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Online customer support (OLCS) Overview

Support on https://networks.nokia.com
Your Web portal for your technical support and repair needs.

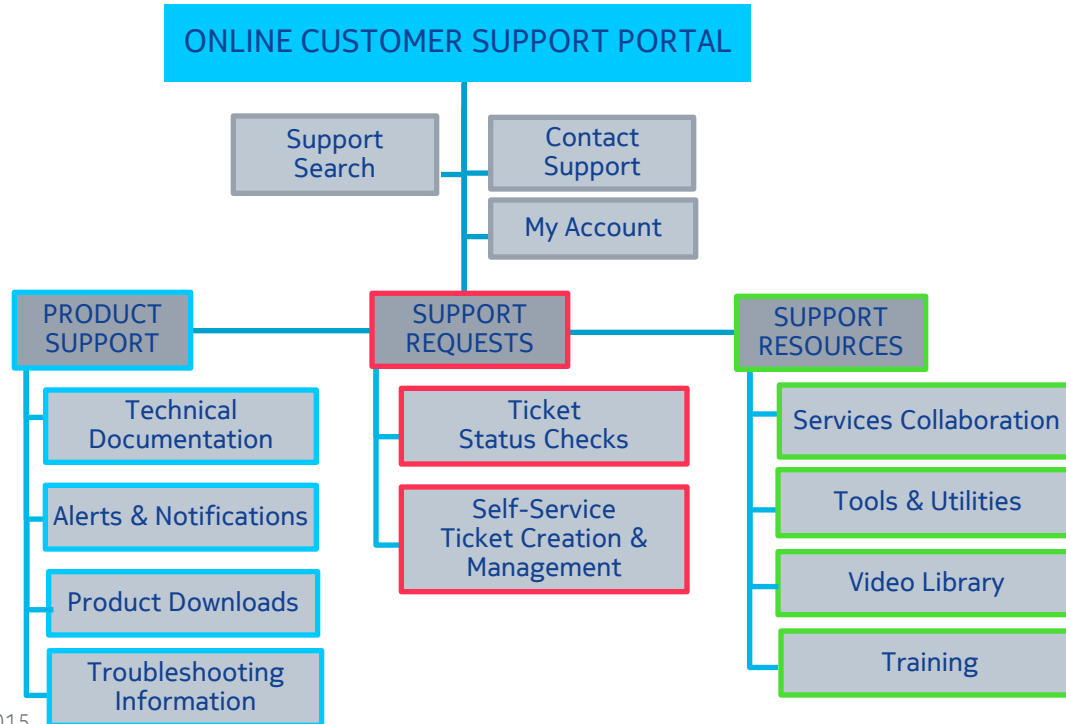September 2016

OnLine customer support portal
Portal highlights

The OnLine Customer Support Portal is a primary online support delivery channel for maintenance customers and partners globally.

Visitors

More than 1,500 visitors per day depend on this online support offering for technical information and assistance in managing and maintaining customer networks.

Portal Highlights

Interface

The easy-to-use interface expedites access to valuable support resources including technical documentation, product alerts, ticket status/creation, software downloads and more.

Navigation

Product-based navigation makes it quick and easy to find the support resources you need!

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OnLine customer support portal
Portal Content
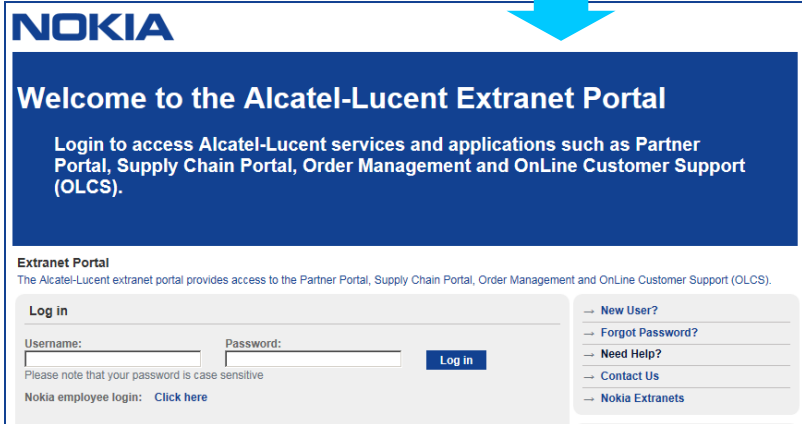
The support portal is a gateway to a wealth of information, support resources & tools.

ONLINE CUSTOMER SUPPORT PORTAL

- Support Search
- Contact Support
- My Account

PRODUCT SUPPORT
- Technical Documentation
- Alerts & Notifications
- Product Downloads
- Troubleshooting Information

SUPPORT REQUESTS
- Ticket Status Checks
- Self-Service Ticket Creation & Management

SUPPORT RESOURCES
- Services Collaboration
- Tools & Utilities
- Video Library
- Training

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Getting to the web site

Log into the portal here:
https://support.alcatel-lucent.com

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Welcome to the Alcatel-Lucent Extranet Portal

Login to access Alcatel-Lucent services and applications such as Partner Portal, Supply Chain Portal, Order Management and OnLine Customer Support (OLCS).

Extranet Portal
The Alcatel-Lucent extranet portal provides access to the Partner Portal, Supply Chain Portal, Order Management and OnLine Customer Support (OLCS).
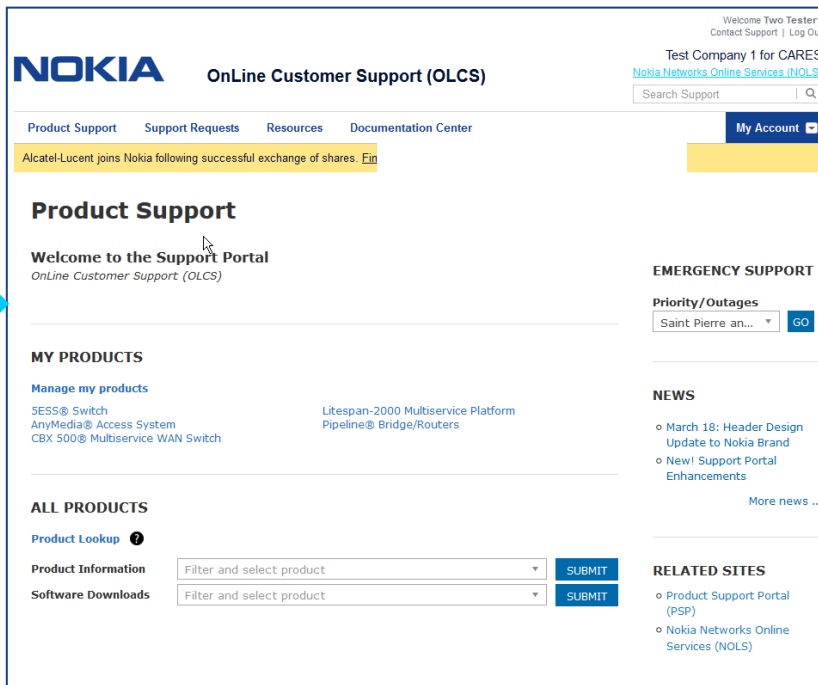
Log in

Username: _____   Password: _____   **Log in**

Please note that your password is case sensitive

Nokia employee login: **Click here**

→ New User?
→ Forgot Password?
→ Need Help?
→ Contact Us
→ Nokia Extranets

Or access the portal directly:
https://support.alcatel-lucent.com/portal/web/support

Welcome Two Tester1
Contact Support | Log Out

Test Company 1 for CARES
Nokia Networks Online Services (NOLS)

Search Support

OnLine Customer Support (OLCS)

Product Support   Support Requests   Resources   Documentation Center   **My Account**

Alcatel-Lucent joins Nokia following successful exchange of shares. Fin

Product Support

Welcome to the Support Portal
OnLine Customer Support (OLCS)

MY PRODUCTS

Manage my products

5ESS® Switch
AnyMedia® Access System
CBX 500® Multiservice WAN Switch

Litespan-2000 Multiservice Platform
Pipeline® Bridge/Routers

ALL PRODUCTS

Product Lookup ❓

Product Information   [Filter and select product ▼]   SUBMIT
Software Downloads   [Filter and select product ▼]   SUBMIT

EMERGENCY SUPPORT

Priority/Outages
[Saint Pierre an... ▼]   GO

NEWS

○ March 18: Header Design Update to Nokia Brand
○ New! Support Portal Enhancements

More news ...

RELATED SITES

○ Product Support Portal (PSP)
○ Nokia Networks Online Services (NOLS)

Without an account, you are able to access limited content; Account registration is encouraged.
Find registration instructions here: https://services.support.alcatel-lucent.com/registration/OLCSregister.pdf
Register at: https://market.alcatel-lucent.com/release/SPRegistrantTypeSvlt

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How to register

1. Select "New User'?
   https://support.alcatel-lucent.com

2. Follow the Registration Process Steps:
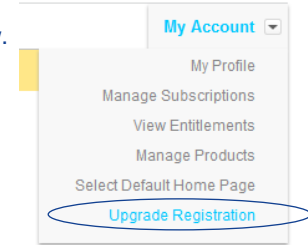
   Registration Progress

   Step 1 Select role and accept terms of use.

   Step 2 Provide business identification.

   Step 3 Validate email address.

   Step 4 Confirm business identity and set password.

   Step 5 Select content.

   Step 6 Register for selected content.

   You will be asked to enter an authentication code that will be emailed to you.

3. Receive email confirmation of your registration and site access privileges within two business days or less.

Related Links

- Register for Access
- Registration Benefits
- Registration FAQs
- Need Help?
- Login to our secure area for Industry Analysts

Your registration profile data will be used to pre-populate forms and customize your Web view.

We will automatically grant access across the full spectrum of service agreements you have with Nokia. If you believe we may have overlooked something, you can select Upgrade Registration.

My Account ▾
- My Profile
- Manage Subscriptions
- View Entitlements
- Manage Products
- Select Default Home Page
- Upgrade Registration

Need Help while registering?

- From within the US: 1 (866) 582-3688, prompt 7.

- From outside the US: 1 (630) 224-9000.

- Contact your regional Global Welcome Center and select prompt 7.

- Email: olcshelp@nokia.com or use the site's Contact Us form.

- Use this contact information for OLCS registration questions, access issues, password resets, navigation inquiries etc.

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OLCS site access policies

- Your access to content on the OLCS Web Site is determined by your service agreements.
  - Any changes or updates that are recorded to your service agreements will automatically refresh your Web experience; typically in under an hour.
- Select "View Entitlements" on OLCS to view the service agreements which you or your company are authorized under. (See slides at the end of this package)
  - You may also access this via My Profile > Customer Support > View Support Entitlements
- A high level summary of access policies is shown below; however there may be differences for specific offers and products.

General Access	Warranty Access	Service Agreement Access
Service Offerings	All General Access Content	All General Access Content
Support Policies	Technical Documentation	All Warranty Access Content
Site Announcements	Software Downloads (fixes)	CARES Web for ARs, PRs, and FSRs
Support Announcements	Data Drop Box	ask AL Knowledgebase
RMA (Repair)	Alerts	Services Collaboration
Support Phone Numbers	Warranty defect reporting via CARES Web	Utilities and Tools
Product Index	Hash Codes	Discussion Forums and Wiki's
Training		

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Site design

OLCS

The "My Customer Support" portal is the umbrella portal to all of the underlying content and tools.

Product-specific content is organized "by product"

- Technical Content
  - Documentation
  - Software Downloads
  - ask AL Knowledgebase
  - Alerts
  - Product Change Notices (PCN)
  - Wireless Utilities and Tools
  - Service Router Knowledge Base (SRKB)

Access to content and tools can also be done functionally, by going directly to each of the underlying applications

- All of the items listed on the left, plus:
- CARES Web
- Services Collaboration areas
- Software License Keys
- Hash Codes
- Data Drop Box
- Discussion Forums
- Repair and Exchange Services
- Support Phone Numbers
- Site Announcements
- Wiki's

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Product Support

The portal entry point provides easy access to support information and resources.

standard header
---
site navigation

contact support
---
contact search
---
my account

product navigation options:

select a favorite product

filter & select a product

look up renamed & merged products

support telephone numbers

portal news

related site resources

Navigating on OLCS

There are four primary ways to navigate on OLCS.
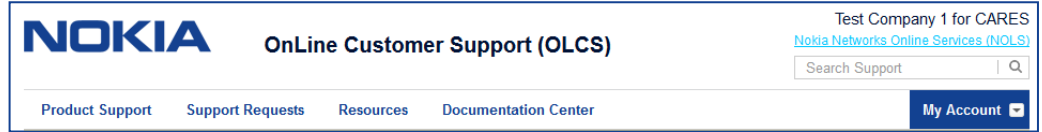
1. Product Support
    *   Also referred to as the "home" page.
    *   The primary means to navigate between "OLCS" home and the underlying applications, or among the applications without returning home.
    *   Allows you to filter and select a product for additional product information or software delivery.
2. Support Requests
    *   Easy access to the CARES Ticketing system for viewing or creating requests.
    *   Look up Warranty or part information
    *   Quick view of open tickets.
3. Resources
    *   Additional support related resources such as collaboration areas, Data Drop Box, Utilities & Tools and Training
4. Documentation Center
    *   Quick access to documentation with advanced search and filtering capabilities. Access to documentation will be restricted by the care contract details between your company and Nokia.

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Manage my products

- You can manage your list of entitled products to select your favorites.

- Under "My Products", select "Manage My Products".

- Simply check the boxes for the products that you want to appear on your page. Your selections will take effect immediately. You can edit your selections or restore the full list at any time.

MY PRODUCTS

Manage my products

5ESS® Switch
AnyMedia® Access System
CBX 500® Multiservice WAN Switch

Litespan-2000 Multiservice Platform
Pipeline® Bridge/Routers

- In addition to making the list that appears under "My Products" shorter, the saved list will also be reflected under the Alerts Advanced Search, and in your CARES product lists for ticket creation and queries.

- This will make your experience on the site more efficient, based on your specific product responsibilities.

Manage My Favorite Products

You may limit the number of products that appear on various forms throughout this site by using "Manage My Favorite Products" to select your favorites. This is useful if you only have responsibility for a subset of products that your company has purchased from Alcatel-Lucent. Populate the check boxes for the products that you want to appear on your favorite products list, and click Save. Changes take effect immediately. You may edit your selections at any time.

SAVE   CANCEL   CHECK ALL   UNCHECK ALL

☑ 5ESS® Switch
☑ AnyMedia® Access System
☐ CBX 500® Multiservice WAN Switch
☑ Litespan-2000 Multiservice Platform
☐ MAX TNT® Universal Gateway
☑ Pipeline® Bridge/Routers

SAVE   CANCEL   CHECK ALL   UNCHECK ALL

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Navigate by product

Choose one of your "favorite" products

MY PRODUCTS

Manage my products

5ESS® Switch
AnyMedia® Access System
CBX 500® Multiservice WAN Switch

Or select from **ALL PRODUCTS**:

1. Select from All Products or choose Show My Entitled Products to shorten the list.
2. Begin typing to filter & select a product and SUBMIT

ALL PRODUCTS

Product Lookup ❓

Product Information

All Products
Show My Entitled Products
1000 ADSL (Asymmetric Digital Subscriber Line) Modems
1000 ASAM (Advanced Services Access Manager)
1000 LGW (Line Gateway)
1000 MM E10 (Multiservice Multimedia)
1000 MSC LM (Mobile Switching Center LeistungsMerkmal)
1000 Multiservice Multimedia (MM) E10 CSN / CNE
1000 S12 AMADEUS Pro Application
1000 S12 OAS (Operator Assisted Services)

Filter and select product

SUBMIT

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Product information and downloads

Product results are displayed on the Product Information and Downloads page:

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Combined product summary page

Combined content page includes release-specific results for Documentation, Alerts and Downloads

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Alerts

Alerts are our cross-product communication vehicle to share product and support issues that are of a maintenance, preventive, informational, product change or product life cycle nature.

Alerts Subscription

Contact
Name:
Phone:
Email:

Classification

Type:
☐ Maintenance
☐ Security
☐ LifeCycle
☐ Informational
☐ Product Change

Urgency:
☐ Urgent
☐ High
☐ Medium
☐ Low

Region:
☐ ALL
☐ Asia Pacific (excluding China)
☐ Caribbean & Latin America & Mexico
☐ China
☐ Europe (including Russia)
☐ Middle East, Africa
☐ North America (US & Canada)

Additional Recipients:

You may add Additional Recipients in your company, to be copied on your subscription choices. Each additional email address must end with the same corporate email domain as yours. separate multiple addresses.

- You can subscribe to Alerts during the account registration process or after you are registered.

- Easy subscription process. Select Type, Urgency and Products for which you wish to receive Alerts.

- Alerts will be sent via email.

Access Alerts subscriptions under "My Subscriptions", directly on the Alerts page or via My Profile > Customer Support.

Alerts keep you proactively informed on issues that affect you, your network, and your service to your customers.

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Alerts - home page

• Archived for online viewing.
• Emailed in PDF format, by subscription.
• Alert "Attachments" can be received in subscriber's inbox or via link for web viewing.
• Advanced Search and Reporting enables user to save queries for re-use, search by date range or download results to Excel.

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Alerts – advanced search

- Advanced Search for Alerts permits filtering by:
  - Type
  - Urgency
  - Product Category
  - Products (Favorites or All)
  - Date Range
  - Year

- Report options include:
  - Web viewing
  - Excel format
  - Counts only view

- Saved Query
  - If you routinely query for the same set of products or parameters, consider saving your query so that you can call it and reuse it at any time.

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ask AL knowledgebase

- ask AL is the Web interface to the Knowledge Management solutions database.

Example:
Select product:
1675 LambdaUnite MSS
Enter your query:
port monitoring warnings

- When you click on the ask AL link, it will display all products that have
  solutions available, for which you are entitled to see the ask AL database.
- Search for solutions using natural language queries
- To narrow search, unclick all boxes except for the product of interest
- Available only for premium Technical Support customers

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ask AL knowledgebase (continued)

- Enter your query (as shown on previous slide)

- Solutions are returned showing percentage weight or % match based on search criteria

- Ability to refine results:

  - Are any of these statements related to your question?

  - or Do any of these facts resemble your environment?

  - Ability to refine based on actual database content.

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More on ask AL content

- Solutions : either a "problem" or a "question"

- Most solution creation is driven by actual customer inquiries from Assistance Requests (ARs)

- Solutions go through a quality and technical review process before availability

    - Content can grow every day as solutions move through review cycle

- Statement roles and weights are based on industry research on how people solve problems

- ask AL represents substantial person-years of product knowledge and technical support experience

Give us feedback

○ This answers my question!
○ This may help, but I'm not certain.
○ This content item is not clear.
Do you have any additional comments:

Continue

Customers are asked for feedback after a solutions query.

Feedback indicates ask AL answers their question and saves them a call well over 50% of the time!

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Software downloads

Nokia Electronic Delivery (ALED) is our software download platform.

Benefits of using ALED:

- **Greater convenience** to the software you need – in any location. No more searching for that disk!

- **Around-the-clock access** - with 24/7 availability for emergency fixes and installation.

- **Simplified maintenance** - streamlined access to tested releases for multi-product Solution software through customized web pages

- **Lower OPEX** – through faster availability for your deployments, and minimizes your time tracking and routing software disks.

- **Built-in file integrity** – highly secure platform with sophisticated integrity checks.

- Multiple delivery options globally

    - Both Web (HTTPS) and private network (FTP) interfaces may be used

    - State of the art B2B VPN solution

    - Dedicated T1/E1 connections possible if volumes warrant it

    - Secure Shell FTP interface

Product change notices (PCN)

Access to web-based PCN content is included with your Technical Support agreement.

PCN Search (General)

▣ **Subscribe for PCN Alerts**

Search all PCNs by product, PCN number, text, date issued (mm/dd/yyyy)

Enter Search String: [_____] **GO**

Select one of the following Search Options:
- ◉ An exact phrase match
- ○ Matches on all words (AND)
- ○ Matches on any word (OR)

More Options

PCNs New/Updated in Past 30 days
- › **Former Lucent (Wireless)**
- › **Former Lucent (All Others)**
- › **Former Alcatel**

Search PCNs
- › **Former Lucent (Wireless)**
- › **Former Lucent (All Others)**
- › **Former Alcatel**

CN/CCN to PCN Cross Reference
- › **Former Lucent (Wireless)**
- › **Former Lucent (All Others)**
- › **Former Alcatel**

About Us
- › **About Us**
- › **PCN Class Definitions**

Feedback
- › **Feedback (PCM) on the PCN site**

Subscribe for PCN Alerts.

Search capability on PCNs.
- • Includes Class A, B, and D

Cross Reference, Application Status and other PCN information.

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Product information and downloads

Content Summary

Technical Documentation

- Technical documentation varies by product and may include:
  - Manuals and Guides
  - Technical Notes
  - Release Information
- Standard formats available for online viewing are .pdf and .html

Alerts & Notifications

- Alerts communicate various product and support issues:
  - Maintenance, Preventive, Informational, Product Change, Product Lifecycle
- When you register for your online account, you are auto-subscribed to receive Alerts via email for products to which you are entitled.
- You can also query published Alerts from the Alerts home page.

Product Downloads

- Electronic Delivery (ALED) is our online platform:
  - Convenient access to software downloads to which you are entitled.
  - Highly secure platform with sophisticated integrity checks.
  - 24x7 availability for emergency fixes and installation.
- Software Key management is available for some products.

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Support requests

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OnLine Customer Support (OLCS)

AT&T Mobility LLC
Nokia Networks Online Services (NOLS)

Search Support | 🔍

| Product Support | Support Requests | Resources | Documentation Center | | **My Account** ▾ |

Alcatel-Lucent joins Nokia following successful exchange of shares. Find out more

Support Requests

Self-service

Search knowledge base
CARES Home
Create a Request
Find a Request

[create and manage tickets]

Check warranty status

Enter Serial Number | SEARCH

Part search ❓

Enter part name, Comcode or CLEI code | SEARCH

Repair and Exchange

Support Contact Information

[warranty status --- part search]

My status

| My own | My company's |

Refresh
Refresh

Active Assistance Requests (AR)   5
Active Parts Requests (PR)   2
Active Field Requests (FSR)   1

Or enter AR, PR, or FSR number | SEARCH

Recent Alerts
Recent Documentation
Recent PCNs

Emergency support

Priority/outages

USA ▾ | GO

Related sites

○ Product Support Portal (PSP)

[active ticket status my own & my company's --- query by ticket number --- recently published technical content]

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CARES requests

Customers have options to query for status and view their ARs (and the underlying Parts Requests (PRs) and Field Service Requests (FSRs)):
Display Your Request - Find a Request - Quick Reports

The "Display Your Request" provides easy access if you know the AR number. This is a very popular interface to do simple status checking.

The very popular "Quick Reports" feature offers customers convenient access to standard, pre-formatted reports on their requests – Support ARs, Repair PRs, and On-site FSRs.

Advance notice of any planned maintenance will be posted here, as well as under OLCS News.

Create and submit an request online; update it online; view attachments online

Customers may set user preferences, including report options and subscription choices for receiving AR, PR and FSR notifications.

Easy to understand instructions to use the CARES Web interface are available online.

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OnLine Customer Support (OLCS)

AT&T Mobility LLC
Nokia Networks Online Services (NOLS)

Search Support

Product Support   Support Requests   Resources   Documentation Center   My Account

Alcatel-Lucent joins Nokia following successful exchange of shares. Find out more

CARES

Display Your Request
(Enter AR, PR, or FSR number)
Use this feature to Display or Copy an existing Assistance Request.

GO

Quick Reports
Select a report, confirm your display preferences and go.
My own
Support Services
My company's
AT&T Mobility LLC
Support Services
Sort by
AR number (descending)
Rows per page
25
GO

Assistance Requests (ARs)
Technical support issues you've reported to us are called Assistance requests (ARs). Technical support includes many types of service from clarifying documentation and usage assistance to diagnosing and resolving product defects. ARs are assigned unique tracking numbers to ensure that we follow-up on every request. More...
For a quick view of the issues we're tracking for you, select a Quick Report from My own in the left column and click Go.

Legacy Notifications
Legacy Notifications are important messages about products. Typical notifications concern failure avoidance or recovery, circuit pack problems and other potentially negative situations. More...

CARES is a database of technical support information that includes solutions, production notifications and assistance requests (ARs). CARES currently supports Internet Explorer 8, 9, 10, 11 and Mozilla Firefox 31, 33. Other browsers may result in an inconsistent web experience.

CARES
Service Requests
  Search knowledge base
  Find a Request
  Create a Request
Reports
  Create or Run Reports
Preferences
  User Preferences
Legacy Searches
  Find a Notification
  Find an IMR

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Highlights of CARES web capabilities

- CARES Web capabilities span the three major types of maintenance requests:

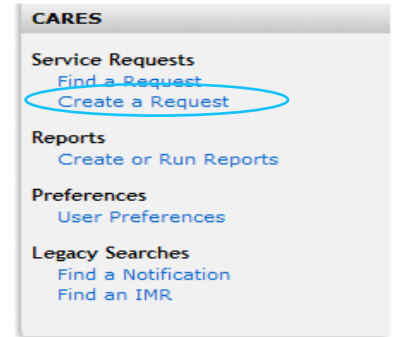| Service	Request Type
Technical Support	Assistance Request (AR)
Repair and Exchange Service (Advanced Exchange & Return for Repair)	Parts Request (PR)
Field Intervention (formerly On Site Technical Support)	Field Service Request (FSR)

- Capabilities include:
  - Create and submit new requests
  - Update an existing request
  - Query requests online with a variety of different reports and filters.
  - Save Report Queries for convenient re-use later
  - Download reports to your desktop
  - Subscribe to receive emailed AR/PR/FSR Notifications to track your request.
- ARs will be routed to the correct Global Welcome Center based on product and country and will be resolved per your support agreement.
  - Please allow an extra 5 minutes for Response targets.
- The Web can be used for Severity 2, 3 & 4 Ars ARs.
  Customers should *not* enter service outage ARs/Severity 1 via the Web.

CARES: Customer Assistance Request Entry System

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Create an AR (technical support)

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

CARES

Service Requests
Find a Request
Create a Request

Reports
Create or Run Reports

Preferences
User Preferences

Legacy Searches
Find a Notification
Find an IMR

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	[ ]

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.

Service Request

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

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).

Reference

Customer ticket	[ ]
	Next

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).

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Create an AR

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.

Upon selection of the ticket creation method that best suits your needs , the remainder of the request form will display.

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	[ ]

Edit preferences to change your default options.

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

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

Default ticket creation method is based on your preference settings.

Product

Product	- Select One - ▼ * Show my favorites

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Create an AR - by product

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 sit...
Instance	- None Defined -

Classification

Request type	Support *
Severity	4 - No Operational Impact

Description

Short description	* Find similar issues
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	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

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 F 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.

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Create an AR - by product instance

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.

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Create an AR – by copying existing AR

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.

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Create an AR – acknowledgement

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.

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Stay informed about your requests

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

• Subscribe to receive AR, PR and FSR Notifications as desired.

• Specify additional email addresses within the company to be copied on notifications.

• Specify the conditions upon which to receive AR Notification:

  • AR State changes to Created, Resolved, Closed or Pending.

  • Nokia engineer modifies the Investigation text field.

  • Short Description, Current Summary, Description or Resolution text fields are modified.

• Specify the conditions upon which to receive PR Notifications:

  • Order Confirmed, Order Pending, Order Progress, Order Canceled

  • Return Part Reminders (default subscription; cannot be unsubscribed)

• Specify the conditions upon which to receive FSR Notifications:

  • ETA Updated, Field Agent Details Updated, Order Completed

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Subscribing for CARES notifications

Manage notification preferences from the User Preferences link on OLCS CARES Web Home

- 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.

Warranty & parts

Links to available repair web sites for Nokia products are conveniently grouped
on the OLCS Home page:

Check Warranty Status

Enter Serial Number   SEARCH   ← Check part warranty information

Part Search ?

Enter part name, Comcode or CLEI code   SEARCH ← Search our Parts Catalog

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Parts search

Search our parts catalog by part number, Comcode, CLEI code, Borg/Legacy codes, or Description.

Please "Tell Us" if you cannot find the part that you are looking for. An email will be sent to the Parts Administration team with your inquiry.

Part Search Results

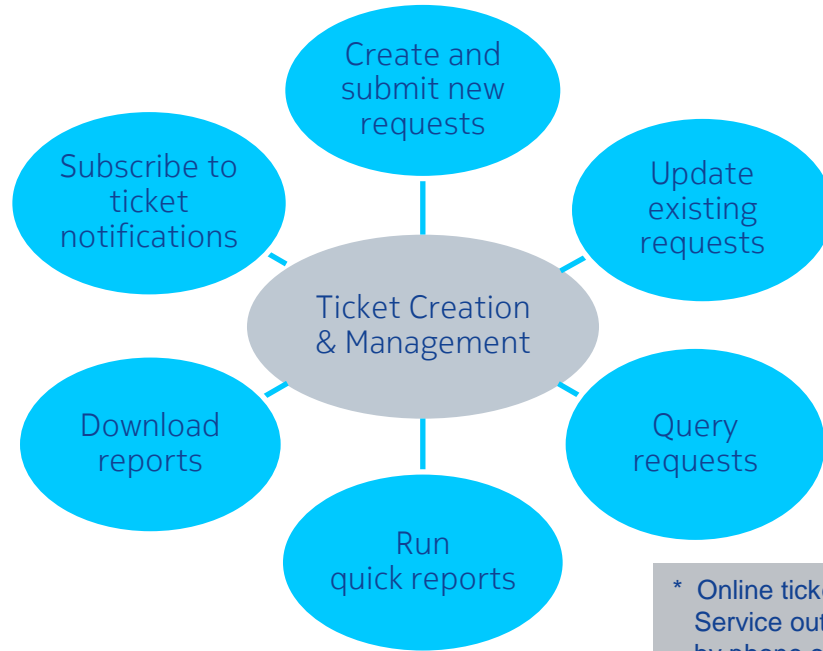Tell us if you cannot find a part.

Showing 1-10 of 157 More Results>   <Previous 1 2 3 4 5 Next>

PART	REVISION	COMCODE CLEI OTHER	PART DESCRIPTION
TN16		103703195 SPMQ00ZAXX	CP MC-MC4C003A1 I11:11 1*
TN16	S3:3	106995525 CEMQOOAAAA	CP MC-MC4C003A1 I11:11 1*
TN16	S4:4	106995525 CEMQOOAAAA	CP MC-MC4C003A1 I11:11 1*
TN160	S2	103574703 MRPQ025AXX	5ESS, TN160, Circuit Pack TN 160(ALL SER-RNA-NOTE D)
TN160B	S1	104024948 MRPQ0AKAXX	5ESS, TN160B, Circuit Pack TN 160B(ALL SER-RNA-NOTE D)
TN161	S3	103691556 MRPQ023AXX	5ESS, TN161, Circuit Pack TN 161(ALL SER-RNA-NOTE D)
TN1611		104407895	PACK CKT TN1611
TN1611	S3	105639058	PACK CKT TN1611
TN1611B		106658339 E5MQAB3AAA 201031267	5ESS TN1611B Circuit Pack
TN1611B	S1:1	106658339 E5MQAB3AAA 201031267	5ESS TN1611B Circuit Pack

<Previous 1 2 3 4 5 Next>

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Support requests

Content Summary

Ticket Creation & Management

- Create and submit new requests
- Update existing requests
- Subscribe to ticket notifications
- Download reports
- Run quick reports
- Query requests

* Online ticket creation is available for Severity 2, 3, 4. Service outage tickets (Severity 1) are initiated by phone call to the Global Welcome Center.

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Support resources

Access to various other support resources is readily available:

Resources

COLLABORATION ZONE

- 5060 MGC-8 Releases
- 7342 ISAM FTTU Solution Releases…
- 8610 ICC
- 8611 UC
- 8690 OSP and mCAS Solution Pages…
- 9360 Small Cells Solution
- 9380 Mobile Voice Core
- ALU 9980

- AMADEUS Project
- AMADEUS UK Project

EMERGENCY SUPPORT

Priority/Outages

| USA ▾ | GO |

RELATED SITES

- Product Support Portal (PSP)
- Nokia Networks Online Services (NOLS)

TOOLS & UTILITIES 🔒

- Alerts
- Hash Code Generator
- My Extranet
- Discussion Forums
- Wireless Utilities & Tools

VIDEO LIBRARY

- Product Support Videos

DATA DROP BOX

Follow this link if you are a registered client sharing data

SUPPORT POLICIES

- Support Policies
- Service Offerings
- Product Security Inquiries
- Remanufactured Products

TRAINING

- Alcatel-Lucent University
- Service Routing Certification
- Support Portal Tutorials

Annotations:

customized
document sharing
--
collaboration spaces
to which the user is
entitled are displayed

tools & utilities
---
video library

data drop box
file exchange
---
support policies
---
training
resources

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Services collaboration area

- Private "Services Collaboration" spaces can be set up on OLCS for customers upon request.

- Typically these are for special projects or for customers with customized information needs.

- Users of the services collaboration space are granted permissions. A user with "publisher" permission can grant access to others and define navigation of the folder structure.

- Any file type is allowed for upload.

- There are no nominal size constraints, although space usage will be monitored.

If you have access to one or more Services Collaboration spaces this portlet will display on "Resource" page.

COLLABORATION ZONE

- 5060 MGC-8 Releases
- 7342 ISAM FTTU Solution Releases...

- AMADEUS Project
- AMADEUS UK Project

The publisher defines the folder navigation structure.

The file publishing interface is simple to use for users granted publishing permissions.

Name	Last Modified
Documentation	Thu Dec 14 12:50:41 2006
Folder1	Thu Dec 14 12:48:22 2006
Sample Folder	Fri Jan 5 18:24:16 2007

Publishers: Use the form below to manage the files and folders in this directory.

Upload File: [_____] [Browse...] [_____] [Upload]
Description: [_____]
New Folder: [_____] [Create]
Update: [____] [_____] [Update]
Delete: [____] [Delete]

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File sharing (data drop box)

Access via "Other Resources" portlet or "Jump To Content page" dropdown.

Uploads

Downloads

- To increase responsiveness of troubleshooting issues, technical support teams and customers can share files (uploads/downloads)

- Data Drop Box can be used by a customer in tandem with guidance and direction from their technical support engineer

- HTTP or FTP protocol options

- Temporary file repository only – all files deleted after 14 days

- Accommodates file sizes up to 50MB

- Contract customers with CARES access can also use Attachments on their ARs to share information to assist with troubleshooting.

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Documentation Center

Manuals & Guides, Technical Notes, Release Information

Note: Full Text search utilizes the powerful OLCS Search interface highlighted later in this presentation.

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OLCS search capability

A powerful search capability, available from all pages on OLCS, enables you to easily search information across all OLCS-entitled products and solutions within the portal. Results are based on your service agreements

Results are default-sorted by Relevance but can also be sorted by Title or Date.

Search terms are highlighted to show document matches.

Note: pdf documents open to include a search results list with file paths and matches highlighted

* Results can be refined by various criteria and across different areas of OLCS, including Alerts, Documentation, Software Downloads and Services Collaboration.

* Refine criteria to search all products or a specific product with the ability to narrow your search to a specific product category or release.

* Find documents by number or title metadata.

* If you wish to further refine your search criteria, use **Advanced Search**.

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OnLine Customer Support
Header functions

Portal header functionality is available on all support portal pages:

```
              ┌─────────────┐
              │   Support   │
              │   Search    │
  ┌─────────┐ └─────────────┘
  │ Support │ ┌─────────────┐
  │ Portal  │─│   Contact   │
  │ Header  │ │   Support   │
  └─────────┘ └─────────────┘
              ┌─────────────┐
              │     My      │
              │   Account   │
              └─────────────┘
```
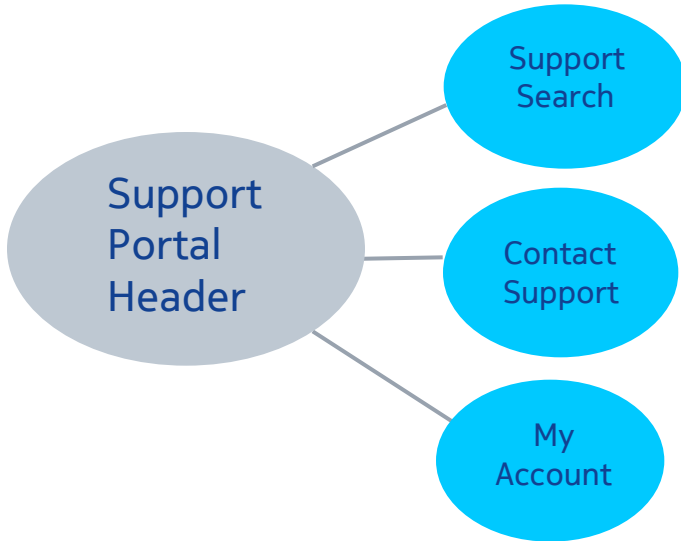
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My Account

- Your password, along with a Security Q&A and other personal attributes can be changed via the My Profile

- Manage subscriptions is a consolidated page where you view and change your subscriptions to Nokia content.

- Your individual Service Agreements and product access is available via the View Entitlements link

- Manage products will allow you to select your most commonly accessed products for display and use on the home page, Alerts and ticketing applications.

- By default, your home page is OLCS, but you have an option of changing your home page if you have multiple roles with Nokia.

- If you are not seeing the content you believe you are entitled to, you can select Upgrade Registration to request addition product entitlements.

My Account ▾

My Profile
Manage Subscriptions
View Entitlements
Manage Products
Select Default Home Page
Upgrade Registration

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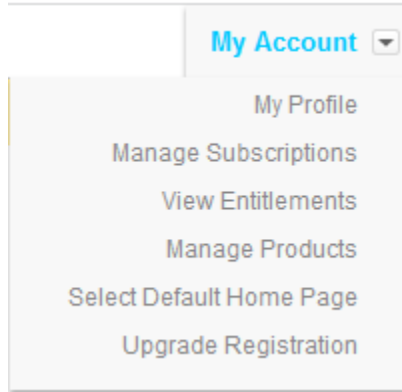
My subscriptions

- "My Subscriptions" consolidates all of your active OLCS subscriptions on one page.

- In addition, all other available subscriptions are conveniently listed, to make it easy for you to add these choices as well.

My Subscriptions

Your Active Subscriptions:

Alerts	Review/Edit
CARES AR Notifications	Review/Edit
CARES PR Notifications	Review/Edit
OLCS Site Announcements	Review/Edit
OLCS Support Announcements	Review/Edit

You Are Not Subscribed To:

Alerts (Documentation)	Subscribe
Wireless Utilities and Tools	Subscribe
Wireless Asserts Dictionary Database	Subscribe
Wireless FDD & FFRD	Subscribe

On existing subscriptions you can review your choices, edit or update, and unsubscribe via these links.

You can also subscribe to choices that you are not currently using.

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"View entitlements"

My Account >> View entitlements

215379	Service Contract	USA
	Active	
Products	5ESS® Switch,	MAX TNT® Universal Gateway.
Services	Remote Technical Support,	NAES,
	Repair or Exchange Service,	Product Change Notices (PCN),
	On Site Technical Support,	Release Information,
	CARES,	ask AL Knowledgebase,
	Downloads: ALED,	Technical Notes,
	Manuals and Guides.	
Offers	RTS 24x7 (Assign Metrics)	
	RES Advanced Exchange (Same Day 4 Hour)	
	OTS 24x7 Same Day Dispatch (4 Hr Response)	
	RES Advanced Exchange (Next Business Day)	
	RTS Std Hours (NAR Data, iMerge, Telica)	
	OTS Std Hours Same Day Dispatch (4 Hr Response)	
272670	Service Contract	MULTIPLE
RTS Validation On	Active	
Products	Pipeline® Bridge/Routers.	
Services	Remote Technical Support,	Release Information,
	On Site Technical Support,	Technical Notes,
	CARES,	ask AL Knowledgebase,
	Manuals and Guides.	
Offers	OTS Std Hours Same Day Dispatch (Assign Metrics)	
	TS Std Hours (Gold, Sev 1+2 24x7, MV)	
272680	Service Contract	USA
	Active	(portions expired)
Products	5ESS® Switch.	
Services	Remote Technical Support,	Downloads: ALED,
	Repair or Exchange Service,	CARES,
	On Site Technical Support,	Release Information.
Offers	BRSS Std Hours Pre-Retrofit	

• This screen shows a summary of the services you have purchased from Nokia and which products they cover; and it also shows the applicable Web content available to you.

Click on Service Agreement number for a more detailed view.

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Service agreement details

Drill down to see details by product.

This date will display in red as your contract nears expiration.

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OnLine Customer Support

Key Takeaways

The OnLine Customer Support Portal is your gateway to valuable support information, resources & tools

PRODUCT SUPPORT
Use product-based navigation to quickly find technical documentation, alerts & notifications and product downloads.

SUPPORT REQUESTS
Check ticket status & use web-based ticket creation/management capabilities 24x7.

RESOURCES
Find links to customized document sharing spaces, tools & utilities, training and more.

Whether you need to review documentation? check ticket status? open a support request? download software? The OnLine Customer Support Portal makes it easy for you!

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