

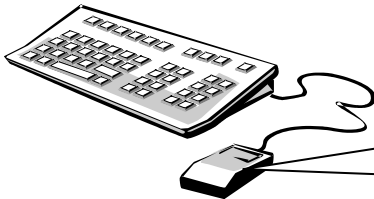
# WebRRS

## Receive Repair System

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Note: This is an interactive table of contents. Simply move the cursor over the page number and when it turns into a hand, click and it will take you to that section of the document.

# Receive Repair System

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## Overview

The Web Receive Repair System (WebRRS) is a web-based repair ticket ordering system that provides a dynamic “look and feel” to help reduce a customer’s time when entering a trouble ticket. WebRRS is used to report trouble for the following market segments:

Wholesale customers for wholesale repairs

- e.g., CLECs, Vendors, and Paystation customers

This online tool allows customers to identify, report, and fix problems with Sprint Local Service (which include unbundled loops or telephone features). Customers can also check the status of a previously reported service outage.

**For special access circuits or switched access circuits, customers continue to call 888-883-1484 to report trouble.**

**Note** – Throughout this document, the terms *customer* and *user* are used interchangeably. They both refer to the same entity – a WebRRS customer / user.

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## To Utilize WebRRS

WebRRS is designed to be utilized for the customer who...

- ... Successfully completes log-in from either the wholesale web site or the local business web site.
  - ... Has a need to report a problem or check a problem ticket’s status.
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## Access to WebRRS

For Sprint Wholesale Markets customers, WebRRS is accessible via the Wholesale Markets web page at:

[www.sprint.com/localwholesale](http://www.sprint.com/localwholesale)

Here, wholesale customers can check the status of trouble tickets and / or self-provision new trouble tickets.

For technical problems associated with the Repair Website, a **Contact Us** link is provided for technical support.

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## General WebRRS Services

Via WebRRS, a customer can perform the following services:

- [Report a Problem](#) – Used to initially report a repair problem
- [Check Order Status](#) – Used to determine the status of a trouble ticket
- [View Ticket History](#) - Provides a 13-month history of the repair request for a given telephone or circuit number

## Initial Report a Problem Screen

The **Report a Problem** screen allows customers to report a possible repair problem that is being experienced with Sprint Local Service. The fields that appear on this screen are “dynamic”. That is, depending on the customer and problem type, some fields do not display for certain users. Depending on the problem type, some fields display as optional versus required.

The following is an example of the initial **Report a Problem** screen.

The screenshot shows a web browser window displaying the 'Report a Problem' page for 'Sprint Local Business'. The page has a header with 'Site Search' and 'Logout' buttons. The main content area is titled 'Report a Problem' and contains the following elements:

- A 'Troubleshooting' sidebar with a 'Go' button.
- A search bar with a 'Search' button and links for 'Tips' and 'Advanced Search'.
- A 'Report a problem with other Sprint services.' link.
- An input field for 'Enter Number and Select Problem'.
- Instructions: 'Enter phone number or circuit number that is experiencing problems.'
- Form fields for 'Phone Number' (with a mask), '(or) Circuit Number', and 'OCN Number'.
- A dropdown menu for 'Having problem with:' with the option 'Choose type of problem'.
- A dropdown menu for 'Related sub-problem:' with the option 'Choose related sub-problem'.
- A question: 'Are you currently on the line that has the problem?' with radio buttons for 'Yes' and 'No' (selected).
- A question: 'Location:' with radio buttons for 'Your own phone line.' and 'Someone else's line.' (selected).
- A 'Next' button at the bottom.

The browser's status bar at the bottom shows 'Done' and 'Local intranet'.

## Receive Repair System, Continued

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### “Enter Number and Select Problem” Fields

The following fields display in the “Enter Number and Select Problem” section:

- **Phone Number** – The customer enters the telephone number (e.g., 25412345678) that is experiencing a problem. This field is required but cannot be used in conjunction with an entry in the **Circuit Number** field (if applicable to the customer) on this screen.
- **Circuit Number** - The customer enters the circuit number that is experiencing a problem. Circuit number is an alpha-numeric entry (e.g., 77.ucxu.850014..crln). This field is only available for some customers. When available, the **Circuit Number** cannot be used in conjunction with an entry in the **Phone Number** field on this screen.
- **OCN Number** – This field is populated from registration when present for the given user. The user may type over the pre-populated OCN when they must provision for multiple OCNs. OCN is a 4-digit alpha-numeric entry (e.g., 1111). OCN is only applicable for those customers having an Operating Company Number (OCN). If the user does not have an OCN associated with his/her registration, this field does not display.
- **Having problem with:** – This field features a drop-down menu from which the customer must “Choose a type of problem”. Field entry is required. The drop-down includes a list of problem types (such as “No Dial Tone”, “Cuts Out”, “Can’t Hear”, etc).
- **Related sub-problem:** - This field features a drop-down menu from which the customer can “Choose a related sub-problem”, which helps further identify the repair problem. Field entry is contingent on the problem type selected in the “Choose a type of problem” field.
- **Are you currently on the line that has the problem?** – This field features two radio button options - “Yes” or “No”. It defaults to “No”.
- **Location** - This field features two radio button options
  - “Your own phone line” (default)
  - “Someone else’s phone line”

Although some fields on the initial **Report a Problem** screen are not visible to some users, all fields available on this screen are identified above.

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### Report a Problem Screen Advancement

After entering all relevant information in the above applicable fields, the user selects the (->) *Next* button to advance to the next **Report a Problem** screen. The (->) *Next* button displays in the lower right hand corner of the screen.

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## **Report a Problem Screen**

After completing the initial screen, it advances to the **Report a Problem** screen. The **Report a Problem** screen contains additional fields for entry. Some fields may pre-populate with data pulled from the user's registration information. Like the initial screen, depending on the customer and problem type, some fields do not display for certain users. Depending on the problem type, some fields display as optional versus required.

The Report a Problem screen contains the following sections of information:

- ["Problem Info"](#)
  - ["Account Info"](#)
  - ["Contact Info"](#)
-

**Screen Example**

The screen on the following page is an example of the **Report a Problem** screen, featuring the Problem Info, Account Info, and Contact Info fields.

The screenshot shows a web browser window displaying the Sprint website. The page title is "Report a Problem" and the user is logged in as "Sprint Local Wholesale". The page has a navigation bar with "Welcome", "CLEC", "IXC", and "Wireless" tabs. Below the navigation bar, there are links for "Report a Problem", "Check Order Status", and "View Ticket History". The main content area is divided into three sections: "Problem Info", "Account Info", and "Contact Info".

**Problem Info**

- \* Number dialed when experiencing problem: [ ] - [ ] - [ ]
- \* What are your access hours?  
[ 8:00 ] [ AM ] to [ 5:00 ] [ PM ] [ Mon. ] - [ Fri. ]
- If you have an internal ticket tracking number, you can enter it here. (Optional)  
Ticket tracking Number: [ ]

**Account Info**

- \* Problem #: 660-429-1313
- \* First Name: [ ]
- \* Last Name: [ ]

**Contact Info**

- \* First Name: [ curtis ]
- \* Last Name: [ anderson ]
- \* Phone: [ 913 ] - [ 565 ] - [ 6566 ]

At the bottom left, there is a "Logout" button. At the bottom right, there is a "Local intranet" icon.

### **“Problem Info” Section**

The following fields display in the “Problem Info” section:

- **Number dialed when experiencing a problem** – The customer enters the telephone number dialed when experiencing a problem. This field is required for specific problem types.
- **Block and PIN** – The customer enters the Block and PIN associated with the reported circuit problem (entry of 20 alpha numeric characters allowed). This field is only visible when reporting problems for Circuits.
- **What are your access hours?** – The customer can designate the business hours when they can be contacted. It defaults to “8:00 AM to 5:00 PM – Mon. through Fri.”, but the customer can adjust the default access hours and days via drop-down boxes.
- **Ticket/Tracking Number** – If the customer has an internal tracking number, he/she can enter it in this field to check the status of a trouble report using his/her internal ticket number. This field is optional and only available to some customers, where applicable.

Although some fields are not visible to some users, all fields available on this screen are identified above.

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### **“Account Info” Section**

The following fields display in the “Account Info” section:

- **Problem #** – This field pre-populates with the problem Phone Number or Circuit Number (when applicable) that was entered on the initial screen.
  - **First Name** - The **First Name** field is associated with the given account for the reported telephone number or circuit number. This is a required field.
  - **Last Name** - The same field requirements for the **First Name** field apply to the **Last Name** field.
-

## **“Contact Info” Section**

The following fields display in the “Account Info” section:

- **First Name** – Identifies the first name of the customer / contact.
- **Last Name** – Identifies the last name of the customer / contact.
- **Phone** - Identifies the contact telephone number of the customer.
- **Email** - Identifies the contact e-mail address of the customer.

All the above contact information fields pre-populate with information that was pulled from the customer’s registration. The contact information fields are visible when reporting problems based on **Phone Number** or **Circuit Number**.

- **Description** – This field allows the customer to provide additional information about the type of problem being experienced. This field is required when reporting problems with circuits. Otherwise, it is conditional based on the problem type selected on the initial screen. If the problem is deemed line sharing, information is populated in this field.
- **Repair Policy Accepted** - This field features a single radio button which requires the customer to agree to the repair policy and charges stated in a [terms and conditions](#) hyperlink.

Although some fields are not visible to some users, all fields available on this screen are identified above.

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## **Report a Problem Screen Submission**

After entering all relevant information in applicable fields on the **Report a Problem** screen, the user can navigate one of two ways:

- Return to the initial screen by selecting the (<-) *Back* button.
- Submit the problem ticket by selecting the *Submit* button

Upon submitting a problem ticket, the e-mail contact will receive a confirmation page and an e-mail that provides information about what happens next. For additional information concerning the trouble ticket once submitted, consult:

- [Check Order Status](#)
-

## Check Order Status

The **Check Order Status** screen allows customers to verify the status of a problem ticket. Similar to the other screens, the fields that appear on this screen are “dynamic” based on the market segment and customer type associated with the customer.

The following is an example of the initial **Check Order Status** screen.

The screenshot shows the Sprint website's 'Check Order Status' page. At the top left is the Sprint logo with the tagline 'One Sprint. Many Solutions.™'. To the right are links for 'Sprint.com', 'Personal', 'Business', and 'About Sprint'. Below this is a navigation menu with tabs for 'Welcome', 'My Account', 'Products', 'News & Events', 'Special Offers', 'Resources', and 'Support'. A secondary navigation bar contains links: 'View and Pay Bills', 'Modify Your Services', 'Report a Problem', 'Check Order Status', 'Contact Us', and 'Update Account'. The main content area is titled 'Check Order Status' and includes a sub-header 'Sprint Local Business'. A search box is on the left with a 'Search' button and a 'Logout' button. The main form prompts the user to 'Enter either your phone number, a ticket number, circuit Number or internal ticket number.' and provides four input fields: 'Phone' (with a 'Next' button), 'Ticket Number' (with a 'Next' button), 'Circuit Number' (with a 'Next' button), and 'Internal Ticket Number' (with a 'Next' button). At the bottom, there is a footer with links for 'Copyright, Trademark and Disclaimer Notices', 'Privacy Policy', 'Rates, Terms and Conditions', and 'Regulatory and Tariffs', followed by 'Copyright © Sprint 2003. All rights reserved.' The browser window title is 'Done' and the address bar shows 'Local intranet'.

### **Fields on the Initial Check Order Status Screen**

Customers can check the status of a ticket based on a phone, ticket, circuit, or customer's internal ticket number (when provided ). Only one field can be entered for a single search. A search is initiated based on any one of the following search fields, as displayed on the initial **Check Order Status** screen:

- **Phone** – The customer enters the telephone number that is to be searched.
- **Ticket Number** - The customer enters the Sprint ticket number that is to be searched (as provided when submitting a ticket on the **Report a Problem** screen).
- **Circuit Number** – The customer enters the circuit number that is to be searched.
- **Customer Internal Ticket Number** – When applicable, the customer enters the internal ticket number that is to be searched. For customers that enter an internal ticket number, this number can be used to check order status.

Again, depending on the customer type associated with the user, some fields on the **Check Order Status** screen are not visible to some users. For illustrative purposes, all fields available on this screen are identified above.

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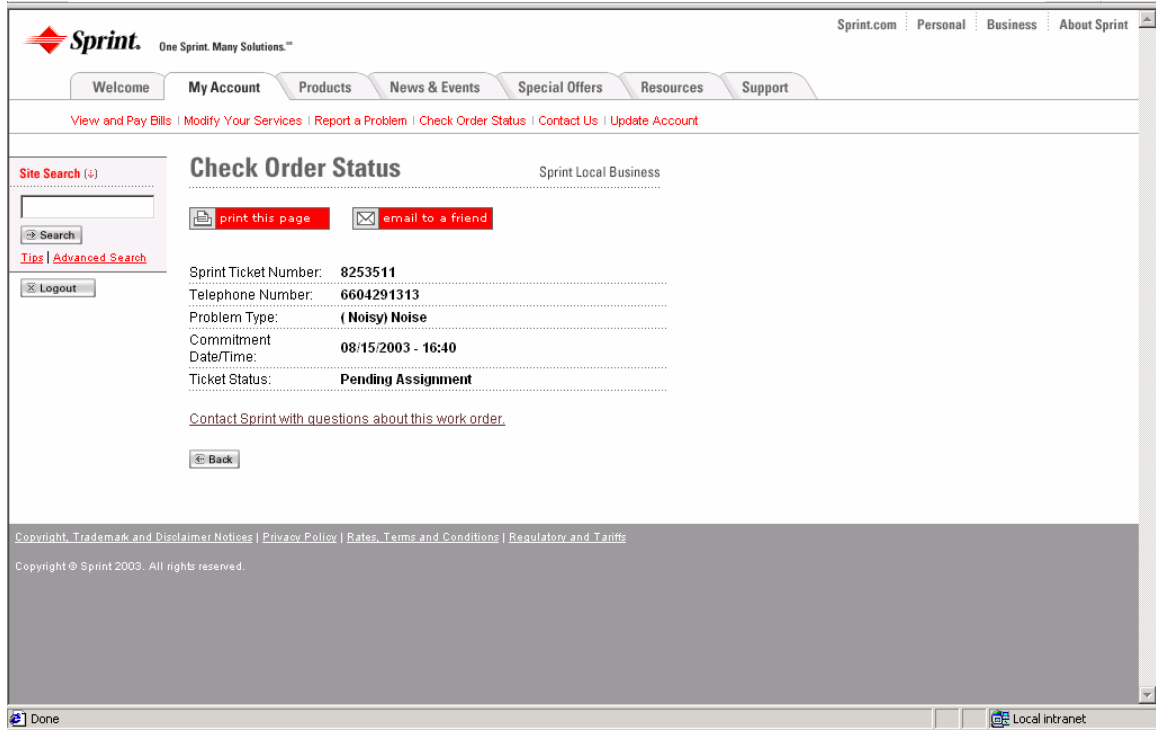
### **Check Order Status Screen Advancement**

After entering data in one of these fields for the designated search, the user selects a (->) *Next* button to advance to the next **Check Order Status** screen, where the results of the given search are displayed. A (->) *Next* button displays to the right corner of each search field on this screen.

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**Screen Example**

The screen below is an example of the **Check Order Status** screen, where results from the requested search are displayed.



**Results on  
Check Order  
Status Screen**

After the customer has entered a single search entry, WebRRS locates existing open tickets for the given account based on the search criteria. WebRRS then displays various ticket status fields and descriptions associated with the given ticket. The results displayed on the **Check Order Status** screen are “dynamic”, as the screen only displays information that is relevant for the requested search type.

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**Fields  
Displayed for  
All Tickets**

The following fields display on the **Check Order Status** screen:

- **Sprint Ticket Number**
- **Customer Internal Ticket Number**
- **Telephone Number**
- **Problem Type**
- **Circuit Number**
- **Commitment Date / Time**
- [Ticket Status](#)
- **Cleared Date / Time**

Some fields may not be relevant, so some information does not display for some users. For illustration, all available fields are identified above.

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**Fields  
Displayed for  
Closed  
Tickets**

When checking the status of a closed ticket, WebRRS displays additional information, such as closing descriptions and remarks for the closed ticket. The following fields and related results display on the **Check Order Status** screen:

- **Worked on Type**
- **Worked on Description**
- **Worked on Secondary Description**
- **Cause Code Description**
- **Found Code Description**
- **Resolution Code Description**
- **Flag Code Description**
- **Closing Remarks** (when available)

Since some fields may be not relevant, some information does not display for some users. For illustration, all available fields are identified above.

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**Ticket Status** On the **Check Order Status** screen, it displays any of the following ticket statuses. Each Ticket Status is described in the following table.

For problem types involving ISDN, DSL, or Other Problem (i.e., complex problem types), the **Ticket Status** displays a “Complex Dispatch” status (as described below) throughout the life of the open ticket until it is closed. For all other problem types, it displays interim ticket statuses (e.g., “Pending Assignment”, “In Route / On the Job”, and “Assigned”) until it is worked to closure.

<b>Ticket Status</b>	<b>Comments</b>
Pending Assignment	Ticket is in queue waiting to be assigned
In Route / On The Job	
Assigned	Ticket has been assigned to a technician
Closed	
Complex Dispatch / Sprint has identified that the ticket is complex dispatched, which could extend the customer’s commitment time by 8 business hours.	

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## View Ticket History

The **View Ticket History** screen allows customers to review the ticket history associated with a requested telephone or circuit number. It includes up to 13 months of history. Similar to the other screens, the fields that appear on this screen are “dynamic” based on the market segment and customer type associated with the customer.

The screen below is an example of the initial **View Ticket History** screen.

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[Sprint.com](#) | [Personal](#) | [Business](#) | [About Sprint](#)

 **Sprint.** One Sprint. Many Solutions.

WelcomeMy AccountProductsNews & EventsSpecial OffersResourcesSupport

[View and Pay Bills](#) | [Modify Line Services](#) | [Report a Problem](#) | [Check Order Status](#) | [Contact a Sprint Rep](#) | [Update Account](#)

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[Logout](#)

## View Ticket History

Sprint Local Business

View ticket history on either your phone number or circuit number.

Phone:

[Next](#)

Circuit Number:

[Next](#)

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**Fields on the Initial View Ticket History Screen**

Customers review the history of a ticket based on either a search of a telephone or circuit number. Only one field can be entered for a single search on this screen. A search is initiated based on one of the following search fields, as displayed on the initial **View Ticket History** screen:

- **Phone** – The customer enters the telephone number that is to be searched.
- **Circuit Number** – The customer enters the circuit number that is to be searched.

Again, depending on the customer type associated with the user, some fields on the **View Ticket History** screen are not visible to some users. For illustrative purposes, both fields available on this screen are identified above.

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**View Ticket History Screen Advancement**

After entering data in one of these two fields for the designated search, the user selects a (->) *Next* button to advance to the next **View Ticket History** screen, where the results of the given search are displayed. A (->) *Next* button displays to the right corner of each search field on this screen.

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**Screen Example**

The screen below is an example of the **View Ticket History** screen, where results from the requested search are displayed.

**Sprint.** One Sprint. Many Solutions. Sprint.com | Personal | Business | About Sprint

Welcome | My Account | Products | News & Events | Special Offers | Resources | Support

[View and Pay Bills](#) | [Modify Line Services](#) | [Report a Problem](#) | [Check Order Status](#) | [Contact a Sprint Rep](#) | [Update Account](#)

**View Ticket History** Sprint Local Business

**Phone Number:** 555-555-1212

Choose ticket number to view:

**Sprint Ticket Number:** 12345679812  
**Customer Internal Ticket Number:** 12345679812

**Telephone Number:** 555-555-1212  
**Problem Type:** Type Here  
**Circuit Number:** 12345679812

**Received Date/Time:** 05/23/03 - 12:30PM  
**Commitment Date/Time:** 05/23/03 - 12:30PM  
**Ticket Status:** Open  
**Cleared Date/Time:** 05/23/03 - 12:30PM

**Worked on Type:** Description Here  
**Worked on Description:** Description Here  
**Worked on Secondary Description:** Description Here

**Cause Description:** Description Here  
**Found Description:** Description Here  
**Resolution Description:** Description Here  
**Flag Description:** Description Here

**Closing Remarks:**  
Text here...

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**Results on  
View Ticket  
History  
Screen**

After the customer has entered a single search entry, WebRRS locates the ticket history (i.e., all tickets) associated with a telephone or circuit number

for the given account based on the search criteria. WebRRS then displays various ticket status fields and descriptions associated for each ticket in the given history. The results displayed on the **View Ticket History** screen are “dynamic”, as the screen only displays information that is relevant for the requested search type.

Since this screen provides a complete history, it only displays ticket information for one ticket at a time. To view other tickets found in the history, the user can select another ticket in the *Choose ticket to view* drop-down field, which is located near the top of this screen.

Note: At present, users cannot print the entire ticket history for a given phone or circuit number. Printing capability is planned for a future enhancement to WebRRS.

---

**Fields  
Displayed for  
All Tickets**

Similar to the **Check Order Status** screen, the following fields display on the **View Ticket History** screen:

- **Sprint Ticket Number**
- **Customer Internal Ticket Number**
- **Telephone Number**
- **Problem Type**
- **Circuit Number**
- **Received Date / Time**
- **Commitment Date / Time**
- **Ticket Status**
- **Cleared Date / Time**

Some fields may not be relevant, so some information does not display for some users. For illustration, all available fields are identified above.

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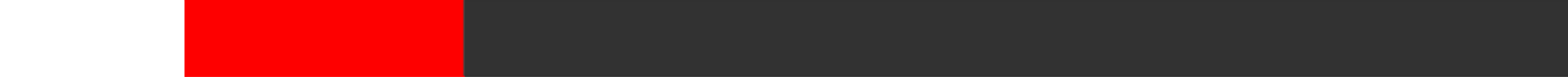
**Fields  
Displayed for  
Closed  
Tickets**

When checking the status of a closed ticket, WebRRS displays additional information, such as closing descriptions and remarks for the closed ticket. Similar to the **Check Order Status** screen, the following fields and related results display on the **View Ticket History** screen:

- **Worked on Type**
- **Worked on Description**
- **Worked on Secondary Description**
- **Cause Code Description**
- **Found Code Description**
- **Resolution Code Description**
- **Flag Code Description**
- **Closing Remarks** (when available)

Since some fields may be not relevant, some information does not display for some users. For illustration, all available fields are identified above.

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**Additional  
WebRRS  
Information**

For additional information concerning WebRRS Registration and Login, consult:

- WebRRS Registration
- WebRRS Login

To utilize WebRRS, the customer must already be successfully registered and logged into the site.

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