

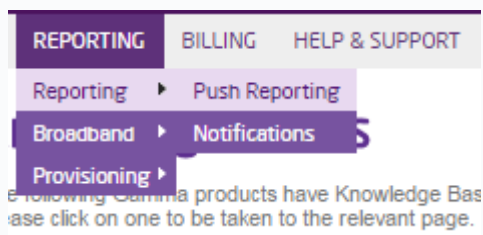
Broadband Reports and Checks

Signing Up to Push Reports

Please use the below guide to help you set up push reports.

Step 1

Login to the Gamma Portal and hover over the 'Reporting' tab which will present a drop down list. From this list select reporting then push reporting.



Step 2

The next page shown will allow you to select the reports that you want and will also allow you to select the frequency daily, weekly or monthly. Once you have selected these please press the update subscription button.

Push Reporting

The selections you make here determine the reports you will receive to your Portal account email address. You can select as many or as few reports as you wish and by a frequency of your choice. For more Traffic Monitoring reports p set. If you need to check or change your Portal email address, please [click here](#).

Reports

Show 200 entries		Search Category / Report:		
Showing 1 to 19 of 19 entries				
Report Name	Category:	Daily	Weekly	Monthly
Customers And Mailboxes	Billing & Management Reports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Data Services - Broadband 100 Percent usage	Billing & Management Reports	<input type="checkbox"/>	n/a	n/a
Data Services - Broadband 60 Percent usage	Billing & Management Reports	<input type="checkbox"/>	n/a	n/a
Data Services - Broadband 80 Percent usage	Billing & Management Reports	<input type="checkbox"/>	n/a	n/a
Gamma SIP Trunks No Bandwidth	Billing & Management Reports	n/a	<input type="checkbox"/>	n/a
Mobile Contract Renewal	Billing & Management Reports	n/a	n/a	<input type="checkbox"/>
New Provide Orders	Billing & Management Reports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
New Provide Orders In Service Training Period	Billing & Management Reports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
WLR Direct Dialed CDRs	Billing & Management Reports	<input checked="" type="checkbox"/>	n/a	n/a
Combined CPS,IDA and NTS	CPS Provisioning Reports	<input type="checkbox"/>	<input type="checkbox"/>	n/a
CPS Ceases	CPS Provisioning Reports	<input type="checkbox"/>	<input type="checkbox"/>	n/a
CPS Rejections	CPS Provisioning Reports	<input type="checkbox"/>	<input type="checkbox"/>	n/a
Featureline Tracker	CPS Provisioning Reports	<input type="checkbox"/>	<input type="checkbox"/>	n/a
Good CPS and IDA Orders	CPS Provisioning Reports	<input type="checkbox"/>	<input type="checkbox"/>	n/a
IDA Ceases	CPS Provisioning Reports	<input type="checkbox"/>	<input type="checkbox"/>	n/a
IDA Report	CPS Provisioning Reports	<input type="checkbox"/>	<input type="checkbox"/>	n/a
Other CPS Status Changes	CPS Provisioning Reports	<input type="checkbox"/>	<input type="checkbox"/>	n/a
IDA Provisioning Alerts	NTS Provisioning Report	<input type="checkbox"/>	<input type="checkbox"/>	n/a
NTS Provisioning Alerts	NTS Provisioning Report	<input type="checkbox"/>	<input type="checkbox"/>	n/a

Showing 1 to 19 of 19 entries

Update Subscriptions

Usage Report

If you're wanting to see what a service is using data wise, you can do this using our Usage Report from the Service Management screen.

Step 1

Once you're in the Service Management screen, using the Actions drop down select "Usage Report".

Broadband Service Management

Account

CLI Service Id

Service Status Broadband Category

Records Per Page Max results returned

[Reset](#) [Search](#)

[Download](#)

Showing 1 to 33 of 33

Service Id	Account Name	Broadband Product	Service Status	CLI	Customer Name	Street	Town	Postcode	CPE Username	CPE IP Address	Actions
83642	Gamma Telecom	Gamma Converged 2+	Active	0000000000	John Doe	123 Street	London	SE1 1AA	0000000000000000	192.168.1.1	Actions
82814	Gamma Telecom	Gamma Fibre Home Worker	Active	0000000000	John Doe	123 Street	London	SE1 1AA	0000000000000000	192.168.1.1	Actions
82751	Gamma Telecom	Gamma Fibre Home Worker	Active	0000000000	John Doe	123 Street	London	SE1 1AA	0000000000000000	192.168.1.1	Actions
67641	Gamma Telecom	Gamma Home Worker WBC	Active	0000000000	John Doe	123 Street	London	SE1 1AA	0000000000000000	192.168.1.1	Actions
60330	Gamma Telecom	Gamma Home Worker WBC	Active	0000000000	John Doe	123 Street	London	SE1 1AA	0000000000000000	192.168.1.1	Actions
80153	Gamma Telecom	Gamma Home Worker WBC	Active	0000000000	John Doe	123 Street	London	SE1 1AA	0000000000000000	192.168.1.1	Actions
60067	Gamma Telecom	Gamma Fibre Home Worker	Active	0000000000	John Doe	123 Street	London	SE1 1AA	0000000000000000	192.168.1.1	Actions

- Disconnect Service
- Fault Diagnostics
- Line Profile Summary
- Ping IP Address
- Regrade Service
- Request Cease
- Request MAC
- Usage Report
- View

type=Service&serviceId=83642

Incident Status

Within this screen, you can check to see if there are any BT incidents (Major Service Failures, Planned Engineering Works etc), Gamma Broadband alerts, or any support calls linked to a service.

BT Network Incident Check

This table will alert you to any known outages or planned engineering works which the service is linked to. If any issues are identified, you can find further information from here.

To find the further information, click on the number of either Major Service Failures, Planned

Engineering works or BTW Trouble Tickets (highlighted in below screenshot)

BT Network Incident Check

BT Network Incident Checks			
Service Linked to Major Service Failure?	No	✔	This Service is linked to 0 Major Service Failures.
Service Linked to Planned Engineering Work?	No	✔	This Service is linked to 0 Planned Engineering Works.
Service Linked to BTW Trouble Ticket?	Yes	✘	This Service is linked to 1 BTW Trouble Tickets.

Gamma Broadband Alerts Check

This table will show you if there are any known Gamma Broadband alerts which have been raised in the last 7 days.

To find further information for any Gamma Broadband Alerts, click on the number of alerts as highlighted in the image below:

Gamma Broadband Alerts Check

Gamma Network Incident Check			
Gamma Broadband Alerts raised in the last 7 days	No	✔	There are 0 Gamma Broadband Alerts raised in the last 7 days. Note: The presence of a Gamma Broadband Alert does NOT imply this Service is affected - please refer to the alerts details to assess if this Service could be affected by it.




Gamma Support Call

This table will show you the fault history of the circuit, including any service requests. You can get more information for open support calls against the service, previous service requests (30 day limit) and previous fault support calls.

To find this further information, click on the number of of support calls or service requests as highlighted in the image below.

Gamma Support Call

Please note that Gamma support calls listed below only show those that were raised via the portal and those that you have called through to the support teams may not be listed below.

Support Calls			
Are there any open support calls against this Service? This test checks for any open support calls in ITSM for the Service, which might be of use for diagnosing the fault	Yes		There are 1 open support calls against this Service.
Are there any previous service requests against this Service in the past 30 days? This test checks for any previous service requests in ITSM for the Service, which might be of use for diagnosing the fault	No		There are 0 previous service requests against this Service in the past 30 days.
Are there any previous fault support calls against this Service? This test checks for any previous fault support calls in ITSM for the Service, which might be of use for diagnosing the fault	Yes		There are 4 previous fault support calls against this Service