

Elements - Operate Ticketing

Subscribers today expect the best in service and problem resolution. If they don't receive satisfactory responses from your company, you may lose them to any of an increasing number of competitors. CDG's Ticketing element provides your staff with the tools it needs to solve your customers' problems before they become larger issues.

OVERVIEW

CDG's Ticketing element provides easy entry and tracking of reported trouble incidents. The system can support multiple companies and reported incidents can be recorded and updated using a variety of available information from Ticketing, Subscriber Care, and Network Elements.

TICKETING FEATURES

- Find, create, assign, access, and complete tickets from a central location.
- Easily access tickets from multiple elements:
 - Subscriber Care
 - Network Elements
 - Ticketing
 - Field Tech Mobile App
- Search for existing tickets using a variety of information pertaining to the ticket itself, or the service, circuit, dispatch, or scheduling information associated with the ticket.
- Change attributes for multiple tickets simultaneously.
- Manage and track tickets for landline, Internet, and cable services.
- Create tickets using a multitude of data from within Subscriber Care and Network Elements, such as service addresses, cable IDs, circuit IDs, equipment, facilities, subscriber names, or services.
- Create tickets based on selected service options.
- Synthesize Network Elements data and associate specific information (services, history, and validation of charges against features) vs. a global view.
- View ticket history from a Network Elements search.
- Assign, track, and manage tickets through the interactive scheduling calendar.
- Access your assigned tickets from the field with the Field Tech mobile app.
- Utilize the Reporting and Business Intelligence elements to analyze, track, and help improve your workforce efficiencies.

TICKETING CONFIGURATION

The Configuration element allows companies to convert already established information and define more detailed information desired for the Ticketing element.

TICKETING CONFIGURATION FEATURES

Ticket Priorities Define priorities or severity to assigned tickets.

Trouble Reported Information Define information that identifies the problems reported, such as static on line, no dial tone, line cut, no picture, or no connection.

Trouble Found Information Define information that identifies the problems found on the telephone, cable, and/or internet network.

Trouble Categories Define the reported codes, found codes, statuses, equipment and facilities, and the combinations of these items, to track in the Ticketing element and establish threshold limits for companies using the diagnostics tool.

STANDARD TROUBLE REPORTS

- Ticket listing
- Network Elements class analysis report
- PUC new installs past 5 days report
- PUC service performance report for Arkansas
- Trouble found class summary report
- Trouble out of service over 24 hours report
- Ticket print
- Custom reports through the Reporting element

TICKETING DIAGNOSTICS

Ticketing diagnostics are designed as an addition to the Network Elements and Ticketing elements for concurrently creating multiple tickets, identifying and grouping related tickets and notifying users about common tickets for collective analysis.

TICKETING FEATURES

- The Ticketing search screen allows users to search for tickets based on almost any associated trouble information from ticket numbers, dispatch information, reported information, and associated circuit and equipment information to service numbers, service address information, and custom search information, as well as an interactive calendar that can show assigned and unassigned tickets for selected time periods.
- The tickets list displays the trouble tickets that meet the entered search criteria and provides core information associated with each trouble ticket. You can also select options to show the name, assigned, and address information associated with a ticket.
- The bottom half of the search screen displays additional information associated with the selected ticket including: service and address details, dispatch details, scheduling information, reported and found details, and comments.
- Change one or more attributes, such as the assigned department, for a selected set of trouble tickets.
- Format and print detailed information about the trouble ticket.
- Create a Company Dispatch report.
- Create a Found Class Summary report.

TICKETING DETAILS

- Service and address details, dispatch details, ticket information, scheduling, trouble reported and found information, and circuit information.
- Notes about the ticket and provisioning.
- Service summary, contacts, packages, and associated services.
- Ticket history for service, circuit, and/or address.
- History information related to ticket assignments.
- View information about related tickets and change attributes.
- Address information and address comments associated with the ticket, as well as the services and circuits associated with the address.