

# International Inbound Numbers - New Portal

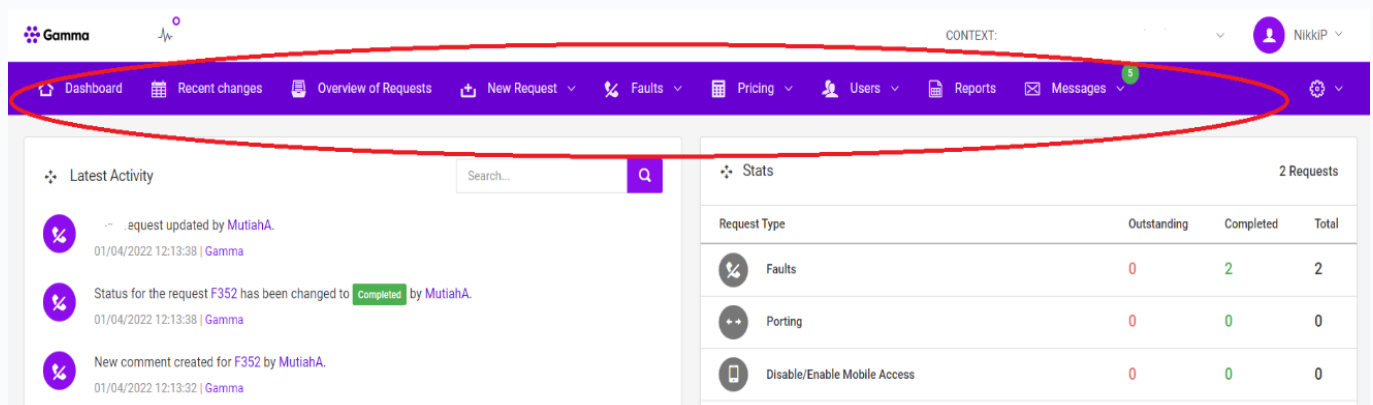
## Introduction

As part of ongoing product enhancements, Gamma is changing supplier arrangements for our International Inbound numbers and there will be a new International Numbers portal. Portal functionality remains the same and the portal layout and operation has been simplified.

## Dashboard Screen

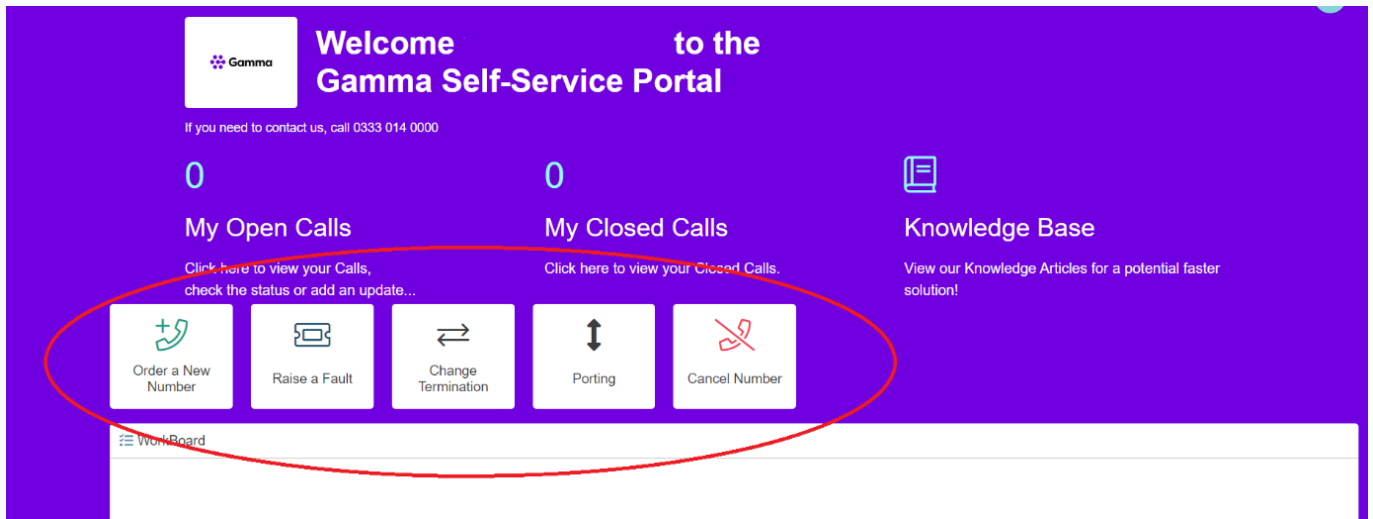
Once logged in previously, you would have been presented with this welcome screen, with all the action tabs across the top of the screen:

### Old Portal:

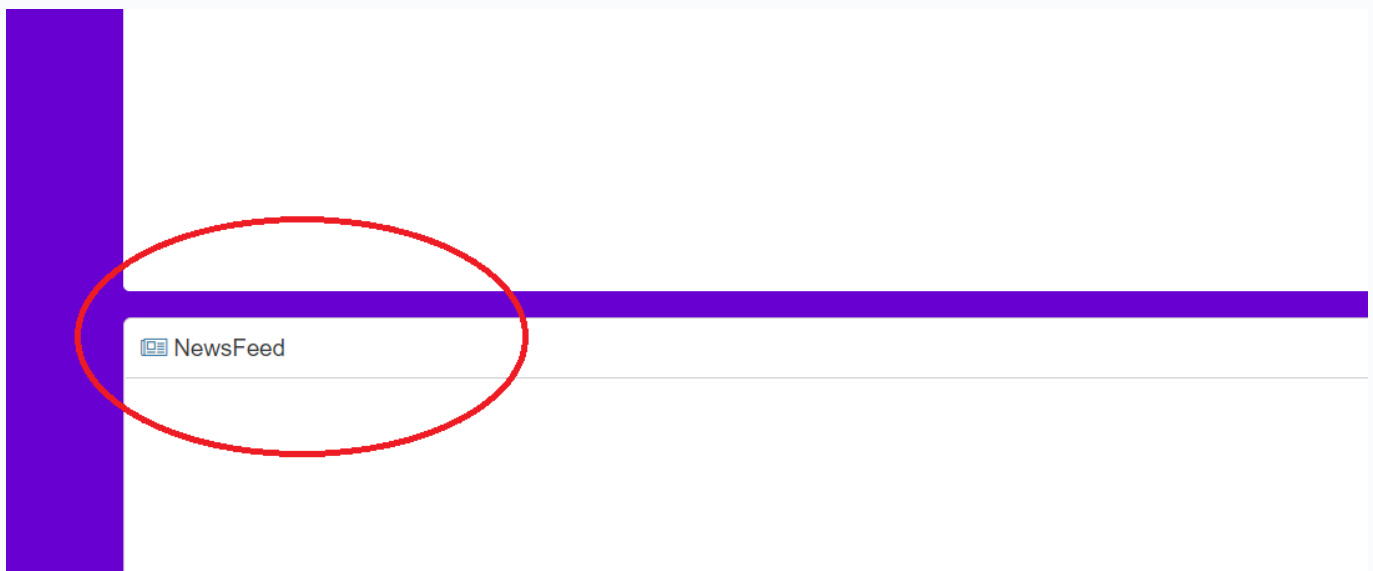


## New Portal

The new welcome dashboard screen appears as below with all actionable items as icons or links.



The News Feed icon at the bottom of the screen is where we can share with you any industry news/changes etc.




## Services

### Order a New Number


To Order a new number, simply click on the Order a new Number Icon

### My Open Calls


Click here to view your Calls, check the status or add an update...




Order a New Number




Raise a Fault



Change Termination



Porting



Cancel Number


### My Closed Calls

Click here to view your Closed Calls.

### Knowledge Base

View our Knowledge Articles for a potential faster solution!


This will take you into a standard ordering capture form where you can add all the details pertinent to a new number as follows:



## Order a New Number

Customer:

Contact:  


Reference or End User Name:

Gamma ID:


Date: 28/09/2022

**New Number 1**

Country:

ITFS/PSTN/Mobile/UIFN:  


City (if PSTN):

Mobile access needed (if possible):  


Termination Number:

**New Number 2**

Country 2:

ITFS/PSTN/Mobile/UIFN 2:  

City (if PSTN) 2:

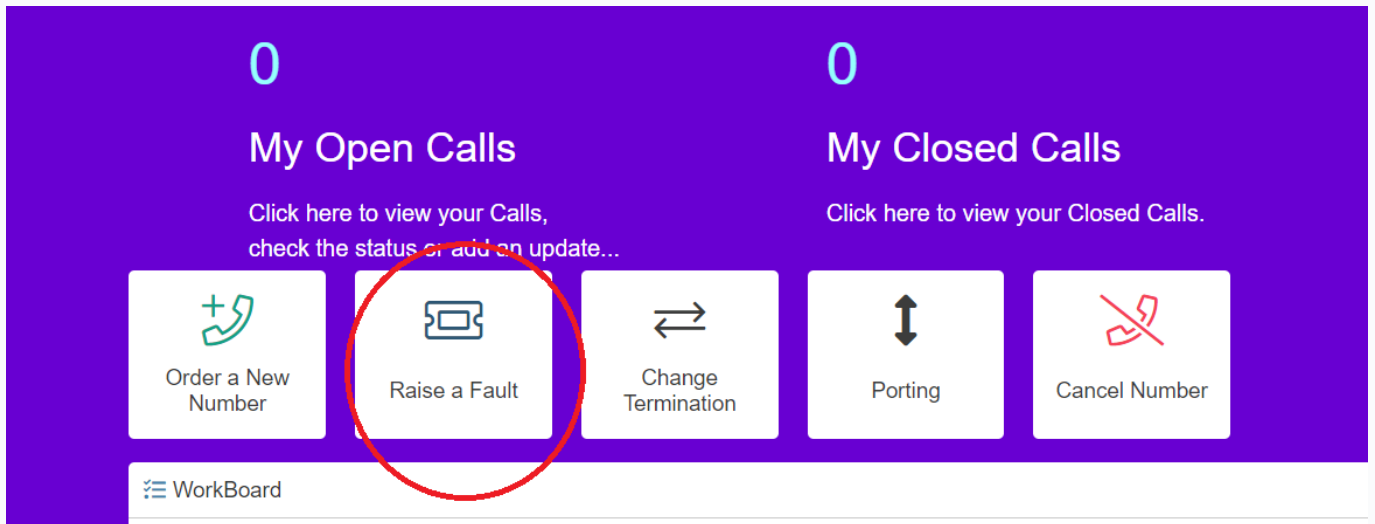
Mobile access needed (if possible) 2:  

Termination Number 2:

Once your order has been submitted you will be presented with the Ticket Reference Number (you will also receive an email confirming the details of your Ticket and what happens next)

## Raise a Fault

To raise a new fault, simply click on the Raise a Fault icon



This will open the form to allow you to add all the details relevant to the fault your customer is experiencing.

**Gamma** Raise a Fault

Customer:

Contact:

Reference or End User Name:

Date Fault Reported:

Contact Telephone Number:

Gamma ID:

Country:

Number fault is on:

City (If PSTN number, leave blank if ITFS):

Has the Termination been tested?:

What is the termination number?:

Terminating Carrier:

Symptoms Experienced:

Reason for Outage:

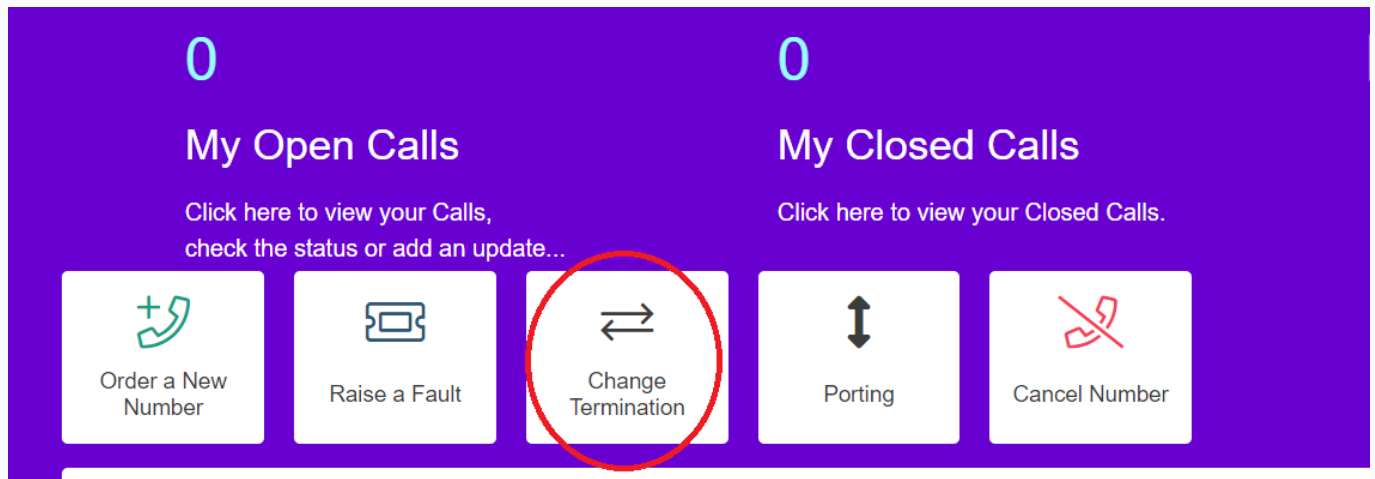
Ongoing Issue? Is the customer still experiencing symptoms?:

Are you able to replicate fault in country:


Once your fault has been submitted you will be presented with the Ticket Reference Number (you will also receive an email confirming the details of your Ticket and what happens next)

# Change the Termination Number

To change the termination number, please select the Change Termination icon:



This will then take you into the form where you can request the termination number change

 **Change Termination**

Customer:

Contact:  

Reference or End User Name:

Gamma ID:

Date: 28/09/2022

**Change Termination 1**

Country:

Number Type:

City (if PSTN):

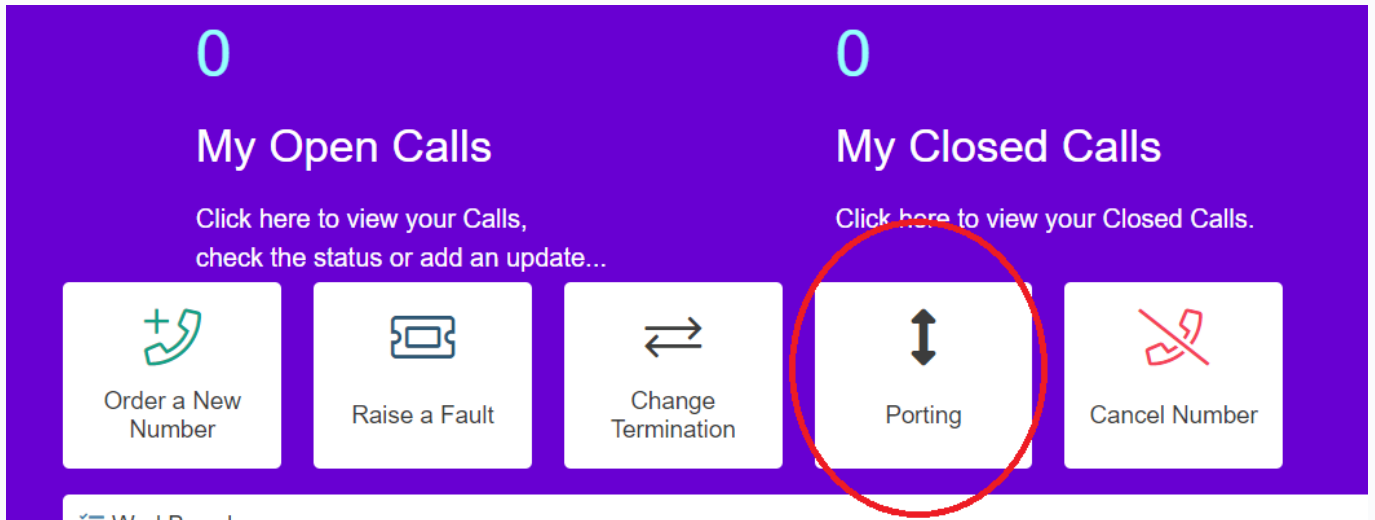
Dialled Number:

New Termination Number:

Once your change of termination request has been submitted, you will be presented with the Ticket Reference Number (you will also receive an email confirming the details of your Ticket and what happens next)

# Port a Number

To Port a number, select the Porting icon



This will take you to the initial Porting form, where can you enter the relevant number and porting details

**Gamma Porting**

Customer:

Contact:

Reference or End User Name:

Gamma ID:

Date: 28/09/2022

Country:

Number Type:

Current Service Provider:

Dialled Number:

**Upload Invoice below**

Attachment:  No file chosen

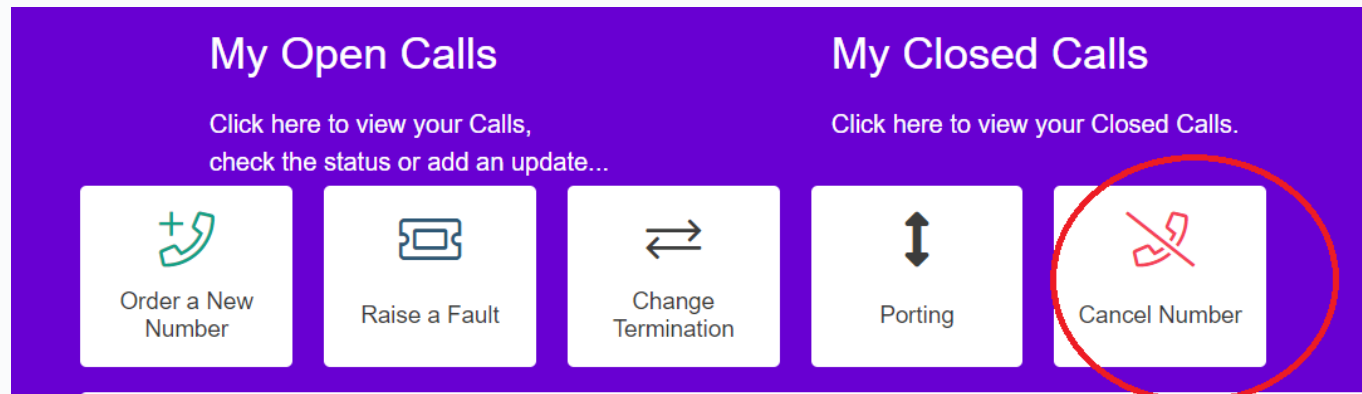
Details:

By placing this request we will confirm if the number/s are portable and provide pricing before proceeding to porting of the number/s.

Once you porting request has been submitted, you will be presented with the Ticket Reference Number (you will also receive an email confirming the details of your Ticket and what happens next)

## To Cancel a Number:


If you wish to cancel a number, select the Cancel Number icon



And then enter the details relevant to the number you wish to cancel

**Gamma** Cancel Your Number

Customer:

Contact:  

Reference or End User Name:

Gamma ID:

Date: 28/09/2022

**Cancel Number 1**

Country:

Number Type:

City (if PSTN):

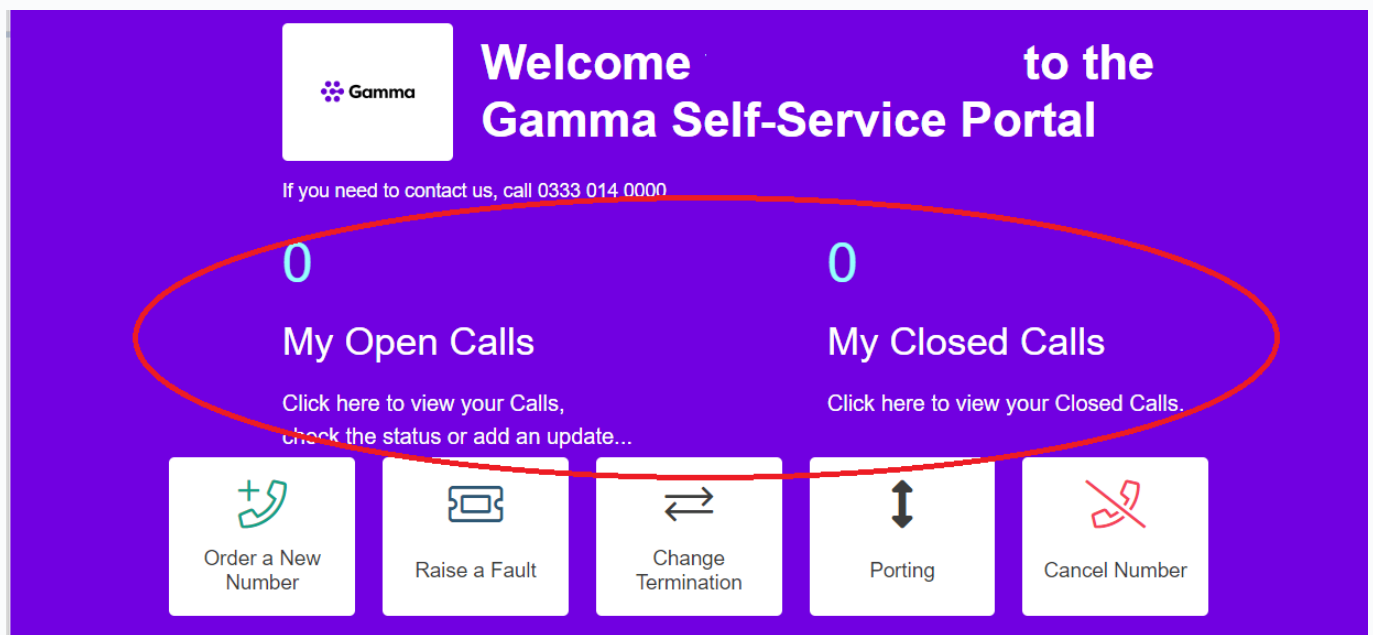
Dialled number to cancel:

Once your cancellation request has been submitted, you will be presented with the Ticket Reference Number (you will also receive an email confirming the details of your Ticket and what happens next)

## My open and closed calls


The My Open Call/ My Closed Calls icon will allow you to view all the open/closed tickets you have

raised on any given customer number










From here you can:

- Select a ticket from the Summary to check the Status of your Ticket or add a Note (see below)
- Add a Note by clicking on the New Note button or the Update Your Ticket button
- View a Note by selecting the Note
- Check the Status of your Ticket
- Add attachments to your Ticket

Gamma		Search	Gamma - My Open Calls for Peaky Blinders			Templates	My Open Calls
Ticket#	Contact	Type	Status	Date	Details	Customer Name	
T0000007	Thomas Shelby	Change Termination	Open	30/08/2022	-	Peaky Blinders	
 N0000005	Thomas Shelby	New Number	Open	30/08/2022	-	Peaky Blinders	
N0000001	Thomas Shelby	New Number	Open	25/08/2022	Test please ignore	Peaky Blinders	
F0000006	Thomas Shelby	Fault	Open	30/08/2022	number is not reachable from Madrid	Peaky Blinders	
C0000008	Thomas Shelby	Cancel Number	Open	30/08/2022	-	Peaky Blinders	
C0000004	Thomas Shelby	Cancel Number	Open	30/08/2022	-	Peaky Blinders	

## House-on-the-Hill Icon Key

On the left-hand side of the Ticket Summary, you will see a variety of symbols indicating different alerts. A key for the symbols is as follows:

Tickets	Comments
	Closed Ticket
	Ticket recently updated by another person
	Ticket with attached file(s)
	Ticket is On Hold
	Resolved Ticket
	Ticket is linked to other Ticket(s)
Notes	
	Note with attached file(s)

## Knowledgebase:

Clicking on the knowledgebase icon will take you into the knowledge base



# Knowledge Base

View our Knowledge Articles for a potential faster solution!

Here you will find lots of FAQ information on all things International Numbers. It will also contain commercial information and any forms required as part of the order /porting process. You will be able to enter what you are looking for in the search field to help find information more quickly.

The screenshot shows the Knowledge Base interface. At the top, there is a search bar with the text "Search" and a "Knowledge Base" header. Below the search bar, there is a "Topic:" dropdown menu and a "Filter Cards..." input field. The main content area displays a grid of knowledge cards, each with a question (Q), an answer (A), and a title. The cards are arranged in two rows of five. The first row contains cards for Bahrain Local Numbers, Egypt Toll Free, Oman Toll Free, Letter of Intent, and SLA and Country R. The second row contains cards for UAE Local Numbers, Kuwait Local Number, Faults, and Updating a Ticket.

Q: Do I need to supply an LOI for Bahrain local numbers.	Q: Do we require an LOI to be completed for Egypt toll free numbers.	Q: Do we require an LOI to be completed for Oman toll free numbers.	Q: How do I know which country requires a letter of intent	Q: How long will it take what documents are
A: Yes, for all orders we will require an LOI to be completed by the end customer on company letterhead. A template is available for you to...	A: Yes, for all orders we will require an LOI to be completed by the end customer on company letterhead. A template is available for you to...	A: Yes, for all orders we will require an LOI to be completed by the end customer on company letterhead. A template is available for you to...	A: Your appendix will detail all countries that require a letter of intent, please note requirements are always changing and we will ...	A: Download a copy details. Please note regulation and requi
Bahrain Local Numbers	Egypt Toll Free	Oman Toll Free	Letter of Intent	SLA and Country R
Q: Do I need to supply an LOI for UAE local numbers.	Q: Do we require an LOI to be completed for Kuwait Local numbers.	Q: How are fault priorities assigned	Q: How do I update my ticket?	
A: Yes, for all orders we will require an LOI to be completed by the end customer on company letterhead. A template is available for you to...	A: Yes, for all orders we will require an LOI to be completed by the end customer on company letterhead. A template is available for you to...	A: P1 - Full Outage P2 - Degraded, partial use of service, inability to complete to – or receive calls from – a specific area &/or number (range),...	A: Select the Update the Ticket button, clicking OK in here will send an email to the assignee of your ticket.	
UAE Local Numbers	Kuwait Local Number	Faults	Updating a Ticket	