

Broadband Service Management

Step 1

Go to Provisioning & Management > Data Services > Broadband > Service Management

Within this search table you won't need to enter a partner account but please note that this may result in the search taking slightly longer, you can use any of the fields to search for a circuit based on what information you have, on the below screen shot I we have searched just using the IP Address and the result has shown.

From here you will be able to use the Actions tab to perform a number of related tasks for this circuit.

Broadband Order & Service Management

Partner Account: Any Account...

Order ID: Service ID:

CLI / ONT Ref / ALID: Broadband Category: (Any)

Customer Name: Site Postcode:

IP Address: OPE Username:

IP Address Option: (Any) Service Status: (Any)

Order Status: (Any) Max Results Returned: User default (100)

Records Per Page: User default (10)

Showing 1 to 10 of 104

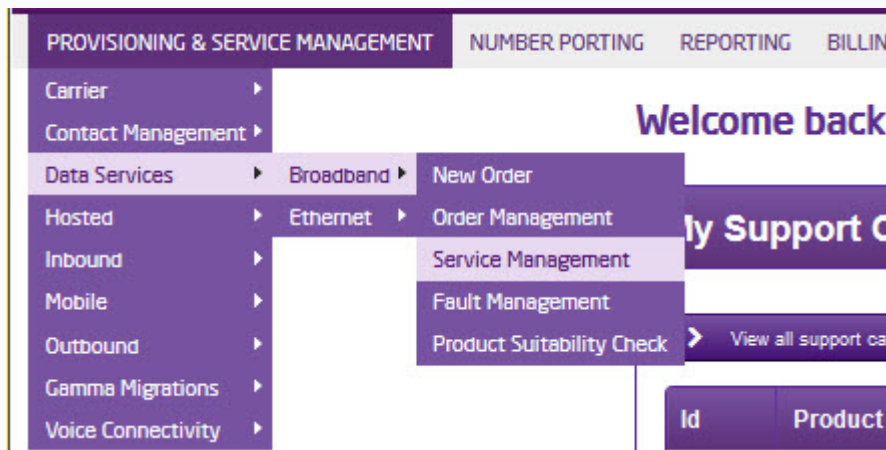
Order ID	Service ID	Channel Partner	Broadband Product	Circuit Status	CLI/ONT Ref/ALID	Customer Name	Postcode	Actions
				Active				<input type="button" value="Actions"/>

Session Status

The most basic tool that is available, and one that is used as a part of 1st line triage, is the Session Status tool. You can view the current session status of a customer, whether online or offline.

Step 1

In the Gamma Portal go to Provisioning > Broadband > Service Management. Find the customer in question using the filters provided and then click on the Service ID link:



Broadband Service Management

Partner Account:

CLI: Service ID:

Service Status: (Any) Broadband Category: (Any)

Customer Name: Site Postcode:

IP Address: CPE Username:

Records Per Page: User default (10) Max results returned: User default (100)


Showing 1 to 10 of 100

Service ID	Channel Partner	Broadband Product	Service Status	CLI	Customer Name	Postcode	Actions
144610		Gamma Unlimited Business 2+	Active	016		M1	<input type="button" value="Actions"/>

Step 2

The below screen is seen. In this case the user is clearly offline, there is no PPP session established with our servers.


Broadband Service Details

Basic Service Details	
Service ID:	144610
CLI:	01618728937
Broadband Product:	Gamma Unlimited Business 2+
Service Status:	Active 
Session Status:	Offline

Product Details	
Care Level:	Standard Care
Router Model:	Supplied By Customer
DSL Username:	01618728937@b2bdsi
DSL Password:	4NtwzFvcT4
WAN IP Address:	188.66.72.227

Service History	
Live Date:	14/04/2016
Changed Date:	25/05/2016 11:20:24
Changed Summary:	New Fault Journey Started
Ceased Date:	
Ceased Type:	

Routed IP Address Details	
Routed IPs:	None
Subnet:	
Subnet Mask:	
Network Address:	
Broadcast Address:	
Address Start:	
Address End:	

Related Order Detail	
Order ID:	79741 View Order 

MAC	
Requested Date:	
MAC:	
Expiry date:	
Supplier Request Status:	

Step 3

This may be because the order has not completed. Click on the 'View Order' button where you will be able to see the order status of this circuit. You can click the View Service button to return to the previous page.

Broadband Order Details

Basic Order Details

Order ID: 79741
CLI: 01618728937
Order Status: **Complete**
Order Raised Date: 07/04/2016
Customer Required Date: 14/04/2016
BT Customer Promised Date: 14/04/2016
MAC Key:
MAC Key Expiry Date:
Broadband Product: Gamma Unlimited Business 2+
BBAC Check Performed: Yes
Simultaneous Provide: No
Combined Order Reference:
PSTN Activation Date:
Cancellation Date:
Cancellation Reason:
Cancellation Comments:



Service Details

Service Status: Active
Service ID: 144610 [View Service](#)
Session Status: **Offline**



Order Completion Details

Order Completion Date: 14/04/2016
Order Rejection Date:
Rejection Reason:
Rejection Comments:

Customer Router Order Status

Courier Consignment Number:
Courier Status:
Dispatch Date: