on the identifier to view the file details.

Note: Please allow 5-10 minutes for the upload to be available for viewing on the Web

Attachments						
1-0000000584868	AR 1-2569514	JAN 19 2010 09:09 MVT	Report.csv	application/vnd.ms-excel	18 KB	
	Sample XLS Upload					

Assistance Request - Attachment 1-2569514

Attachment 1-0000000584868. [Return](#) to AR 1-2569514. [Help](#) with the field definitions.
All dates and times are displayed in **MVT(Maldives Time)** time zone.

Description
Sample XLS Upload

Actual Dates
Create date **JAN 19 2010 09:09 MVT**
Last modified **JAN 19 2010 09:09 MVT**

Attached File

File name	Report.csv
File type	application/vnd.ms-excel
File size	18 KB
Virus scan status	Passed
Virus scan date	JAN 19 2010 09:09 MVT
To be deleted	6 months after AR closure

Plain Text Attachment
See Attached File Information

Download the Attachment by clicking here.

Attachments are normally saved for 3 months after AR closure. If you require longer than this, please tell your support engineer.

If the Attachment was deleted, the date of deletion will be populated, and the “Download this file” link will not appear.

[Download this file.](#)

Attached File	
File name	VrzAR1042429.xls
File type	application/octet-stream
File size	139264
Virus scan status	Passed
Virus scan date	07 Jun 2004 20:15
Deleted	11 Apr 2005

Review / close an AR

ARs that are in the “Resolved” state can be reviewed / closed online by the customer who opened the AR. This option will appear at the top of the AR detail page.

Assistance Request 1-1875821

Tell us how to handle this resolved AR. **Help** on this form.

Request

Short description **SV021A stress tests 080409122725**
Current summary

What Next ?

Our records indicate this assistance request is resolved. What action would you like us to take ?

close question answered/problem solved
 can't reproduce the problem
 another vendor's issue
 our company's issue
 other

review please take another look
(provide explanation below)

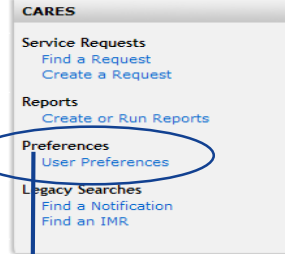
Comments

- Technical Support customers are routinely granted Read, Create (submit), and Update permissions on their CARES Web accounts.
- Additional permissions are needed on your CARES account to Close/Review on the Web. Please contact our OLCS help desk to request this additional permission.

8. User preferences and notifications

User preferences

User preferences settings are accessible from a “User Preference” link on OLCS CARES Web Home or (page 1 or 4) of the PR Creation process.



NOTE: Edit Column Layout will take you directly to **Parts Request Input Preferences** settings

Specify Parts to Order (page 1 of 4)

Enter a list of parts, one part per line. Use a Pipe("|") to separate columns. You can also out-and-paste columns from a spreadsheet or [select](#) a part from the part database. Additional [help](#) for this function.

Parts List

Customer Repair Tracking Number | Part Number | Serial Number

[Edit Column Layout](#)

User Preferences

Click on the link below to customize your desired preferences.

User Interface Preferences

[Update](#) your 'Default Company', 'Date format', 'Time zone', 'Create a Request (RTS)' method defaults, 'Query Defaults', and 'Detailed report' preferences.

Report Format Preferences

[Select](#) the fields to be returned from the 'Download report' function.

Notifications Preferences

[Update](#) your Email notifications preferences for Assistance Requests, Parts Requests and Field Interventions.

Parts Request Input Preferences

[Select](#) the column and field separators to use when you submit new parts requests online.

User interface preferences

User Interface Preferences

Make your selections and click the Save button. [Help](#) on this form.

Defaults

Company	<input type="text" value="AT&T Services"/>
Date format	<input type="text" value="MM/DD/YYYY"/>
Time zone	<input type="text" value="GMT, GMT, (GMT+0:00)"/>
Create a request (RTS)	<input type="text" value="By Product"/>

Query Defaults

Product	<input type="text" value="Any"/>
Rows per page	<input type="text" value="25"/>
Text search defaults	
Using	<input type="text" value="All Words"/>
Include	<input type="text" value="12 months"/>
Of	<input type="text" value="AT&T Corporation ARs"/>

Detail Report

Displayed in	<input type="text" value="separate window"/>
--------------	--

- The Default Company setting will allow you to choose which of your entitled company names will be automatically chosen in the Company fields within CARES. For Create a request, and Find a request.

- Set the "Date format" to either DD/MM/YYYY or MM/DD/YYYY

- The new "Time zone preference" allows you to select the time zone of your choice. All dates on all requests that you view online, and reports that you download, will display in your preferred time zone. Your time zone choice will be indicated at the top of the detail view of the AR, PR, and FSR.

- A new **Create a Request (RTS)** default option has been set to define the preferred method of AR creation. This option will define which TAB will be chosen when creating new RTS requests;

- By Product
- By Product Instance
- By Copying Existing AR

- "Query defaults"

- If your company purchased many products from Nokia, but you work on only one, you may wish to default your AR queries to that "Product".

- The "Rows per page" controls the number of rows displayed on queries. Select from 10, 20, 25, 40 or All.

- If you use Text search frequently, you may wish to set those query defaults. You can override them on individual queries.

- The "Detail report" setting controls the query results window. We recommend leaving the default setting of 'separate window'. However, take note that the navigation links will not be available in the separate window.

Report format preferences

Report Format Preferences

Quick Reports and **Find a Request** each display a list of ARs. A report with details on these ARs can be downloaded and saved on your computer. [Help](#) with this feature.

Report Fields

Select the fields you want to appear in your AR report. [Reset](#) to default settings. [Clear](#) columns. [Restore](#) current preferences.

Column 1	AR Number
Column 2	PR Number
Column 3	Contact
Column 4	Company
Column 5	Product
Column 6	Customer Repair Tracking Number
Column 7	Part Number (Return)
Column 8	Part Number (Replacement)
Column 9	Serial Number (Return)
Column 10	Serial Number (Replacement)
Column 11	Revision (Return)
Column 12	Revision (Replacement)
Column 13	Comcode (Return)
Column 14	Comcode (Replacement)
Column 15	CLEI Code (Return)
Column 16	CLEI Code (Replacement)
Column 17	Attention
Column 18	Ship to Company
Column 19	Actual Shipped Date
Column 20	Actual Delivered Date
Column 21	-omit-

- You can select up to 50 fields of data to be included in your Reports.
- The order in which you select them will determine which column the data displays in your .csv / Excel file when you download your report.
- You can select data specific to Technical Support (ARs), Repair (PRs), and Field Intervention / Dispatch (FSRs)
- The example shown here is customized for a person whose responsibility is primarily Repair.
- You can reset your defaults at any time.

More tips on reports

The number of columns selected directly impacts download speed. If speed is a concern, consider setting only 10 or 20 fields instead of the full 50, for routine work.

If you select Short Description or Current Summary, you may wish to display those at the end, for ease of formatting column width in your spreadsheet.

In addition to Short Description and Current Summary, the following fields are variable length text fields, and can get very lengthy (especially Investigation). They will result in noticeably longer processing time. Be forewarned before downloading these; in fact it is not recommended for routine reporting.

Detailed Description, Investigation, Resolution

These fields can always be seen by drilling down to the detail view of the ticket.

If you filter your queries precisely, you'll avoid huge downloads of extraneous information.

There is a limit of 1000 ARs per download.

Notification preferences

At certain points in the lifecycle of an Assistance Request (AR), Parts Request (PR) or Field Services Request (FSR), a notification can be sent to the requester and, if desired, to additional recipient(s). Notification options can be customized by category (AR, PR, FSR).

Longer messages that include some details about their transaction

Email address uma.basavaraju@alcatel-lucent.com
For your protection, changes to your email address should be made via the OnLine Assistance form and select "Change Email" from the list of topics.

Default values -> all subscriptions set to "receive"

AR notifications *Customize your AR email notifications with the following options:*

Detailed attachment Each address must end with "alcatel-lucent.com". Use a comma (",") to separate multiple addresses.

Notify when

- State Change
(Created, Resolved, Pending, Closed)
- Text Fields Updated
(Current Summary, Short Description, Detailed Description, Resolution)
- Investigation Text Updated

Additional recipients [Copy to all](#)

PR notifications *Customize your PR email notifications with the following options:*

Notify when	Advanced Exchange	Return for Repair	Additional recipients
Order Confirmed <i>(May contain RMA details)</i>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="text"/> <input type="text"/> <input type="text"/> Copy to all
Order Pending	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="text"/>
Order Progress <i>(May contain RMA details)</i>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="text"/>
Order Canceled	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="text"/>
Return Part Reminders * <small>* You cannot unsubscribe from these kind of notifications.</small>	<input checked="" type="checkbox"/>		<input type="text"/>

FSR notifications *Customize your Field Intervention email notifications with the following options:*

Notify when

- ETA Updated
- Field Agent Details Updated
- Order Completed

Additional recipients [Copy to all](#)

- Easily manage your notification subscription preferences by category (AR, PR, FSR).

- An online help link is available at the top of the page if needed.

- For each subscription, you can specify additional recipient(s) (given corporate email domain matches yours). Team or workgroup aliases are permitted.

- The AR notification category includes three subscription choices and the option to include a detailed attachment.

- The PR notification category includes four subscription choices for Advanced Exchange and Return for Repair.

- Return Part Reminders cannot be unsubscribed.

- The FSR notification category includes three subscription choices.

- Additional Help is available online.

Sample of technical support – email AR notification

AR Notification sample in HTML format. A text version is included as an attachment.

AR Notification subscription settings will determine the number and frequency of the email notifications you receive. These choices are cumulative.

- Receive notification when AR State changes to Created, Resolved, Closed, or Pending Customer Action
- Receive notification any time these “text” fields are modified: Short Description, Current Summary, Description or Resolution.
- Receive notification any time the Investigation text field is modified.

Note: You can modify your subscription choices to manage desired email volume accordingly.

AR Notification: 1-2762494, New, SESS - Message (HTML)

From: Alcatel-Lucent Technical Support [cares@alcatel-lucent.com] Sent: Mon 6/7/2010 8:35 AM
To: One Tester1
Cc:
Subject: AR Notification: 1-2762494, New, SESS
Attachments: 1-2762494.html (16 KB)

Note: You may set your preferred Time Zone in User Preferences. This setting will apply to all time stamps in CARES. See Section 8.

One Tester1,

This is to let you know that AR 1-2762494 was opened on 07 Jun 2010 08:31 CDT. You are listed as the contact for this AR.
All dates and times are displayed in **Central Daylight Time, CDT (GMT -5:00)**

AR Number	1-2762494	Product Model	SESS
Customer Ticket	New	Status	DRM
Short Description	abc		

Product Location

Product Instance	SESS : 1234 : Test Product Instance
Site	Test Site 3 - Geneva
Country	USA
State/Province	Illinois
City	Geneva

Dates

Target Dates	Actual Dates		
Respond	07 Jun 2010 09:36 CDT	Respond	
Resolve	06 Aug 2010 08:31 CDT	Resolve	
Restore		Restore	


For questions about this Assistance Request, please call your local Alcatel-Lucent support office. Phone numbers for support offices can be found at <https://support.alcatel-lucent.com>

Sincerely,
Alcatel-Lucent

GENERAL INFORMATION
To unsubscribe or manage this or any OLCS subscription, select "Customer Support" from "My Profile" at Alcatel-Lucent.com: <https://support.alcatel-lucent.com/portal/myProfile.do>. Note: we are unable to answer replies to these notifications. If you need help or want to change your email address, visit the "Inquiries and Feedback" page: <http://www.alcatel-lucent.com/wps/portal/contactus> or call 1-866-582-3688, Prompt 7; from outside the US, please call 1-630-224-9000.

Sample of repair order – email PR notification

- The initial email will show the entire Repair order (master AR and associated PRs).
- Subsequent part status will be sent on an individual PR basis.
- Individual subscriptions can be set for Advanced Exchange and/or Return for Repair to be notified by email:
 - Order Confirmed
 - Order Pending
 - Order Progress
 - Order Canceled
- 'Return Part Reminders' cannot be unsubscribed.
- The RMA form will be attached as a PDF and includes the Nokia return part shipment address. (and can also be viewed via Web).

Attachments:  1-2141732-RMA1.pdf (134 KB)

One Tester1,

This email acknowledges your repair order associated with AR 1-2141732. Your repair order has 1 Parts Request(s) associated with it, which may be in different states. Please see the details below.

The attached RMA file has more details about your scheduled items. Further communication regarding your repair order will be on an individual Parts Request basis. You can track the status of this Repair Order, and all your Alcatel-Lucent service requests, online by visiting CARES: <https://cares.support.alcatel-lucent.com>.

Repair Order (AR Number): 1-2141732

Contact
 One Tester1
 Test Company 1 for CARES
 1-630-555-1212 1

1. Parts Request Number	5-0299101	Service	Ship To
Customer Ticket Number		Advanced Exchange	Vijay Test
Request Date	06 Aug 2009 16:38 GMT	Same day + 04 hours	Test Company 1 for CARES
Service Start Date	06 Aug 2009 18:12 GMT	Pipeline	202 N Main Street
Status	Entered		Floor 2
			Office 400
			Orlando, Florida 60134
			USA
			630-555-1212

Details - Scheduled

Item	Part Number	Description Reported Serial Number Customer Reference Number	Target Delivery
001	PL-CDROM 0800-0002-001 300067147	Pipeline CDROM: Includes JBPC, MAXLink Pro, MAXDial, Networking Glossary, free offer from MSN, product demos, and other free software. UNKNOWN 118	06 Aug 2009
002	PL-CDROM 0800-0002-001 300067147	Pipeline CDROM: Includes JBPC, MAXLink Pro, MAXDial, Networking Glossary, free offer from MSN, product demos, and other free software. UNKNOWN 11	06 Aug 2009
003	PL-CDROM 0800-0002-001 300067147	Pipeline CDROM: Includes JBPC, MAXLink Pro, MAXDial, Networking Glossary, free offer from MSN, product demos, and other free software. UNKNOWN 116	06 Aug 2009

For questions about this Parts Request, please call your local Alcatel-Lucent support office. Phone numbers for support offices can be found at <https://support.alcatel-lucent.com/portal/olcsHome.do>

Sincerely,
Alcatel-Lucent

GENERAL INFORMATION
 To unsubscribe or manage this or any OLCS subscription, select "Customer Support" from "My Profile" at Alcatel-Lucent.com: <https://support.alcatel-lucent.com/portal/myProfile.do>. Note: we are unable to answer replies to these notifications. If you need help or want to change your email address, visit the "Inquiries and Feedback" page: <http://www.alcatel-lucent.com/wps/portal/contactus> or call 1-866-582-3688, Prompt 7; from outside the US, please call 1-630-218-7688.

Parts request input preferences

Parts Request Input Preferences

[Help](#) with the feature

Columns

Select the columns in the order in which you will provide the attributes on Specify Parts to Order (page 1 of 4) page current preferences.

Column 1	<input type="text" value="Part Number"/>
Column 2	<input type="text" value="Serial Number"/>
Column 3	<input type="text" value="-omit-"/>
Column 4	<input type="text" value="-omit-"/>
Column 5	<input type="text" value="-omit-"/>
Column 6	<input type="text" value="-omit-"/>
Column 7	<input type="text" value="-omit-"/>
Column 8	<input type="text" value="-omit-"/>

Column Separator

Select the delimiter you want to provide between two columns on Specify Parts to Order (page 1 of 4) page. [Restore](#)

Delimiter	<input type="text" value="Pipe ()"/>
	<input type="button" value="Save"/>

There are three choices for preferred 'Column separator'.

- The default is 'Pipe (|)', as it was previously. Pipe is rarely if ever found in part names.
- You may also select 'Colon (":")' or 'Semi-colon (";")'. Please ensure that it is not used in any of your part names.

- Parts Request Input Preferences offer flexibility in terms of entering your Parts Requests (PR). You can choose the default columns that you desire.

- Column choices: Part Number, Serial Number, Customer Repair Tracking Number, Problem Description, Additional Information, Ignore Column and –omit-.

- The Ignore Column is for your convenience if you are uploading from a preexisting spreadsheet and don't wish us to consider one of your columns.

Sample of ETA updated – email FSR notification

- FSR Notification sample to advise of updated ETA (Estimated Time of Arrival).
- FSR Notification subscription settings will determine the type and frequency of notifications you receive.
- Estimated Time of Arrive Updated
- Field Agent Details Updated
- Order Completed

Note: You can modify your subscription choices to manage desired email notifications accordingly.

Dear Customer,

Alcatel-Lucent has updated FSR 7-0234150 to include an updated estimated arrival at site time and the contact details for the field agent that will be performing the services. Please make necessary arrangements for our field agent to access the dispatch location.

All dates and times are displayed in **Central Standard Time, CST (GMT -6:00)**.

AR Number: 1-4820941
FSR Number: 7-0234150
Your Ticket Number:

Dates
Previous Estimated Arrival at Site: 12 Jan 2015 05:05 CST
Current Estimated Arrival at Site: 12 Jan 2015 06:05 CST

Field Agent
Field Agent Name: Uma2 B2

Dispatch Location
101 Main Street
Room 1B220

Lisle, Illinois
60540
USA

Service Details
Product: Pipeline
Model: Pipeline 200
Task Description: Test

Please contact the Global Welcome Center if you need additional support. Our phone numbers for support offices can be found at : https://services.support.alcatel-lucent.com/product_support. (Select your Country)

9. Back-up

Link between RTS phases and the AR “status” in CARES

CARES – Link between RTS phases & AR states

CARES Phase	CARES State
Reported Phase	Defaults to “New” when the AR is created “Assigned” when the GWC selects a support team “Re-assigned” if the initial support team is incorrect with a state reason
Respond Phase	In-Progress and state reason (i.e. Under investigation)
Pre-Restoral Diagnostics Phase (if outage)	In-Progress and state reason (i.e. Under investigation)
Restoral Phase (if outage)	In-Progress and Reflect customer was Restored to Service as state reason
Diagnostic Phase	State may vary during Diagnostic Phase
Scheduled Phase	In-Progress and state reason = Permanent Solution Scheduled If solution is scheduled for delivery to customer (i.e. defect)
Resolved Phase	Resolved If solution is made available to customer
Closed Phase	“Closed” with state reason (i.e. Solution Provided - Disputed, No Response from Customer)
	Pending State - – Used at any time between respond and resolved phases if diagnostic action is dependant on customer activity

Find a request: additional technical services criteria (technical support)

Hide Additional Technical Services Criteria

Classification

Request type ▼

Priority ▼

Severity ▼

Product

Sub-product

Offer/Solution

Version

Target Dates

Enter dates as MM/DD/YYYY. To search for one day only, enter the same date in both from and to fields.

	From	To
Respond	<input type="text"/>	<input type="text"/>
Restore	<input type="text"/>	<input type="text"/>
Resolve	<input type="text"/>	<input type="text"/>

Actual Dates

Enter dates as MM/DD/YYYY. To search for one day only, enter the same date in both from and to fields.

	From	To
Responded	<input type="text"/>	<input type="text"/>
Restored	<input type="text"/>	<input type="text"/>
Resolved	<input type="text"/>	<input type="text"/>

Find a request: additional repair services criteria (repair & exchange)

Hide Additional Repair Services Criteria Additional criteria defined.

Part Details
Use Part number field to search for Part number, Comcode, CLEI code, Revision or Other(Legacy / BORG).

Part number

Serial number

Ship To Location

Attention

Company

Address line 1

Address line 2

Address line 3

City

State / Province

Country

Billing

PO Number

Billing Location

Target Dates
Enter dates as MM/DD/YYYY. To search for one day only, enter the same date in both from and to fields.

	From	To
Contracted delivery	<input type="text"/>	<input type="text"/>
Requested delivery	<input type="text"/>	<input type="text"/>
Estimated delivery	<input type="text"/>	<input type="text"/>

Actual Dates
Enter dates as MM/DD/YYYY. To search for one day only, enter the same date in both from and to fields.

	From	To
Request received	<input type="text"/>	<input type="text"/>
Shipped	<input type="text"/>	<input type="text"/>
Delivered	<input type="text"/>	<input type="text"/>

Find a request: additional field services criteria (field intervention)

Hide Additional Field Services Criteria		
Dispatch Location		
Address line 1	<input type="text"/>	
Address line 2	<input type="text"/>	
City	<input type="text"/>	
State / Province	<input type="text"/>	
Country	<input type="text" value="Any"/> ▾	
Target Dates		
Enter dates as MM/DD/YYYY. To search for one day only, enter the same date in both from and to fields.		
	From	To
Service window start	<input type="text"/>	<input type="text"/>
Service window end	<input type="text"/>	<input type="text"/>
Contracted arrival at site	<input type="text"/>	<input type="text"/>
Requested arrival at site	<input type="text"/>	<input type="text"/>
Estimated Arrival	<input type="text"/>	<input type="text"/>
Actual Dates		
Enter dates as MM/DD/YYYY. To search for one day only, enter the same date in both from and to fields.		
	From	To
Request received	<input type="text"/>	<input type="text"/>
Arrival at site	<input type="text"/>	<input type="text"/>
Completed	<input type="text"/>	<input type="text"/>
Field Technician		
Field Agent Given Name	<input type="text"/>	
Field Agent Surname	<input type="text"/>	

Fields visible on detail view: AR

Contact

Name
Contact ID
Company
Phone
Additional contact info

Service Request

Company
Initial service requested

Reference

AR number
Customer ticket

Status

Reported
Summary status
Closed date

Detailed Description

Attachments

Services Delivered

Request

Short description
Current summary

Classification

Service requested
Request type
Request sub-type
Severity
Priority

Service Agreement

Service agreement
Service offer

Status

Status
Status reason
Status history
Closed Date

Product

Product
Model
Sub-product
Sub-system
Offer/solution
Version
Patch/SU level

Location

Instance
Site
Site ID
City, State/Province
Country

Solution

Scheduled version
Actual version

Target Dates

Service start date
Respond
Restore
Resolve

Actual Dates

Responded
Restored
Resolved
Last modified

Alcatel-Lucent Contact

Owner
Owner workgroup

Investigation

Resolution

Fields visible on detail view: PR

Contact

Name
Contact ID
Company
Phone
Additional contact info

Service Request

Company
Initial service requested

Reference

AR number
Customer ticket

Status

Reported
Summary status
Closed date

Detailed Description

Attachments

Services Delivered

Repair and Exchange Service

Classification

Service requested
Service order type
Objective

Service Agreement

Service agreement
Service offer

Status

Status
Status reason
Status history

Product

Product
Model

Location

Instance
Site
Site ID

Ship to

Attention
Company
Phone
Fax

Address line 1
Address line 2
Address line 3
City, State/Province
Country
Delivery instructions

Customer Communications

Target Dates

Service start date
Contracted delivery
Requested delivery
Estimated delivery

Actual Dates

Request received
Shipped
Delivered
Closed
Last modified

Alcatel-Lucent Contact

Owner
Owner workgroup

Part Details

(1)
Part number
Revision
Comcode
Other
Serial number
Part description
Warranty status
Actual ship date
Target delivery date
Actual delivery date
Carrier
Airway bill
Return location

RMA reference number

Part Details for each part in the request

Fields visible on detail view: FSR

Contact

Name
Contact ID
Company
Phone
Additional contact info

Service Request

Company
Initial service requested

Reference

AR number
Customer ticket

Status

Reported
Summary status
Closed date

Detailed Description

Attachments

Services Delivered

Field Intervention

Classification

Service requested

Service Agreement

Service agreement
Service offer

Status

Status
Status history

Product

Product
Model

Location

Instance
Site
Site ID

Dispatch Location

Address line 1
Address line 2
City, State/Province
Country
Access Instructions

Field Technician

Field Agent Given Name
Field Agent Surname
Field Agent ID

Target Dates

Service start date
Service window start
Service window end
Contracted arrival at site
Requested arrival at site
Estimated arrival

Actual Dates

Request received
Arrival at site
Completed
Last modified

Task Description

Test

Customer Communications

Alcatel-Lucent Contact

Owner
Owner workgroup

NOKIA