CARES on the Nokia support portal

Updated: August 2019
Guide

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1. Getting started
Getting to the Nokia Support portal

To access the Nokia Support portal for Alcatel-Lucent products:

• Go to http://customer.nokia.com > Support portal
• Login

Or go directly to https://customer.nokia.com/support/s
In CARES, you can easily toggle between your list of favorites and a complete list of your entitled products.
The Access to CARES

CARES Ticket/Case management can be accessed via the Product Page or Service Tile.

Access via Resource on Product Page

Access via Service Tile
CARES provides customers with online access to create and manage issues reported to Nokia. CARES is accessible via the Nokia Support Portal:

https://customer.nokia.com/s or directly: https://cares.support.alcatel-lucent.com

CARES is available to customers under their active Maintenance agreements or warranties.

Quick access options to finding status on a single request, or take advantage of enhanced search capabilities.

Advance notice of any planned maintenance will be posted here.

Easy to understand instructions to use the CARES Web interface are available online, with additional “Help” links on every page.

User preferences to meet your needs:
- User Interface defaults
- Report Download Format
- Ticket Notifications (email)
- Parts Request Inputs

Convenient right navigation menu with access to the tasks you need to perform with CARES.
Request structure

Understanding the basic structure of your service requests with Nokia will make it easier for you to find what you need on the Web.

A support request is comprised of common, AR Header information and one of the following:

- Technical Support content
- Parts Request content
- Field Intervention content

### AR Header Information
- Who made the request
- When the request was made
- The initial service requested
- Which company is receiving the service.

### Technical Support content
- The product involved
- The nature of the problem
- Where the problem occurred
- The Nokia staff responsible

- Service: Technical Support (TS) [also known as Remote Technical Support (RTS)]
- Name: Assistance Request (AR)
- Format: 1-nnnnnnn or 0-nnnnnnn

### Parts Request content
- The product involved
- The specific part & serial number
- The ship-to address
- The Nokia staff responsible

- Service: Repair and Exchange Service (RES) [also known as Spare and Repair Service]
- Name: Parts Request (PR)
- Format: 5-nnnnnnn

### Field Intervention content
- The product involved
- The list of equipment required
- The site location where support is needed
- The Nokia staff responsible

- Service: Field Intervention [also known as On Site Technical Support (OTS)]
- Name: Field Service Request (FSR)
- Format: 7-nnnnnnn

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2. Creating requests online: ARs technical support
Create a request

Create and submit ARs, PRs, and FSRs online via the CARES interface, 24x7. This menu can be found on every page.

Describe the problem description in your ‘own words’ and at your convenience. Requests will be routed to the correct workgroup, primarily based on product and country, and will be responded to per your support agreement.

- Initial response may be up to 5 minutes longer when submitted through the Web.

Web use is most common for creating Severity 3 & 4 ARs, but can also be used for Severity 2.

NOTE: Severity 1 service outage ARs cannot be submitted via the Web. Please call the Global Welcome Center to create and submit a Severity 1 service outage AR.

<table>
<thead>
<tr>
<th>Request Type</th>
<th>Acronym</th>
<th>Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assistance Request</td>
<td>AR</td>
<td>Technical Support (TS), also Remote Technical Support (RTS)</td>
</tr>
<tr>
<td>Parts Request</td>
<td>PR</td>
<td>Repair and Exchange Service (RES), such as Advanced Exchange (AE) and Return for Repair (R4R)</td>
</tr>
<tr>
<td>Field Service Request</td>
<td>FSR</td>
<td>Field Intervention (On Site Technical Support (OTS); Field Maintenance (FM))</td>
</tr>
</tbody>
</table>
Create a request (continued)

The interface for Creating a Request is divided into sections that mirror the service request architecture described earlier:

- **AR Header (or Common) Information**
- **Support content**
  - AR
- **Parts Request content**
  - PR
- **Field Intervention content**
  - FSR

PR has an additional section: “Specify Parts to Order” is made up of four sub-screens.
Create an AR (technical support)

- Click on “Create a Request” in the right navigation menu.
- The ticket header screen is displayed.

Use Additional contact info field to provide additional contact information for this request only.

Update default Company if/as necessary. You may be authorized to create requests for multiple companies; each will have a set of entitled products.

Initial service requested is “Remote Technical Support” (default).

If your Company uses its own ticket tracking number, you can enter it in “Customer ticket”. You can also use this text field to enter other ticket references (e.g., project name).
This screen prompts for selection of AR creation method:

- **By Product:** Create a request by selecting the product for which you are requesting support (i.e., default creation method).
- **By Product Instance:** Populate specific request details based on the selected Product Instance.
- **By Copying Existing AR:** Copy/replicate ticket information from a previously created request.

Upon selection of the ticket creation method that best suits your needs, the remainder of the request form will display.

Choose a Product.

Upload attachments during AR creation, or from the Acknowledgement page, after the AR is created. See Section 7.

Edit preferences to change your default options.

Default ticket creation method is based on your preference settings. See Section 8.
Create an AR – by product instance TAB

Enter Product Instance name and click “Find Instance”. OR
Enter at least three characters from the name of a valid Product Instance and click “Find Instance”.

Note: Preferred Time Zone is set in User Preferences and applies to all time stamps in CARES. See Section 8.
Create an AR – by copying existing AR TAB

This feature is for **AR requests only**. It is not available for Parts Requests or requests for Field Intervention Support.

**NOTE**: The following slides outline, by ticket creation method, the additional information required to complete the request.
Create an AR - by product TAB (example)

Choose Model, Version, Sub-product as applicable.

Select Request type (Support, Defect, Enhancement)
Enter Severity; default value is (4). Severity 1 requests cannot be opened via the web; please contact the Global Welcome Center to report.

Click Submit to finalize your request.

Service
If there are multiple service options, you will be prompted to select the applicable Service Agreement and Service Offer. If there is only one selection, values are pre-selected and this section is hidden from view.

Product Location
Specify product’s geographic location using one of three methods:
- Geographic hierarchy
- Find Instance
- List All to select from the Instances recorded for the selected product.

Description
Select ‘Find similar issues’ to perform text search for ARs with similar issue reported.

Attachment
At time of ticket creation select and upload up to five attachments with total file size not to exceed 50 MB. Note: After the ticket has been created, individual file(s) with maximum file size of 50 MB can be uploaded.
Create an AR - by product instance TAB (example)

When the by Product Instance ticket creation method is selected, the Product Instance is selected first and the Product Location is subsequently auto-populated.

The remainder of the page contains the same data fields as the other ticket creation methods.
Create an AR - by copying existing AR TAB (example)

The data from the existing AR is automatically populated into the each field. This allows for the duplication of the common elements in both requests. You may override any field that may be unique to this request.
After submitting your request, you will receive an on-screen acknowledgement with the AR number immediately. Please make a note of the AR Number.

If you added one or more attachment(s) during the ticket’s creation, they will be listed directly under the AR Number.

If you are subscribed for AR Notifications, you will receive an email acknowledgement of the ticket’s creation.

Any additional information will be displayed as a message in green font below the AR number.
“Find instance” functionality

If you click “List All”, we will pop up a window for all known Instances for the Product/Model/Offer that you selected earlier.

Click on the bolded Instance name to add it to your AR.

If you enter as search string in the Find Instance input box instead, you must use at least 3 characters. In this example the search term used was the yellow highlighted “123”. Click the link itself to select the Instance.

If you are looking for a specific Instance and it is not appearing in our database, click “Tell Us”. A pop up window will appear to report missing Instance data and an email will be generated and sent to our team.

Note: You do not need to re-enter data that is already on the AR as your selections will be forwarded automatically to the responsible service manager.
3. Creating requests online: PRs repair & exchange
Create an PR (repair and exchange service) – step 1

- Click on “Create a Request” in the right navigation menu.
- The ticket header screen is displayed.

Contact and Company information specified on this screen will carry forward through this request.

Use Additional contact info field to provide any additional contact information for this request only.

Update default Company if/as necessary. You may be authorized to create requests for different products under different companies and each will have a set of entitled products.

Select the service requested. For Parts Requests, select “Repair Exchange Service”.

If your Company uses its own ticket tracking number, you can enter it in “Customer ticket”. You can also use this text field to enter other another reference (e.g., project name).
Create an PR (RES) – step 2: specify parts

You will now be taken through a series of 4 sub-screens to “Specify Parts to Order”
These will pop up as new windows, in sequence.

Online Help is available.

Click "select" to search for Parts.

In this example, the Customer Repair Tracking Number can be a PO number with line item, your initials and date, or any other indicator (such as project) to help you manage this data. Or, you can remove this column by modifying your Preferences and not enter anything.

You will need to enter as many columns of data as you have set in your preferences. In this example, the 3 columns are specified.

If you wish to make more simple, leave the default setting, which is one column only, Part Number.

Or, if you will often be uploading from a spreadsheet, set the columns to match your spreadsheet. When doing a bulk copy from a spreadsheet, you do not need the column delimiter (ex: pipe), as the page will accept each cell from the spreadsheet as a new column

Generally, a serial number is not required. You may enter ‘UNKNOWN’. Or, if you rarely have the serial number, you may remove this column also by modifying your Preferences. If no serial number is provided, we will record the number from the returned piece of hardware that we physically receive from you.

Note: There is one exception where serial number is required, and that is if your business arrangement calls for warranty verification. In that case, you will be prompted on page 2 if you did not enter it here.
Part search page 1 of 2

You may search by either Part name, Comcode, CLEI code, or legacy part number.

The matches will be returned, with a new row for each revision, if present.

Simply click on the highlighted part to have it automatically added to your order list.

You may edit as desired, once it is added to your list.

If the Parts Search does not locate the part you are looking for, please use the “Tell Us” link.

Note: Only the first 75 matches of any search will be displayed. To reduce the number of results, please use a longer search string.
Tell us (…about missing parts) page 2 of 2

This form will generate an email to our Parts Administration team.

You may not receive a direct response, but your issue will be investigated and the part added to the database if repair services are available for it.

If you need the part immediately, please use the phone numbers that are shown on the bottom of the form. The image at right is an just example of this display.
Create an PR (RES) – Step 3: select revision & product

On the second page of “Specify Parts to Order”, you will be asked to refine your inputs in terms of which Revision (if multiple are available) and which Product (if the part is used on multiple products).

If additional information is needed, a “mustard colored X” will appear. The affected line will also be mustard colored. Perform a “mouse over” each of these lines and take action according to the message displayed.

Often, a part will be used on more than one product. You will be asked to specify which product you pulled the part from.

Often, a part will have more than one revision. You will be asked to select the revision that you are returning.

Click Next

Online Help is available.

Create an PR (RES) – Step 3: select revision & product

On the second page of “Specify Parts to Order”, you will be asked to refine your inputs in terms of which Revision (if multiple are available) and which Product (if the part is used on multiple products).

If additional information is needed, a “mustard colored X” will appear. The affected line will also be mustard colored. Perform a “mouse over” each of these lines and take action according to the message displayed.

Often, a part will be used on more than one product. You will be asked to specify which product you pulled the part from.

Often, a part will have more than one revision. You will be asked to select the revision that you are returning.

Click Next
Typical messages and errors

At this stage in specifying your parts, you may be asked for additional information or be alerted to errors on any given line. These will be indicated by mustard-colored “x” boxes. Mouse over these and the message will display, as in this example.

Examples of common messages are:

• This part is used on more than one product. Please select the product this part was removed from.
• Please choose one of the multiple matching Revisions using the radio buttons.
• Unable to find a matching part. For assistance locating parts, click “Previous” and use the “Search” function.
• Our records do not show that you are entitled to service on this part.
• The serial number entered does not match the format for this part. Please click to correct it.
• Repair Exchange Services are not currently available for this part, or Repair Exchange Services are not currently available for this revision of this part.
Create an PR (RES) – step 4: entitlement

On the third page of “Specify Parts to Order”, you will be asked to select the service agreement and service offer. If there is only one that applies, we will pre-select it for you.

Online Help is available.

Service Agreement/Service Offers are pre-selected if there is only one applicable agreement. If there is more than one choice, you will be asked to make the appropriate selection.
Create an PR (RES) – step 5: location

On the final page of “Specify Parts to Order”, you are asked to specify the geographic location from which the part has been removed. In some cases, this is required; if it is optional, you can elect to populate or leave blank. If mandatory, it will be highlighted and you will be required to click Find and specify before proceeding.

Click “Submit” to finalize request.
Find a site or instance

To locate a Site or Product Instance, select Country, State/Province, City, Site, Instance and click “Submit”. If not required, you may opt to do so in order to assist your company with record keeping or site analysis.

<table>
<thead>
<tr>
<th>Product</th>
<th>AnyMedia</th>
</tr>
</thead>
<tbody>
<tr>
<td>Model</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Product Location [Either use the pull down menus or search for an instance by name]</th>
</tr>
</thead>
<tbody>
<tr>
<td>Company: Test Company 1 for CARES</td>
</tr>
<tr>
<td>Country: USA</td>
</tr>
<tr>
<td>State/province: - Select One -</td>
</tr>
<tr>
<td>City: - None Defined -</td>
</tr>
<tr>
<td>Site: - None Defined -</td>
</tr>
<tr>
<td>Instance: - Only Sites with Instances</td>
</tr>
<tr>
<td>Find Instance:</td>
</tr>
<tr>
<td>List All:</td>
</tr>
</tbody>
</table>

You may find it easier to search for your Instance by name, or use the “List All” option, rather than select via geographic hierarchy.

This functionality is identical to the Find Instance on the AR and FSR ticket creation forms.
Create an PR (RES) – step 6: add shipping information & submit

After having completed the previous detailed input for the Part Request you will be brought to the final page which enables you to submit the request.

As you scroll down, you will find the parts entries split into separate Parts Requests. You will need to enter Shipping information, as requested, for each Parts Request before Submitting.
Create an PR (RES) – step 6: add shipping information and submit

Add shipping information for all Parts Requests then Submit.
Create an PR (RES) – copy ship to details to all parts requests

The “Copy” feature, visible during the PR creation process, allows for the replication of the Ship To details in the first Parts Request across all Parts Requests in a single PR submission. Enter Ship to details in the first request; click the Copy button to copy Ship To Address, Surname and Given Name, Phone, eMail and Delivery Instructions to each of the other Parts Requests in the order. You no longer have to re-enter the same ship to information for every Part in the request.
Create a Request (RES)

Preparation your parts request. Please wait...

• You will receive an on-screen acknowledgement for your Repair Order with the AR and PR numbers immediately.
• Any additional information will be displayed as a message in green font.
• Each PR with its associated parts will be listed separately. Keep scrolling down to review all the details.
• You may print this for your records if desired.

Note that if multiple parts are being requested, it may take several minutes to complete the order. You will receive this “progress bar” while the request is being processed and prior to receiving the Acknowledgement page shown below.

### Acknowledgement

AR number 1-2569860  
PR number 5-0410741

AR number 1-2569861

You can check status of your parts requests using the above AR number(s). You will also receive a separate email confirmation for each order.

---

### Contact

<table>
<thead>
<tr>
<th>Name</th>
<th>Testor, One</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact ID</td>
<td>4929-07</td>
</tr>
<tr>
<td>Company</td>
<td>Test Company 1 for CARES</td>
</tr>
<tr>
<td>Phone</td>
<td>1 - 430 224 6976 / 1</td>
</tr>
</tbody>
</table>

Additional contact info

### Service Request

<table>
<thead>
<tr>
<th>Company</th>
<th>Test Company 1 for CARES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initial service requested</td>
<td>Repair and Exchange Service</td>
</tr>
</tbody>
</table>

### Reference

Customer ticket

### Parts Request # 1

| 5-0410741 |
Create an PR (RES) – RMA form

If subscribed for PR Notifications, you will receive an emailed acknowledgement and status as the PR progress through its life cycle. (See a sample in Section 8).
The Repair Order will also have an RMA form associated with it (sent via email as well as viewable online.)
Request callback: PR

From the Parts Request Details Page, you can request a callback about the ticket.

Submit a request for callback about this ticket from an Alcatel-Lucent representative.
4. Creating requests online: FSRs field intervention

* Field Intervention replaces former references to Onsite Technical Support (OTS)
Create an FSR: (field intervention) – screen 1 of 2

- Click on “Create a Request” in the right navigation menu.
- The ticket header screen is displayed.

Contact and Company information specified on this screen will carry forward though this request.

If your Company uses its own ticket tracking number, you can enter it in “Customer ticket.” You can also use this text field to enter other another reference (e.g., project name).

Use Additional contact info field to provide any additional contact information for this request only.

Update default Company if/as necessary. You may be authorized to create requests for different products under different companies and each will have a set of entitled products.

Select the service requested. For field maintenance/on site support, select Field Intervention.
Create an FSR: (field intervention) – screen 2 of 2

Create a Request (Field Intervention)
Submit a request for an FSR. Required fields are marked "*". Help on this form. You will be able to upload an attachment on the Acknowledgement.
All dates and times are displayed in AST (Atlantic Standard Time) time zone.

Contact
Name
5434817

Company
Test Company 1 for CARES

Phone
Find Country Code

Additional contact info

Service Request
Company
Test Company 1 for CARES

Initial service requested
Field Intervention

Reference
Customer ticket

Product
Product
CBX 500

Model

Service Agreement
Service agreement
210497 TJR - Test SA - RTS Validation On

Service offer
003 USA OTS Std Hours Same Day Dispatch (4 Hr Resp-HVM)

- These values are copied from your initial entry.
- Select desired product for which field intervention is required. If a product has Models, you will be asked to specify.
- Choose the appropriate Service agreement and Service offer. Single selections will automatically populate.
Create an FSR (field intervention) – screen 2 of 2 (continued)

Use one of three methods to specify product’s geographic location:

1. Geographic hierarchy
2. Find Instance search to bypass the hierarchy
3. List All to display a list of the Instances recorded for the selected product.
   NOTE: If you select a Product Instance from the List All list, its address will be auto-populated in Dispatch Location Address field. If the address is missing a postal code, you will be prompted to enter it.

Specify location where the technician is to be dispatched.

Include any specific access instructions (for example, a specific entrance, sign-in procedures)
Create an FSR (field intervention) – screen 2 of 2 (continued)

<table>
<thead>
<tr>
<th>Dates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reported date</td>
</tr>
<tr>
<td>Use submit date and time.</td>
</tr>
<tr>
<td>Enter date as MM/DD/YYYY.</td>
</tr>
<tr>
<td>Enter time as HH:MM.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Task Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Detailed Description</td>
</tr>
</tbody>
</table>

- **Required fields**: Select required fields
- **Submit**, **Click Submit**

**Reported date** defaults to the date and time recorded by the system when you click Submit.

Enter a detailed Task Description to assist with the dispatch request.
Create an FSR – acknowledgement

- You will receive an on-screen acknowledgement with the AR and FSR numbers immediately.
- Any additional information will be displayed as a message in green font.
- If desired, you can print the Acknowledgement page.

After the request has been created, if desired, you can upload an attachment directly from the Acknowledgement page.

Click Upload. Maximum attachment file size is 50 MB
Request callback: FSR

From the Field Service Request Details Page, you can request a callback about the ticket.
5. Queries and saving reports
checking status of your requests
### Query methods: 3 options

Choose the query method that’s best able to meet your needs:

<table>
<thead>
<tr>
<th>Query Method</th>
<th>Ease of Use</th>
<th>Flexibility</th>
<th>Characteristics</th>
<th>Drill-down to Details?</th>
<th>Search by Service?</th>
<th>Download Reports</th>
</tr>
</thead>
<tbody>
<tr>
<td>Display Your Request</td>
<td>Very easy</td>
<td>Standardized</td>
<td>Knowledge of request number required.</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Quick Reports</td>
<td>Easy</td>
<td>Standardized</td>
<td>Basic, pre-defined queries &amp; reports.</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Find a Request</td>
<td>Moderate</td>
<td>Highly Customizable</td>
<td>Filter and search on any combination of AR, PR &amp; FSR fields using field and text searching.</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
</tbody>
</table>
Display your request (check status)

The easiest way to check status of your request is to type in the (AR, PR or FSR) Request number using “Display Your Request”, conveniently located in two places…

You must enter the Request number and click “Go” or the “>” symbol, depending on the page you are on. Note that:

• Assistance Requests or ARs (Technical Support) start with a 1- or 0-
• Parts Requests or PRs (Repair and Exchange) start with a 5-
• Field Service Requests or FSRs (Field Intervention) start with a 7-

This simple query interface refreshes real time, and can locate a request that was just created. The other, more complex, query interfaces refresh every 30 minutes.

If you do not know your Request number, use either the “Quick Reports” or “Find a Request” query method to locate it. Both are explained later in this presentation.
Quick reports

There are numerous, pre-formatted online Quick Reports to choose from, for all Service types.

- First, choose the type of support request:
  - Support Services (RTS, TS)
  - Repair and Exchange (RES) Services
  - Field Intervention (Dispatch) Support

- You can select a report for any requests that you (personally) opened; or for companies under whose service agreements you are authorized for service.

- Choose your sort options and click “Go”
Find a request: overview and reference fields

“Find a Request” has three main parts:

1. Reference search
2. Field search (with sub-categories for):
   - Common fields
   - Fields that are specific to Technical Services
   - Fields that are specific to Repair Services
   - Fields that are specific to Field Intervention Services
3. Text search

1. Reference search
You can search by:
   - Any type of ticket number (AR, PR, FSR)
   - Your own customer repair tracking number (optionally entered on page 1 of 4 in Create a PR)
   - Your own customer ticket number (optional cross reference number entered on the first screen of any request creation.)
Find a request: common fields

2. Field search ("Common")
This section is for the shared, common fields, that apply to all types of requests. You can search in these major categories:

- Contact
- Product
- Product Location
- Status
- Dates

<table>
<thead>
<tr>
<th>Field Search</th>
<th>Product Location</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Contact</strong></td>
<td></td>
</tr>
<tr>
<td>Name</td>
<td></td>
</tr>
<tr>
<td>Company</td>
<td>Use my name</td>
</tr>
<tr>
<td><strong>Product</strong></td>
<td></td>
</tr>
<tr>
<td>Product</td>
<td>SESG</td>
</tr>
<tr>
<td>Model</td>
<td></td>
</tr>
<tr>
<td><strong>Product Location</strong></td>
<td></td>
</tr>
<tr>
<td>Instance</td>
<td></td>
</tr>
<tr>
<td>Site</td>
<td>- Select One -</td>
</tr>
<tr>
<td>Site ID</td>
<td></td>
</tr>
<tr>
<td>City</td>
<td></td>
</tr>
<tr>
<td>State/Province</td>
<td></td>
</tr>
<tr>
<td>Country</td>
<td>Any</td>
</tr>
<tr>
<td><strong>Status</strong></td>
<td></td>
</tr>
<tr>
<td>Status</td>
<td>Any</td>
</tr>
<tr>
<td><strong>Dates</strong></td>
<td></td>
</tr>
<tr>
<td>Enter dates as MM/DD/YYYY. To search for one day only, enter the same date in both from and to fields.</td>
<td></td>
</tr>
<tr>
<td>From</td>
<td></td>
</tr>
<tr>
<td>To</td>
<td></td>
</tr>
</tbody>
</table>

Product, Date formats, and Time Zones can be changed under "User preferences"
Find a request: service-specific fields

2. Field search ("Service specific")
This section is for the service-specific fields. These fields will be different depending on whether it is a Support, Repair, or Field Intervention request.

By selecting the appropriate Service from the multi-select pull down, additional criteria (fields) will be made available that are relevant only for that type of request.

AR fields: PR fields: FSR fields:

Details on these 3 screens are shown “larger” in the backup
Find a request: text search

3. Text search
This section is for text search of ARs (Support tickets only).
- Select a Product (required)
- Enter a text string

Note: There can be a delay of up to 15 minutes for a newly created ticket to be available in the text search results. For an immediate result, use Display your Request.
Saved reports: find a request

You are able to save your queries (Reports) and recall them on demand.

After providing your specific criteria under either the Field Search or Text Search sections, you can save the query and associate it to a “Report Name” of your choosing. You may recall this report at any time for your future reporting needs.

Click “Create or Run Reports”
Recalling saved reports: find a request

This feature includes a pull down list which contains any reports you save.

Choose a report from the list and you will immediately be sent to that portion of the page which contains the query you previously saved -> Field Search or Text Search.

Modify the criteria or click the Search button in that section of the page.

You may Save or Delete your reports directly on this page.

Additional information about creating and managing your reports is available on the Help page. (See following page for details.)
This feature provides the ability to save and execute commonly used queries:

- Create a new report
- Create a new report using a saved report
- Execute a report
- Update a report
- Delete a report

After providing your search criteria, provide a name for your report and click Save.

To generate your report and display the results of your search, click “Search”
## Query results

Your queries from any of these methods will return a simplified results screen:

<table>
<thead>
<tr>
<th>Assistance Requests</th>
<th>Download a report &gt;</th>
<th>Showing 1-25 of 72</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>AR number</td>
<td>Service</td>
<td>Product</td>
<td>Reported Status</td>
</tr>
<tr>
<td>1-2569663</td>
<td>Remote Technical Support</td>
<td>SESS</td>
<td>01/18/2010 10:10 MVT</td>
</tr>
<tr>
<td>1-2569662</td>
<td>Remote Technical Support</td>
<td>AnyMedia</td>
<td>01/17/2010 07:32 MVT</td>
</tr>
<tr>
<td>1-2569859</td>
<td>Remote Technical Support</td>
<td>SESS</td>
<td>01/17/2010 00:34 MVT</td>
</tr>
<tr>
<td>1-2569832</td>
<td>Remote Technical Support</td>
<td>Pipeline</td>
<td>01/15/2010 18:56 MVT</td>
</tr>
<tr>
<td>1-2569831</td>
<td>Remote Technical Support</td>
<td>Pipeline</td>
<td>01/15/2010 10:45 MVT</td>
</tr>
<tr>
<td>1-2569824</td>
<td>Remote Technical Support</td>
<td>CBX 500</td>
<td>01/15/2010 14:12 MVT</td>
</tr>
<tr>
<td>1-2569820</td>
<td>Remote Technical Support</td>
<td>Pipeline</td>
<td>01/15/2010 01:25 MVT</td>
</tr>
<tr>
<td>1-2569811</td>
<td>Remote Technical Support</td>
<td>CBX 500</td>
<td>01/15/2010 00:50 MVT</td>
</tr>
<tr>
<td>1-2569804</td>
<td>Remote Technical Support</td>
<td>KESS</td>
<td>01/15/2010 00:03 MVT</td>
</tr>
<tr>
<td>1-2569803</td>
<td>Remote Technical Support</td>
<td>Pipeline</td>
<td>01/14/2010 23:44 MVT</td>
</tr>
</tbody>
</table>

You can drill down to view details on individual requests by clicking on the Request number. Often this gives the user the immediate information they are seeking.

If a detailed record is needed for records or analysis, the user may download the full detail into a Report.

For the sake of efficiency, a maximum number of records will be available for download (1000 most recent requests).

If desired, download a report (up to 50 columns) to your desktop as a .csv file ➔ Excel

- Use the data sorting, filtering, and graphing capabilities of Excel for flexibility in manipulating the report on your own desktop.
Query results - drilldown

If you click on any request in the query results list, you’ll be taken into the details of that record. You’ll find navigational aids at the top of each detail screen. These only appear when you accessed the request from a longer query list.

Click for Help any time.

If you do a simple “Display Your Request”, the navigational elements (such as next and last) do not appear in the header. They are only to assist with navigating through the longer query list results.
Downloading reports

- Once you have a Query results list, you can download it to your desktop.

1. Click here on “Download a report”

2. Select Save

Because the needs of our customers are varied, this approach gives you the ultimate flexibility to use the data according to your own business requirements.
6. Detail view of your request
After entering your AR number, this detail view will appear.

If there are multiple services delivered against an AR (such as Technical Support, Repair, and Field Intervention), the Technical Support service details will appear as a default.

You may now use this “Copy” link to use this AR in the new Copy from Existing AR feature when creating new AR (RTS) requests. It is not available for Parts Requests or requests for Field Intervention Support.

Common or shared information, that applies against all Services delivered, is displayed first. We refer to this as the AR Header.

There are many more data fields on the RTS AR detail view than will “fit” in the screen shot. Please refer to the back-up slides for a full view of all the data fields that are available to you on your AR.
Drilling down to PRs and FSRs

To drill down, locate the “Services Delivered” section under the Header information. Click on the PR or FSR number (hyperlinked) to drill down to its detail.

<table>
<thead>
<tr>
<th>Services Delivered</th>
<th>Technical Support</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-2569863</td>
<td>JAN 18 2010 10:10 MVT</td>
</tr>
<tr>
<td>(Sec below)</td>
<td>New</td>
</tr>
<tr>
<td></td>
<td>Geneva</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Repair and Exchange Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>5-0410743</td>
</tr>
<tr>
<td>JAN 18 2010 10:10 MVT</td>
</tr>
<tr>
<td>Advanced Exchange</td>
</tr>
<tr>
<td>Pending</td>
</tr>
<tr>
<td>SESS</td>
</tr>
<tr>
<td>Geneva</td>
</tr>
</tbody>
</table>

There are many more data fields on the RES PRs, and OTS FSRs, detail view than will "fit" in a screen shot. Please refer to the back-up slides for a full view of all the data fields that are available to you on your PR or FSR.
PR Details: RMA form attachment

You can now access the RMA form for your Parts Request from the Attachment section of the PR.

The RMA also be downloaded from the Parts Detail section of the PR, by clicking the PR number...

...then scrolling downward to the download link

Download this file:
Linkage to other content

You will see a “More… “ link next to the Service agreement fields.

Selecting this will link you to the details of your service agreement.

You can also access this directly, via “My Entitlements” under “My Support” on the OLCS Home page.

You will also see a “More…” link next to the Product field.

Selecting this will link you to the other available online content for that product, on the Product Summary page.
7. Updates and attachments
Update an AR

A customer may update four fields on their own ARs via the Web. (PRs and FSRs cannot be updated online.)

First, locate your AR. Then, click on “Update” on the AR Display page.

A new screen will appear. Enter your updates into the appropriate field and click “Submit”.

Reference

AR number: 1-2569867
Customer ticket
Web confirmation

Classification

Status: New
Status reason
Request type: Support
Severity: 3

Investigation

Investigation

Clear | Submit

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Upload an attachment

Attachments can be added to an existing, non-closed AR, PR and FSR.

To add an Attachment, you must be the request Contact or associated with the request Workgroup. Locate the request via “Display Your Request” or one of the Query methods. If the request was created within the previous 30 minutes, use Display Your Request as it refreshes in real time.

• Click on “Upload an attachment” and follow on-screen instructions; maximum file size is 50MB

An acknowledgement of success will display on the screen.
Upload an attachment – from AR and FSR acknowledgement

Attachments can be added from the Acknowledgement page immediately after creating a new AR or FSR.

Click the Upload link on the acknowledgement page for ARs and FSRs, and follow the on-screen instructions. Maximum file size is 50 MB.

AR Creation

FSR Creation

Note: In addition, if you are creating a new AR (only), you can add attachment(s) during the ticket creation process (a maximum of five attachments simultaneously) with a combined file size of 50MB.

An acknowledgement of success will display on the screen.

Assistance Request - Attachment

Your upload was successful. The Attachment identifier is: 1-0000000584868
Viewing your attachments

Once you have uploaded an attachment, you can locate them under the “Attachments” section of the request. Multiple Attachments are allowed.

Click on the identifier to view the file details.

Download the Attachment by clicking here.

Attachments are normally saved for 3 months after AR closure. If you require longer than this, please tell your support engineer.

If the Attachment was deleted, the date of deletion will be populated, and the “Download this file” link will not appear.
Review / close an AR

ARs that are in the “Resolved” state can be reviewed / closed online by the customer who opened the AR. This option will appear at the top of the AR detail page.

- Technical Support customers are routinely granted Read, Create (submit), and Update permissions on their CARES Web accounts.

- Additional permissions are needed on your CARES account to Close/Review on the Web. Please contact our OLCS help desk to request this additional help desk.
8. User preferences and notifications
User preferences

User preferences settings are accessible from a “User Preference” link on OLCS CARES Web Home or (page 1 or 4) of the PR Creation process.

NOTE: Edit Column Layout will take you directly to Parts Request Input Preferences settings.

User Preferences

Click on the link below to customize your desired preferences.

User Interface Preferences

Update your 'Default Company', 'Date format', 'Time zone', 'Create a Request (RTS)' method defaults, 'Query Defaults', and 'Detailed report' preferences.

Report Format Preferences

Select the fields to be returned from the 'Download report' function.

Notifications Preferences

Update your Email notifications preferences for Assistance Requests, Parts Requests and Field Interventions.

Parts Request Input Preferences

Select the column and field separators to use when you submit new parts requests online.
User interface preferences

- The Default Company setting will allow you to choose which of your entitled company names will be automatically chosen in the Company fields within CARES. For Create a request, and Find a request.

- Set the "Date format" to either DD/MM/YYYY or MM/DD/YYYY

- The new "Time zone preference" allows you to select the time zone of your choice. All dates on all requests that you view online, and reports that you download, will display in your preferred time zone. Your time zone choice will be indicated at the top of the detail view of the AR, PR, and FSR.

- A new Create a Request (RTS) default option has been set to define the preferred method of AR creation. This option will define which TAB will be chosen when creating new RTS requests;
  - By Product
  - By Product Instance
  - By Copying Existing AR

- "Query defaults"
  - If your company purchased many products from Nokia, but you work on only one, you may wish to default your AR queries to that "Product".
  - The "Rows per page" controls the number of rows displayed on queries. Select from 10, 20, 25, 40 or All.
  - If you use Text search frequently, you may wish to set those query defaults. You can override them on individual queries.

- The "Detail report" setting controls the query results window. We recommend leaving the default setting of 'separate window'. However, take note that the navigation links will not be available in the separate window.
Report format preferences

Quick Reports and Find a Request each display a list of ARs. A report with details on these ARs can be downloaded and saved on your computer. Help with this feature.

Report Fields

| Column 1 | AR Number |
| Column 2 | PR Number |
| Column 3 | Contact |
| Column 4 | Company |
| Column 5 | Product |
| Column 6 | Customer Repair Tracking Number |
| Column 7 | Part Number (Return) |
| Column 8 | Part Number (Replacement) |
| Column 9 | Serial Number (Return) |
| Column 10 | Serial Number (Replacement) |
| Column 11 | Revision (Return) |
| Column 12 | Revision (Replacement) |
| Column 13 | ComCode (Return) |
| Column 14 | ComCode (Replacement) |
| Column 15 | CLEI Code (Return) |
| Column 16 | CLEI Code (Replacement) |
| Column 17 | Attention |
| Column 18 | Ship to Company |
| Column 19 | Actual Shipped Date |
| Column 20 | Actual Delivered Date |
| Column 21 | -omit- |

- You can select up to 50 fields of data to be included in your Reports.
- The order in which you select them will determine which column the data displays in your .csv / Excel file when you download your report.
- You can select data specific to Technical Support (ARs), Repair (PRs), and Field Intervention / Dispatch (FSRs)
- The example shown here is customized for a person whose responsibility is primarily Repair.
- You can reset your defaults at any time.
More tips on reports

The number of columns selected directly impacts download speed. If speed is a concern, consider setting only 10 or 20 fields instead of the full 50, for routine work.

If you select Short Description or Current Summary, you may wish to display those at the end, for ease of formatting column width in your spreadsheet.

In addition to Short Description and Current Summary, the following fields are variable length text fields, and can get very lengthy (especially Investigation). They will result in noticeably longer processing time. Be forewarned before downloading these; in fact it is not recommended for routine reporting.

Detailed Description, Investigation, Resolution

These fields can always be seen by drilling down to the detail view of the ticket.

If you filter your queries precisely, you'll avoid huge downloads of extraneous information.

There is a limit of 1000 ARs per download.
Notification preferences

At certain points in the lifecycle of an Assistance Request (AR), Parts Request (PR) or Field Services Request (FSR), a notification can be sent to the requester and, if desired, to additional recipient(s). Notification options can be customized by category (AR, PR, FSR).

- Easily manage your notification subscription preferences by category (AR, PR, FSR).
- An online help link is available at the top of the page if needed.
- For each subscription, you can specify additional recipient(s) (given corporate email domain matches yours). Team or workgroup aliases are permitted.
- The AR notification category includes three subscription choices and the option to include a detailed attachment.
- The PR notification category includes four subscription choices for Advanced Exchange and Return for Repair.
- Return Part Reminders cannot be unsubscribed.
- The FSR notification category includes three subscription choices.
- Additional Help is available online.

Default values -> all subscriptions set to “receive”
Sample of technical support – email AR notification

AR Notification sample in HTML format. A text version is included as an attachment. AR Notification subscription settings will determine the number and frequency of the email notifications you receive. These choices are cumulative.

• Receive notification when AR State changes to Created, Resolved, Closed, or Pending Customer Action

• Receive notification any time these “text” fields are modified: Short Description, Current Summary, Description or Resolution.

• Receive notification any time the Investigation text field is modified.

Note: You can modify your subscription choices to manage desired email volume accordingly.
• The initial email will show the entire Repair order (master AR and associated PRs).
• Subsequent part status will be sent on an individual PR basis.
• Individual subscriptions can be set for Advanced Exchange and/or Return for Repair to be notified by email:
  • Order Confirmed
  • Order Pending
  • Order Progress
  • Order Canceled
• ‘Return Part Reminders’ cannot be unsubscribed.
• The RMA form will be attached as a PDF and includes the Nokia return part shipment address. (and can also be viewed via Web).

Attachments: FILE1-2144732-RMA1.pdf (134 KB)
Parts request input preferences

Parts Request Input Preferences

Help with the feature

Columns
Select the columns in the order in which you will provide the attributes on Specify Parts to Order (page 1 of 4) page current preferences.

| Column 1 | Part Number |
| Column 2 | Serial Number |
| Column 3 | -omit- |
| Column 4 | -omit- |
| Column 5 | -omit- |
| Column 6 | -omit- |
| Column 7 | -omit- |
| Column 8 | -omit- |

Column Separator
Select the delimiter you want to provide between two columns on Specify Parts to Order (page 1 of 4) page. Restore

Delimiter
Pipe (|)

There are three choices for preferred ‘Column separator’.

- The default is ‘Pipe (|)’, as it was previously. Pipe is rarely if ever found in part names.
- You may also select ‘Colon (:)’ or ‘Semi-colon (;)’. Please ensure that it is not used in any of your part names.

- Parts Request Input Preferences offer flexibility in terms of entering your Parts Requests (PR). You can choose the default columns that you desire.
- Column choices: Part Number, Serial Number, Customer Repair Tracking Number, Problem Description, Additional Information, Ignore Column and –omit–.
- The Ignore Column is for your convenience if you are uploading from a preexisting spreadsheet and don’t wish us to consider one of your columns.
Sample of ETA updated – email FSR notification

- FSR Notification sample to advise of updated ETA (Estimated Time of Arrival).
- FSR Notification subscription settings will determine the type and frequency of notifications you receive.
- Estimated Time of Arrive Updated
- Field Agent Details Updated
- Order Completed

Note: You can modify your subscription choices to manage desired email notifications accordingly.
9. Back-up
## Link between RTS phases and the AR "status" in CARES

### CARES - Link between RTS phases & AR states

<table>
<thead>
<tr>
<th>CARES Phase</th>
<th>CARES State</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reported Phase</td>
<td>Defaults to &quot;New&quot; when the AR is created</td>
</tr>
<tr>
<td></td>
<td>&quot;Assigned&quot; when the GWC selects a support team</td>
</tr>
<tr>
<td></td>
<td>&quot;Re-assigned&quot; if the initial support team is incorrect with a state reason</td>
</tr>
<tr>
<td>Respond Phase</td>
<td>In-Progress and state reason (i.e. Under investigation)</td>
</tr>
<tr>
<td>Pre-Restoral Diagnostics Phase (if outage)</td>
<td>In-Progress and state reason (i.e. Under investigation)</td>
</tr>
<tr>
<td>Restoral Phase (if outage)</td>
<td>In-Progress and Reflect customer was Restored to Service as state reason</td>
</tr>
<tr>
<td>Diagnostic Phase</td>
<td>State may vary during Diagnostic Phase</td>
</tr>
<tr>
<td>Scheduled Phase</td>
<td>In-Progress and state reason = Permanent Solution Scheduled</td>
</tr>
<tr>
<td></td>
<td>If solution is scheduled for delivery to customer (i.e. defect)</td>
</tr>
<tr>
<td>Resolved Phase</td>
<td>Resolved if solution is made available to customer</td>
</tr>
<tr>
<td>Closed Phase</td>
<td>&quot;Closed&quot; with state reason (i.e. Solution Provided - Disputed, No Response from Customer)</td>
</tr>
<tr>
<td>Pending State</td>
<td>- Used at any time between respond and resolved phases if diagnostic action is dependant on customer activity</td>
</tr>
</tbody>
</table>

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Find a request: additional technical services criteria (technical support)

<table>
<thead>
<tr>
<th>Classification</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Request type</td>
<td>Any</td>
</tr>
<tr>
<td>Priority</td>
<td>Any</td>
</tr>
<tr>
<td>Severity</td>
<td>Any</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Product</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Sub-product</td>
<td></td>
</tr>
<tr>
<td>Offer/Solution</td>
<td></td>
</tr>
<tr>
<td>Version</td>
<td></td>
</tr>
</tbody>
</table>

**Target Dates**

Enter dates as MM/DD/YYYY. To search for one day only, enter the same date in both from and to fields.

<table>
<thead>
<tr>
<th></th>
<th>From</th>
<th>To</th>
</tr>
</thead>
<tbody>
<tr>
<td>Respond</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Restore</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Resolve</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Actual Dates**

Enter dates as MM/DD/YYYY. To search for one day only, enter the same date in both from and to fields.

<table>
<thead>
<tr>
<th></th>
<th>From</th>
<th>To</th>
</tr>
</thead>
<tbody>
<tr>
<td>Responded</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Restored</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Resolved</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Find a request: additional repair services criteria (repair & exchange)
Find a request: additional field services criteria (field intervention)

<table>
<thead>
<tr>
<th>Hide Additional Field Services Criteria</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dispatch Location</td>
</tr>
<tr>
<td>Address line 1</td>
</tr>
<tr>
<td>Address line 2</td>
</tr>
<tr>
<td>City</td>
</tr>
<tr>
<td>State / Province</td>
</tr>
<tr>
<td>Country</td>
</tr>
<tr>
<td>Any</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Target Dates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enter dates as MM/DD/YYYY. To search for one day only, enter the same date in both from and to fields.</td>
</tr>
<tr>
<td>Service window start</td>
</tr>
<tr>
<td>Service window end</td>
</tr>
<tr>
<td>Contracted arrival at site</td>
</tr>
<tr>
<td>Requested arrival at site</td>
</tr>
<tr>
<td>Estimated Arrival</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Actual Dates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enter dates as MM/DD/YYYY. To search for one day only, enter the same date in both from and to fields.</td>
</tr>
<tr>
<td>Request received</td>
</tr>
<tr>
<td>Arrival at site</td>
</tr>
<tr>
<td>Completed</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Field Technician</th>
</tr>
</thead>
<tbody>
<tr>
<td>Field Agent Given Name</td>
</tr>
<tr>
<td>Field Agent Surname</td>
</tr>
</tbody>
</table>
## Fields visible on detail view: AR

<table>
<thead>
<tr>
<th><strong>Contact</strong></th>
<th><strong>Location</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>Instance</td>
</tr>
<tr>
<td>Contact ID</td>
<td>Site</td>
</tr>
<tr>
<td>Company</td>
<td>Site ID</td>
</tr>
<tr>
<td>Phone</td>
<td>City, State/Province</td>
</tr>
<tr>
<td>Additional contact info</td>
<td>Country</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Service Request</strong></th>
<th><strong>Solution</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Company</td>
<td>Scheduled version</td>
</tr>
<tr>
<td>Initial service requested</td>
<td>Actual version</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Reference</strong></th>
<th><strong>Target Dates</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>AR number</td>
<td>Service start date</td>
</tr>
<tr>
<td>Customer ticket</td>
<td>Respond</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Status</strong></th>
<th><strong>Actual Dates</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Reported</td>
<td>Responded</td>
</tr>
<tr>
<td>Summary status</td>
<td>Restored</td>
</tr>
<tr>
<td>Closed date</td>
<td>Resolved</td>
</tr>
<tr>
<td>Status</td>
<td>Last modified</td>
</tr>
<tr>
<td>Status reason</td>
<td></td>
</tr>
<tr>
<td>Status history</td>
<td></td>
</tr>
<tr>
<td>Closed date</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Detailed Description</strong></th>
<th><strong>Alcatel-Lucent Contact</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Product</td>
<td>Owner</td>
</tr>
<tr>
<td></td>
<td>Owner workgroup</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Attachments</strong></th>
<th><strong>Investigation</strong></th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th><strong>Services Delivered</strong></th>
<th><strong>Resolution</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Product</td>
<td></td>
</tr>
<tr>
<td>Model</td>
<td></td>
</tr>
<tr>
<td>Sub-product</td>
<td></td>
</tr>
<tr>
<td>Sub-system</td>
<td></td>
</tr>
<tr>
<td>Offer/solution</td>
<td></td>
</tr>
<tr>
<td>Version</td>
<td></td>
</tr>
<tr>
<td>Patch/SU level</td>
<td></td>
</tr>
</tbody>
</table>

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# Fields visible on detail view: PR

## Contact
- Name
- Contact ID
- Company
- Phone
- Additional contact info

## Service Request
- Company
- Initial service requested

## Reference
- AR number
- Customer ticket

## Status
- Reported
- Summary status
- Closed date

## Detailed Description

## Attachments

## Services Delivered

### Repair and Exchange Service

<table>
<thead>
<tr>
<th>Classification</th>
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<tbody>
<tr>
<td>Service requested</td>
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<tr>
<td>Service order type</td>
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<td>Objective</td>
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<table>
<thead>
<tr>
<th>Service Agreement</th>
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<tbody>
<tr>
<td>Service agreement</td>
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<td>Service offer</td>
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<table>
<thead>
<tr>
<th>Status</th>
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<tbody>
<tr>
<td>Status</td>
</tr>
<tr>
<td>Status reason</td>
</tr>
<tr>
<td>Status history</td>
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### Target Dates
- Service start date
- Contracted delivery
- Requested delivery
- Estimated delivery

### Actual Dates
- Request received
- Shipped
- Delivered
- Closed
- Last modified

### Alcatel-Lucent Contact
- Owner
- Owner workgroup

### Part Details

#### Part Details for each part in the request

<table>
<thead>
<tr>
<th>Product</th>
</tr>
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<tbody>
<tr>
<td>Product</td>
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<tr>
<td>Model</td>
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<table>
<thead>
<tr>
<th>Location</th>
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<tbody>
<tr>
<td>Instance</td>
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<tr>
<td>Site</td>
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<td>Site ID</td>
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<tr>
<td>City, State/Province</td>
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<tr>
<td>Country</td>
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<tr>
<td>Delivery instructions</td>
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<tr>
<td>Customer Communications</td>
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