

Order Tracking and Alerts

Overview

This article aims to show you the three main areas which can assist you with tracking and managing your order through to delivery from within the Gamma Portal. These are:-

- 1) How to track and understand your order progression at a high level
- 2) How to find your services within the Gamma Portal

Understanding the Service and Order Status

In addition to your named Ethernet Delivery Co-ordinator managing your Ethernet delivery, you can track the high level progression of your order through the Order and Service Management tool from within the Gamma Portal.

Each service you order from us will have at least one corresponding circuit associated to it. In the majority of cases one service will have one circuit; however we have catered for future developments where a single service can be made up of multiple circuits.

This is reflected by the naming convention we have applied for the services and associated circuits.

A Service is illustrated by the CES reference. For example - CES00001234

A circuit is illustrated by the Service reference, appended by "-xx" where "xx" equals the circuit number associated to the service. For example CES00001234-01.

Where a service contains two circuits, as an example you would see circuit references:-

CES00001234-01

CES00001234-02

Each circuit has its own high level status which illustrates the condition is it in with Gamma.

Each circuit which has a circuit status of “Set up” also has a lower level “Order Status” which illustrates the current status of the order during the delivery of that circuit.

Taking this information and linking it with the Delivery Processes for each Access type, you can develop a high level view of where your orders are currently positioned and if there is action on you, us or the end customer.

Finding your orders

All of your orders can be found by using the Ethernet Order and Service Management Tool. When opening this tool you are presented by a series of fields which allow for you to base your search results on the criteria you specify.

If you know the Service reference, you can search using that. If you are unsure, there are other ways to find your order using values such as the postcode of the installation address, or the circuit status.

If you search by circuit status, you may see results similar to the below:-

Within the results table there is information which will give you a summary of the order. Here you can see a variety of orders illustrating the various different conditions, ranging for circuits which are part of the service, those with alerts and various order sub status’.