

WHOLESALE



## ACKNOWLEDGE WARNINGS

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This document details how to acknowledge warning conditions in LinxOnline Interaction Gateway (LOLIG).

# DOCUMENT CONTROL SHEET

## Contact for Enquiries and Proposed Changes

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Issue No.	Issue Date	Nature of Amendment
1.0	30/06/2010	First Issue
2.0	17/05/2011	Changes made to the contact details for enquiries and proposed changes.

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# 1. How to Acknowledge Warnings

This document details the LOLIG web service calls to make in order to acknowledge a warning on a service. The scenario outlined is for a simple case and is to give the reader an overall view of the steps involved and the order in which they need to be carried out.

## 1.1. Warning Situations

For certain conditions, the SP is expected to have provided an Activity to acknowledge the existence of a warning condition with the original request. This pre-supposes their knowledge of the conditions that will generate warnings being on service. (*Priority Assistance, Prime Service, Associated Service, Related Service & Warned Product require SPs to provide an Activity*).

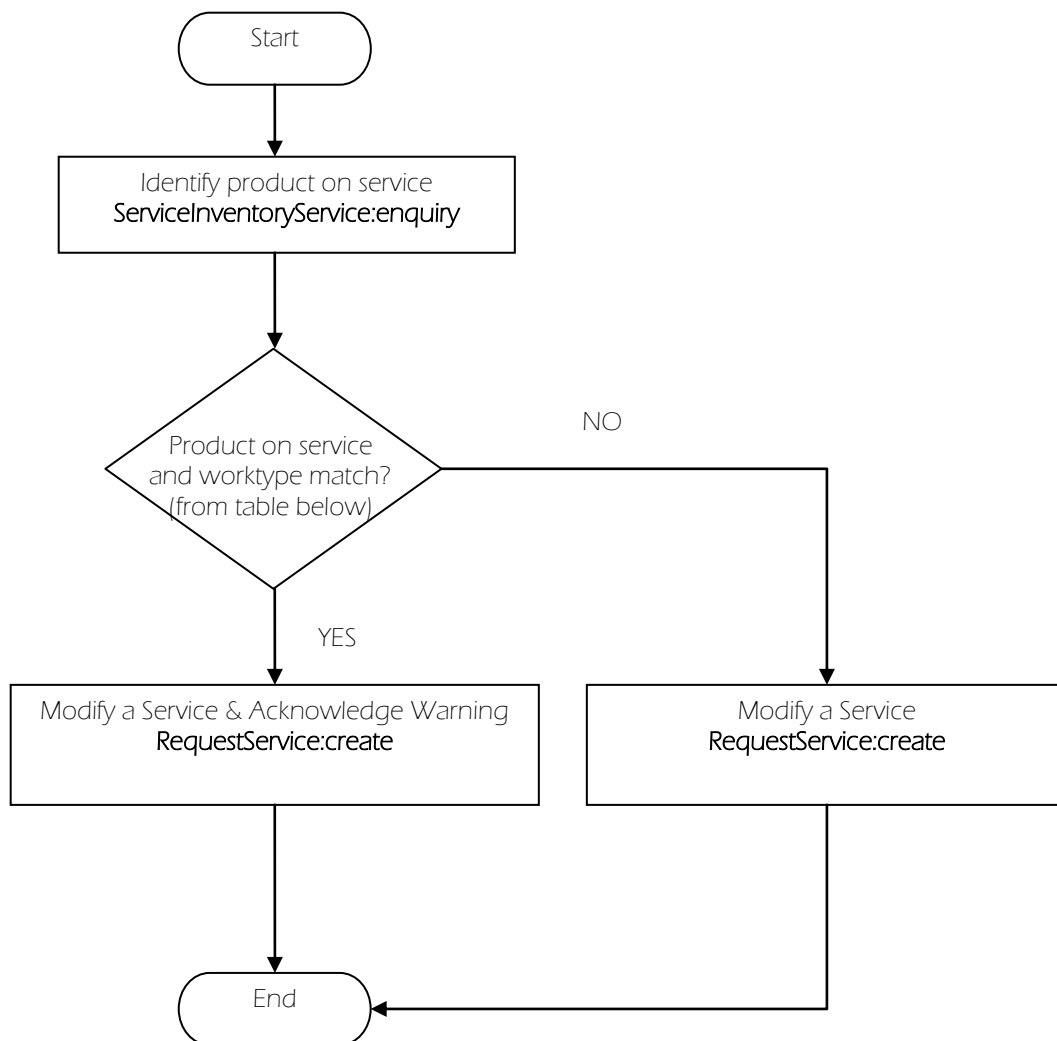
If a warning condition is met that requires the SP to provide an activity but this activity has **not** been provided by the SP, then LOLIG generates an error.

## 1.2. When to send a Warning Activity

SPs have the ability to determine if a warning will occur and send a Pre-Acknowledgement Activity to stop an error being generated by LOLIG. This section assists with how to determine when and which Pre-Acknowledgement Activity needs to be sent.

The web service **ServiceNumberService:listAssociated** can be used to return all associated services to a service number and determine which associated service is the Prime number.

The web service **ServiceInventoryService:enquiry** can also be used to identify a product that will require a warning activity to be provided. Refer to table below for a list of products and their warnings.



For example, if you intend to use a “Cancel Service” worktype in a RequestService:create transaction. The first thing that can be done, is to call ServiceInventoryService:Enquiry to determine if there are any potential products on the service that can cause a warning. If the ServiceInventoryService:Enquiry shows that the product “Priority Assistance Customer” is on the service, then an activity acknowledgement can be sent in the RequestService:create. The acknowledgement to be sent would need to be a “SP Notifies that Service is Priority Assistance Service”.

The following table is a guide for when a warning activity is required.

Warning	Product	Work type	Activity Acknowledgement	Business Explanation
Priority Assistance Validation	Priority Assistance Customer	Cancel Service, Temporary Disconnect, Reconnect Temporary Disc Credit Manage a Service, Convert Service, Change a Service Number,	Check Priority Assistance - "SP Notifies that Service is Priority Assistance Service"	Service has the Priority Assistance product.
Prime Service Validation	Call Circulate,* Call Share,* Duet Phone & Fax Multi Number, Duet Phone & Fax- Assoc Prime, Messagebank Virtual, Centel, Centel Plus	Cancel Service, Convert Service, Change a Service Number, External Relocation	Prime Service Selected - "SP Notifies that Service is Prime of Association"	Service is the Prime for one of the products listed.
Associated Service Validation	Call Circulate,* Call Share,* Duet Phone & Fax Multi Number, Duet Phone & Fax- Associated Aux, Messagebank Virtual, Multiple Number Auxiliary, Centel, Centel Plus	Cancel Service, Convert Service, Change a Service Number, External Relocation	Associated Service - "SP Notifies that Service is an Associated Service"	Service is Associated but is <b>not</b> the Prime for one of the listed products.
Service Relationship Validation	Call Circulate,* Call Share,* Duet Phone & Fax Multi Number, Duet Phone & Fax- Assoc Prime, Duet Phone&Fax- Associated Aux, Messagebank Virtual, Multiple Number Auxiliary, Centel, Centel Plus	Configure Service, Temporary Disconnect, Reconnect Temporary Disc Credit Manage a Service, Change of Lessee	Related Service - "SP Notifies that Service is in a Technical Relationship"	Service is either the Prime or Associated for one of the listed products.
Warned Products Validation	Securitel	New DSL-L2, New SSS,	Warned Product - "SP Notifies that Service has a warned Product"	Service has the Securitel product.

\* Call Circulate and Call Share are from the Line Hunt product family.

## 1.3. Acknowledgements

Acknowledging a warning via the stateless web service `RequestService:create` involves using the Activity Codes listed in Appendix C of the LOLIG Build Guild. The appropriate code needs to be sent in the `RequestService:create` request in the XML block `<activityAcknowledgements>`.

## 1.4. Immediate vs Delayed Transactions

LOLIG allows two modes of transactions for DSL operations. They are immediate mode and delayed mode. Acknowledging warnings is exactly the same in both modes.

In *Immediate Mode*, LOLIG will process the request immediately and return the results and/or errors as soon as processing has been completed.

Alternately, in *Delayed Mode*, the Telstra Reference Number (Request Number) and Request Item Id(s) are returned after processing. Details of request processing can be subsequently obtained by querying the request using `RequestService:enquire` or `RequestItemService:enhancedEnquire`.

## 2. Web Service Transaction Flow

To modify a setting for a service and also acknowledge a warning at the same time, a standalone LOLIG transaction is used – RequestService:create.



## 3. Descriptions & XML Examples

### 3.1. Immediate Mode Modify DSL-L2 Service

Web Service:	RequestService:create
Description:	This example shows a request for a change of Network Access in immediate mode, and includes acknowledgements for a <b>Prime Service warning</b> and a <b>Technical Service warning</b> .
Example Request:	
<pre> &lt;RcreateRequest&gt;   &lt;request&gt;     &lt;spReferenceNumber&gt;spref321&lt;/spReferenceNumber&gt;     &lt;spContactName&gt;Bob&lt;/spContactName&gt;     &lt;spPhoneNumber&gt;0321654987&lt;/spPhoneNumber&gt;     &lt;customerContactName&gt;Charlie&lt;/customerContactName&gt;     &lt;customerPhoneNumber&gt;0321654987&lt;/customerPhoneNumber&gt;     &lt;requestItems&gt;       &lt;siteDetail&gt;         &lt;contactName&gt;sdaf&lt;/contactName&gt;         &lt;contactPhoneNumber&gt;0411222333&lt;/contactPhoneNumber&gt;       &lt;/siteDetail&gt;       &lt;workTypeDescription&gt;Configure Service&lt;/workTypeDescription&gt;       &lt;service&gt;         &lt;customerServiceNumber&gt;0712345678&lt;/customerServiceNumber&gt;         &lt;products&gt;           &lt;name&gt;Network Access&lt;/name&gt;           &lt;action&gt;Change&lt;/action&gt;           &lt;settings&gt;             &lt;name&gt;Access Level&lt;/name&gt;             &lt;value&gt;NA4: LOCAL, TK OP, STD &amp; VAS&lt;/value&gt;           &lt;/settings&gt;         &lt;/products&gt;       &lt;/service&gt;       &lt;customerRequestedDate&gt;         &lt;date&gt;2008-06-19&lt;/date&gt;       &lt;/customerRequestedDate&gt;       &lt;activityAcknowledgements&gt;         &lt;note&gt;SP Notifies that Service is Prime of Association&lt;/note&gt;         &lt;description&gt;Prime Service Selected&lt;/description&gt;       &lt;/activityAcknowledgements&gt;       &lt;activityAcknowledgements&gt;         &lt;note&gt;SP Notifies that Service is in a Technical Relationship&lt;/note&gt;         &lt;description&gt;Related Service&lt;/description&gt;       &lt;/activityAcknowledgements&gt;     &lt;/requestItems&gt;   &lt;/request&gt; &lt;/RcreateRequest&gt; </pre>	

Example Response:

```
<RCreateResponse>
  <response>
    <channelType>Web Services</channelType>
    <spName>Imp Team SP Testing 2</spName>
    <telstraRef>87658765</telstraRef>
    <customerContactName>C</customerContactName>
    <customerPhone>0321654987</customerPhone>
    <spReferenceNumber>321</spReferenceNumber>
    <applicationDate>2008-06-16</applicationDate>
    <spContactName>B</spContactName>
    <spPhoneNumber>0321654987</spPhoneNumber>
    <requestStatusDescription>Under
Assignment</requestStatusDescription>
  <activities>
    <activityId>384312224</activityId>
    <createTimeStamp>2008-06-15T23:19:35.379Z</createTimeStamp>
    <userName>Imp 2 Testing</userName>
    <description>Request Submission</description>
  </activities>
  <requestItems>
    <requestItemId>68536091</requestItemId>
    <siteDetail>
      <contactName>sdaf</contactName>
      <contactPhoneNumber>0411222333</contactPhoneNumber>
      <address>
        <customerName>MR A ROBBINS</customerName>
        <streetNumber>100</streetNumber>
        <streetName>HOBBIN</streetName>
        <streetType>ST</streetType>
        <locality>BRISBANE</locality>
        <postCode>4000</postCode>
      </address>
    </siteDetail>
    <customerRequestedDate>
      <from>2008-06-18T22:00:00.000Z</from>
      <to>2008-06-19T07:00:00.000Z</to>
    </customerRequestedDate>
    <workTypeDescription>Configure
Service</workTypeDescription>
    <requestItemStatusDescription>Under
Assessment</requestItemStatusDescription>
    <service>
      <customerServiceNumber>0712345678</customerServiceNumber>
      <products>
        <name>Network Access</name>
        <action>Change</action>
        <settings>
          <name>Access Level</name>
          <value>NA4: LOCAL, TK OP, STD & VAS</value>
        </settings>
      </products>
    </service>
    <activities>
      <activityId>384312216</activityId>
      <createTimeStamp>2008-06-
15T23:19:34.000Z</createTimeStamp>
      <note>SP Notifies that Service is Prime of
Association</note>
      <userName>Imp 2 Testing</userName>
      <description>Prime Service Selected</description>
    </activities>
  </requestItems>
</RCreateResponse>
```

```

    </activities>
    <activities>
      <activityId>384312217</activityId>
      <createTimeStamp>2008-06-
15T23:19:34.000Z</createTimeStamp>
      <note>SP Notifies that Service is in a Technical
Relationship</note>
      <userName>Imp 2 Testing</userName>
      <description>Related Service</description>
    </activities>
    <activities>
      <activityId>384312218</activityId>
      <createTimeStamp>2008-06-
15T23:19:34.295Z</createTimeStamp>
      <note> B2B 83754382 in immediate mode</note>
      <userName>Imp 2 Testing</userName>
      <description>B2B Product Request
notification</description>
    </activities>
    <activities>
      <activityId>384312220</activityId>
      <createTimeStamp>2008-06-
15T23:19:34.461Z</createTimeStamp>
      <note>0712345678 Service is in a Technical
Relationship</note>
      <userName>Imp 2 Testing</userName>
      <reason>Manual Provisioning Required</reason>
      <description>Related Service</description>
    </activities>
  </requestItems>
</response>
</RCreateResponse>

```

## 4. Request Parameter Definitions

<code>&lt;request&gt;</code>	
<code>&lt;spReferenceNumber&gt;</code>	Service Provider specific number, provided to allow SP to track the order with own keys. This is not used by Telstra.
<code>&lt;spContactName&gt;</code>	Name of a contact person from the Service Provider and not the SP or company name.
<code>&lt;spPhoneNumber&gt;</code>	The Service Provider contact phone number.
<code>&lt;customerContactName&gt;</code>	The end user's name.
<code>&lt;customerPhoneNumber&gt;</code>	The end user's contact phone number.
<code>&lt;requestItems&gt;</code>	
<code>&lt;siteDetail&gt;</code>	
<code>&lt;contactName&gt;</code>	The end user's name.
<code>&lt;contactPhoneNumber&gt;</code>	The end user's contact phone number.
<code>&lt;/siteDetail&gt;</code>	
<code>&lt;workTypeDescription&gt;</code>	Work type.
<code>&lt;service&gt;</code>	
<code>&lt;customerServiceNumber&gt;</code>	The customer's full 10-digit service number, including STD code must be provided.
<code>&lt;products&gt;</code>	
<code>&lt;name&gt;</code>	Product Offerings for each LOLIG Work Type as listed in the Product Catalogue.
<code>&lt;action&gt;</code>	Product Offering Action, as listed in the Product Catalogue, must be valid for the requested Work Type.
<code>&lt;settings&gt;</code>	
<code>&lt;name&gt;</code>	Name - Value pairs. A list of attribute tags and their associated values pertaining to the relevant product. See Product Catalogue for specific details of values required for each product
<code>&lt;value&gt;</code>	
<code>&lt;/settings&gt;</code>	
<code>&lt;/products&gt;</code>	
<code>&lt;/service&gt;</code>	
<code>&lt;customerRequestedDate&gt;</code>	
<code>&lt;date&gt;</code>	The requested appointment date for any work being performed in this request.
<code>&lt;/customerRequestedDate&gt;</code>	
<code>&lt;activityAcknowledgements&gt;</code>	
<code>&lt;Description&gt;</code>	Must be one of the entries in Appendix C - Activity Codes. Text to use is in the <i>Description</i> column.
<code>&lt;Note&gt;</code>	Activity Note as provided by the SP in the LOLIG request. Probably best to use the text quoted in the <i>Business Event</i> column of the table in Appendix C - Activity Codes.
<code>&lt;/activityAcknowledgements&gt;</code>	
<code>&lt;/requestItems&gt;</code>	
<code>&lt;/request&gt;</code>	

## Legend

Black – Description of parameter.

Blue – Choice of actual values to use.

Green – optional parameter.