

# OnLine Customer Support CARES on the Web



A CARES feature guide for customers who used the “Maintenance Tracking” online Service Request (SR) interface from the former Alcatel company.  
Former Alcatel customers in North America will begin using CARES effective July 9, 2007.

July, 2007

# Getting Started -- Key Terminology Differences

	Going forward as Alcatel-Lucent	Former Alcatel legacy term	Former Lucent legacy term
Service Offer name*	Technical Support (TS)	Technical Support or Remote Technical Support	Remote Technical Support (RTS)
Phone Support	Welcome Center	Welcome Center	Call Center
Web Support**	OnLine Customer Support (OLCS)	eServices	OnLine Customer Support (OLCS)
Your Web interface for support tickets	CARES Web on OLCS	Maintenance Tracking on eServices	CARES Web on OLCS
Your support issue	Assistance Request (AR)	Service Request (SR)	Assistance Request (AR)
The underlying ticketing platform	CARES/Remedy	Vega/Siebel	CARES/Remedy
Your business arrangement	Service Agreement	Agreement	Service Agreement

\*For a full listing of Service Offers, please see <http://www.lucent.com/wps/portal/services>

\*\*Web content for the former Alcatel products will be migrated in phases, starting with CARES.

# Getting to the OLCS Web site

Go to <http://www.alcatel-lucent.com>, click on the "Support" tab.

You will be taken to a landing page with links to the former Alcatel and Lucent Support and Training.

Or, you may go directly to <http://www.alcatel-lucent.com/wps/portal/support>

Solutions | Products & Services | Innovation | Support | Contact Us | About Us | My Access

Change Language Worldwide Search

Alcatel-Lucent

User-Centric Experience | Broadband for All | Business Critical Communications | Competitive Transformation

## Support

**Resources**

- > Services
- > Network Support and Maintenance

Migration and maintenance of legacy networks, while building and operating a multivendor IP-based network, is a challenge faced by many service providers. The complexity of this network transformation requires expert support from a trusted advisor who has experience in multi-technology, multivendor customer support. We have the people, tools and infrastructure to support global customers who are facing these challenges.

Please use the links below for uninterrupted access to the former Lucent and Alcatel online support and training resources.

[Alcatel Global Support](#) | [Alcatel Training Catalog](#)

[Lucent Global Support](#) | [Lucent Training Catalog](#)

[Explore](#) | [Evaluate](#)

IP Transformation Center | Products & Services

Select "Lucent Global Support" to be directed to the former Lucent OnLine Customer Support site.

# CARES

- Use CARES for online access to your issues reported to Alcatel-Lucent
- Former Alcatel customers in North America may use CARES effective July 9, 2007
- Accessible from OLCS ("My Customer Support" home) on [www.alcatel-lucent.com](http://www.alcatel-lucent.com)
  - Use the instructions from slide 1, and then select CARES from the left navigation bar
  - Or directly at <https://cares.support.lucent.com>
- Provided to customers under their active Service agreements or warranties

Convenient left nav bar access to the tasks you need to perform with CARES.

Advance notice of any planned maintenance will be posted here.

- My Customer Support
- ask Lucent
- CARES
- Assistance requests
  - Find an AR
  - Advanced query
  - Create an AR
  - Report a warranty defect
- Product notifications
  - Find a notification
- Solutions
  - Find a solution
- Preferences
  - User interface
  - AR report format
  - AR notifications
- > Documentation
- > Downloads
- > NAES
- > OSIA
- > Product Change
- Tools

## CARES

CARES is a database of technical support information that includes solutions, production notifications and assistance requests (ARs). [More info for CaseView users >](#)

### Assistance Requests (ARs)

Technical support issues you've reported to us are called Assistance requests (ARs). Technical support includes many types of service from clarifying documentation and usage assistance to diagnosing and resolving product defects. ARs are assigned unique tracking numbers to ensure that we follow-up on every request. [More >](#)

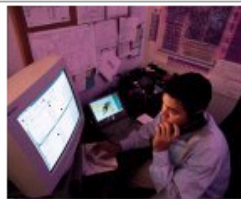
For a quick view of the issues we're tracking for you, select a **Quick Report** from **My own** in the right column and click **Go**.

### Product Notifications

Product Notifications are important messages about products. Typical notifications concern failure avoidance or recovery, circuit pack problems and other potentially negative situations. [More >](#)

### Solutions

Solutions are answers to well known or frequently reported problems. [More >](#)



#### Display an AR

Use this feature to display an existing assistance request.

#### Quick Reports

Select a report, confirm your display preferences and go.

##### My own

##### My company's

#### Sort by

#### Rows per page

Easy to understand instructions to use the CARES Web interface are available online.

# Getting Started: Request Structure

- Understanding the basic structure of your service requests with Alcatel-Lucent will make it easier for you to find what you need on the Web.
- Each service request can be composed of:
  - AR Header information (always included); and one of the following:
  - Support content
  - Parts Requests content
  - Field Services Request content

## AR Header Information

This content is always included. It includes:

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

## Support content

This content is optional. It includes:

- The product involved
- The nature of the problem
- Where the problem occurred
- The Alcatel-Lucent staff responsible

•Service: Technical Support (TS)

•Name: Assistance Request (AR)

•Format: 1-xxxxxxx or 0-xxxxxxx

## Parts Request content

This content is optional. It includes:

- The product involved
- The specific part & serial number
- The ship-to address
- The Alcatel-Lucent staff responsible

•Service: Repair and Exchange Service (RES)

•Name: Parts Request (PR)

•Format: 5-xxxxxxx

## Field Service Requests content

This content is optional. It includes:

- The product involved
- The list of equipment required
- The site location where support is needed
- The Alcatel-Lucent staff responsible

•Service: On-site Technical Support (OTS)

•Name: Field Service Request (FSR)

•Format: 7-xxxxxxx

•Used in EMEA region.

## Display an AR (Check Status)

---

- The easiest way to check status of your request is to type in the Assistance Request (AR) number using “Display an AR”.
- This is located conveniently on the CARES home page (upper right). It is also located on your OLCS home page (“My customer support”) for convenience.

**Display an AR**

Use this feature to display an existing assistance request.

- You must enter the AR number, which starts with 1- or 0-.
  - Entering a PR (5-) or FSR (7-) will display an error message.
  - If you do not know the AR number, use one of the three query methods explained later in this presentation.
- Note to former Alcatel customers: this function will work on your new issues created in CARES or issues in-progress that are migrated to CARES. And, as your new issues are created and managed in CARES through closure, you will be able to look up closed ARs from here. It will not however find closed SRs from Vega/Maintenance Tracking.

# Detail View of an AR

- After entering your AR number, this detail view will appear.

**Assistance Request** 1-1567738

Details about AR 1-1567738. Show the first, previous, next or last AR in the query list. Help with the field definitions. Update this AR. Upload an attachment.

**Contact**

Name	Robert Adams
Contact ID	447-4995
Company	Verizon Communications
Phone	877-389-7400 ext. 5256
Additional contact info	

**Service Request**

Company	Verizon Communications
Initial service requested	Remote Technical Support

**Reference**

AR number	1-1567738
Customer ticket	WARN029063
Web confirmation	

**Status**

Reported	08 Jan 2007 15:00 GMT
Summary status	Open
Closed date	

**Detailed Description**

trunk between EVRTWXA09W-3 >>>>>> EVRTWXA07W , error message = caller vc already active/inactive when confirm received

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

- If there are multiple services delivered against an AR (such as TS, RES, and OTS), the TS service details will appear as a default.

**Services Delivered**

**Technical Support**

1-1567738	08 Jan 2007 15:00 GMT	Remote Technical Support (See below)	In Progress	B-STDX 8000/9000	Everett WA - 426 East Casino Road Everett
-----------	-----------------------	---	-------------	---------------------	--

**Remote Technical Support**

**Request**

Short description	EVRTWXA09W-3, error message = caller vc already active/inactive when confirm received
Current summary	warmboot of both line cards complete, monitoring

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.

Services Delivered						
<b>Technical Support</b>						
<a href="#">1-1403229</a>	23 Mar 2006 19:11 GMT	Remote Technical Support (See below)	Closed	CBX 500	Madison NJ - 175 Park AvenueMadison	
<b>Repair and Exchange Service</b>						
<a href="#">5-0131126</a>	23 Mar 2006 19:11 GMT	Advanced Exchange	Closed	CBX 500	Madison	

- Click on the PR or FSR number (hyperlinked in red) to drill down to its detail.

Classification			
Service requested	<b>Repair Exchange Service</b>		
Service order type	<b>Advanced Exchange</b>		
Objective	<b>2 business days by 17:00</b>		
Service Agreement			
Service agreement	<b>202928</b>	<a href="#">More &gt;</a>	
Service offer	<b>RES Return for Repair</b>		
Status			
Status	<b>Closed</b>		
Status history	23 Mar 2006 19:41 GMT	<b>New</b>	22 hours, 40 minutes
	24 Mar 2006 18:21 GMT	<b>Closed</b>	
Product			
Product	<b>CBX 500</b>		<a href="#">More &gt;</a>
Model			
Location			
Instance			
Site	<b>Madison NJ - 175 Park Avenue</b>		
Site ID	<b>5020</b>		
Ship to			

- 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.



# 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 Profile > Customer Support > View Support Entitlements"

### Service Agreement

Service agreement	202928
Service offer	RES Return for Repair

[More >](#)

Line	Product	Coverage	Start Date	End Date	State
003	B-STDx@ Multiservice WAN Switch	<b>RES Return for Repair</b> Repair or Exchange Service, CARES, Manuals and Guides. <b>RTS 24x7 (HAR - MSS Goals)</b> Remote Technical Support, CARES, Downloads: LED, Manuals and Guides, NAES.	1 Jan 2004	31 Dec 2008	Active
012	B-STDx@ Multiservice WAN Switch	<b>RES Advanced Exchange (Next Day)</b> Repair or Exchange Service, CARES, Manuals and Guides.	1 Jan 2004	31 Dec 2008	Active
	iservice WAN Switch	<b>RES Return for Repair</b> Repair or Exchange Service, CARES, Manuals and Guides. <b>RTS 24x7 (HAR - MSS Goals)</b> Remote Technical Support, CARES, Downloads: LED, Manuals and Guides, NAES.	1 Jan 2004	31 Dec 2008	Active
011	CBX 500@ Multiservice WAN Switch	<b>RES Advanced Exchange (Next Day)</b> Repair or Exchange Service, CARES, Manuals and Guides.	1 Jan 2004	31 Dec 2008	Active

- You will 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.

### Product

Product	CBX 500
Model	

[More >](#)

### CBX 500@ Multiservice WAN Switch

The CBX 500@ is a 5 Gbps switch with a quad-plane redundant switch fabric, output-buffering, and hardware implementation of ATM service classes (QoS) delivering ATM, Frame Relay (FR), Circuit Emulation (CE) and IP carrier-class networking. I/O modules support high port densities over fiber and copper at speeds up to 622 Mbps. Features include Inverse Multiplexing over ATM, Multi-link Frame Relay and sub-rate capabilities, high speed ATM trunking and high-density ATM, FR, and IP/MPLS, high port-densities, high VC support, distributed routing and quality of service differentiation.

Software upgrades can be obtained by calling 1-866-LUCENT8, Prompt 2 or 1-800-DIAL-WAN (342-5926).

Documentation can be downloaded for free using the link below. If you'd like to obtain paper copies or CDs of this material, please visit our [on-line bookstore](#).

#### Documentation and downloads

- > **What's New** Recently published documents. Software downloads, maintenance releases, and patches. User guides, O&M manuals, and other technical documents. Documents on software releases, features, and upgrades. Documents with troubleshooting tips, FAQs, and more. Browse the course catalog and enroll in training courses for this product.
- > **Electronic Delivery**
- > **Resources**
- > **Knowledge Database** Solutions created based on actual customer reported issues. Open, view, and status your Assistance Requests and software warranty defect reports.
- > **CARES (Assistance Requests and Warranty Defect Reports)**
- > **Data Drop Box** Exchange files with our technical support engineers to assist in problem troubleshooting.
- > **Alerts** Notifications and bulletins.
- > **Alerts (PCN)** Notifications and bulletins on Product Change Notices.
- > **Training** Browse our main Products & Solutions Training Web site.
- > **Network Administration and Engineering Support** Switch administration and engineering support, Topaz, and ENEC/LUSAT Customer Forums.
- > **Product Change Notices** CNs and related status information for our products.
- > **RMA (Repair and Exchange)** Submit your online RMA requests, and get global repair center contact information.

# Finding Your ARs (Queries)

- There are four ways to query your requests.
- The last three are useful if you don't know the AR number to look up, or if you want to run a report based on a set of filtered criteria.

Method	Ease & Flexibility	Characteristics	Drill-Down to Details?	Search by Service?	Download Reports?
Display an AR	Very simple	Must know AR number	Yes	No	No
Quick Reports	Simple	Standard, pre-defined queries	Yes	Yes	Yes
Find an AR	Moderate	Can filter search based on 8 attributes. Has field search and text search.	Yes	Yes	Yes
Advanced Query	Most robust	Can filter search based on 31 attributes.	Yes	Yes	Yes

- Additional attributes have been added to both Find an AR and Advanced Query.
  - Quick Reports will typically display faster.
  - Choose the method that's right for your circumstance.
- Note to former Alcatel customers: these query and report functions will work on your new issues created in CARES or issues in-progress that are migrated to CARES. And, as your new issues are created and managed in CARES through closure, you will be able to query/report on closed ARs from here. However closed SRs from Vega/Maintenance Tracking will not be included in the queries/reports.

# AR Quick Reports

**Quick Reports**  
Select a report, confirm your display preferences and go.

**My own**  
Support Services

**My company's**  
Time Warner  
Support Services

---

**Sort by**  
ar number (descending)

**Rows per page**  
25

Go

**My own**  
Support Services

**My company's**  
Time Warner  
Support Services

- closed last 12 months
- Repair and Exchange Ser
- non-completed
- requested this month
- completed this month
- requested last month
- completed last month
- requested last 12 mont
- completed last 12 mont
- On-Site Technical Suppor
- non-closed

Go

**Sort by**  
ar number (descending)

- ar number
- ar number (descending)
- contact
- severity
- status
- product

Go

There are numerous pre-formatted online Quick Reports to choose from

- First, choose the type of request you are interested in:
  - Support Services (TS) 14 report options
  - Repair and Exchange Services 7 report options
  - On-Site Technical Support 7 report options
- You can select a report for any ARs that you (personally) opened; or for companies under whose service agreements you are authorized for service.
- Choose your sort options and hit "Go"

# Find an AR

▼ CARES

- Assistance requests
  - Find an AR**
  - Advanced query
  - Create an AR
  - Report a warranty defect
- Product notifications
  - Find a notification
- Solutions
  - Find a solution
- Preferences
  - User interface
  - AR report format
  - AR notifications

## Field Search

## Text Search

**Text search**

Select a product, enter the text to search for and click Search (Remote Technical Support only).

**Product** Any

**Search for**

using All Words

include 12 months

of Commonwealth of Virginia ARs

Clear Search 25 Rows per page

**Field search**

Specify field values to search for and click Search.

**Contact**

Use my name

**Company** Commonwealth of Virginia

**Service** Remote Technical Support  
Repair Exchange Service  
On Site Technical Support  
Managed Service  
Enhanced Technical Serv  
Warranty Claim

**AR number**

**Customer ticket**

**Status** Any

**Priority** Any

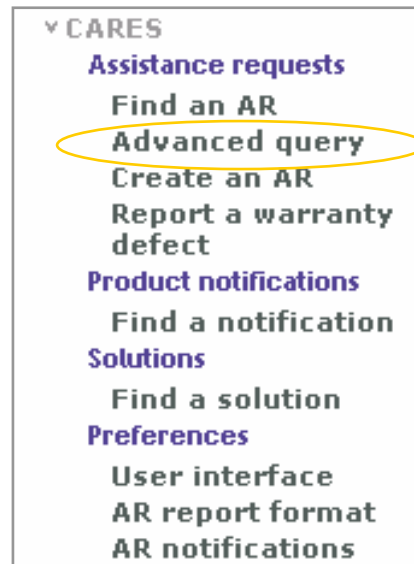
**Product** Any

Clear Search 25 Rows per page

- Search by text string, and by product.
- Note to former Alcatel customers: You will be able to search for your closed SRs on the Vega/Maintenance Tracking platform using this Text Search interface under "Find an AR".

# AR Advanced Query

- The Advanced Query function allows you to focus in on a subset of your ARs by using any combination of 31 filtering criteria, for a high degree of customization.
- Filter categories include:
  - Contact
  - Service
  - Reference
  - Classification
  - Product
  - Product Location
  - Solution
  - Dates
  - Durations
- Use the data sorting, filtering, and graphing capabilities of Excel for almost infinite flexibility in manipulating your report on your own desktop.



## Advanced query

Enter any combination of field values from the categories below. Click the search button to list the matching ARs. **Help** on this form.

### Contact

To limit your search to your own ARs, check "Use my name".

Name   
 Use my name

### Service

Company   
Service agreement   
Service   
Repair Exchange Service  
OnSite Technical Support  
Managed Service  
Enhanced Technical Serv  
Warranty Claim

### Reference

AR number   
Customer ticket   
Web confirmation

### Classification

Status   
Request type   
Priority   
Severity

### Product

Product   
Model   
Sub-product   
Sub-system   
Offer/solution   
Version

### Product Location

Instance   
Site   
Site ID   
City   
State/province

### Solution

Scheduled version   
Actual version

### Dates

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

Reported  from  to   
Resolved    
Closed    
Last Modified

### Durations

Respond time   hours   
Resolve time   days

Rows per page  
 Sort by

# Query Results

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

Assistance Requests		Download AR report >		Showing 1-25 of 228
AR number Contact Customer ticket	Service Product	Reported Status Pri/Sev	Short description	
<a href="#">1-1568863</a> Herrin	Remote Technical Support LambdaUnite MSS	10 Jan 2007 Resolved 4 / 4	Need to correlate the customer database to PCN A3496	
<a href="#">1-1568856</a> domenech VARI017158	Remote Technical Support GX 250/550	08 Jan 2007 In Progress 3 / 3	001-NRFLVABSBBJ, slot 10 install assist	
<a href="#">1-1568843</a> Walsh	Remote Technical Support Metropolis EON	10 Jan 2007 In Progress 3 / 3	Cannot establish supervisory channel on network.	
<a href="#">1-1568817</a> Dawson	Remote Technical Support SESS	10 Jan 2007 New 4 / 4	Switch Check and OMS-5E Verification ( <i>US Department of Energy</i> )	
<a href="#">1-1568495</a> Simley	Remote Technical Support SLC-2000	09 Jan 2007 In Progress 2 / 3	no ringing out of the shelf, but there are no alarms	
<a href="#">1-1568325</a> Smith	Repair Exchange Service SESS	09 Jan 2007 Booked	Part Request 5-0157957 to Pentagon Building Washington ( <i>Verizon Federal Systems</i> )	
<a href="#">1-1568157</a> Lewis	Remote Technical Support WaveStar TDM 2.5G	09 Jan 2007 In Progress 3 / 3	OC12 port is not reporting alarms - Sleepy Port	
<a href="#">1-1567738</a> Adams WARN029063	Remote Technical Support B-STDx 8000/9000	08 Jan 2007 In Progress 3 / 3	EVRTWAXA09W-3, error message = caller vc already active/inactive when confirm received	
<a href="#">1-1567703</a> Lee	Remote Technical Support LambdaUnite MSS	08 Jan 2007 In Progress 2 / 4	Running LOXC xcon script get /*Status, All Resources Busy, sytem limit exceed */	
<a href="#">1-1567621</a> Patel	Remote Technical Support NavisCore	08 Jan 2007 In Progress 3 / 3	BeGreen Q4 2006	
<a href="#">1-1567464</a> Adams IDRN029039	Remote Technical Support CBX 500	08 Jan 2007 In Progress 3 / 3	MSCWIDXXBB1, CONFIG.5B error between active and standby	

- You can drill down by clicking on the Request number. Often this gives the user the immediate information they are seeking.
- If a detailed record is needed for desktop records or analysis, the user may pull the full detail into a report.

## Query Results - Drilldown

---

- If you click on any AR 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 AR detail. These only appear when you accessed the AR from a longer query list.

You can navigate through the query list without returning to it, by using "first, previous, next or last".

Details about AR 1-1568880. Show the **next** or **last** AR in the query list. **Help** with the field definitions. **Update** this AR. **Upload** an attachment.

- Click for Help any time.
- If you do a simple "Display an AR", the navigational elements (such as next and last) do not appear in the header. They are only to assist with navigating through query list results.

# Downloading Reports

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

The "Download AR report" text replaces the floppy disk icon. The functionality remains the same.

**1. Click here**

Assistance Requests **Download AR report >** Showing 1-17 of 17

AR number	Service Product	Reported Status	Short description
Contact			
Customer ticket			

**3. Save in a folder on your own computer, and choose your own file name. The initial download will be a .csv file.**

Save As

Save in: XLSDATA

File name: cares.csv

Save as type: Microsoft Excel Comma Separated Values File

Buttons: Save, Cancel

**2. Select Save**

File Download

Do you want to open or save this file?

Name: cares.csv  
Type: Microsoft Excel Worksheet  
From: cares.support.lucent.com

Buttons: Open, Save, Cancel

While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. [What's the risk?](#)

**4. Once you have opened the .csv file in an application such as Microsoft Excel, you can format, process, or create graphs, and "Save As" into an .xls format file.**

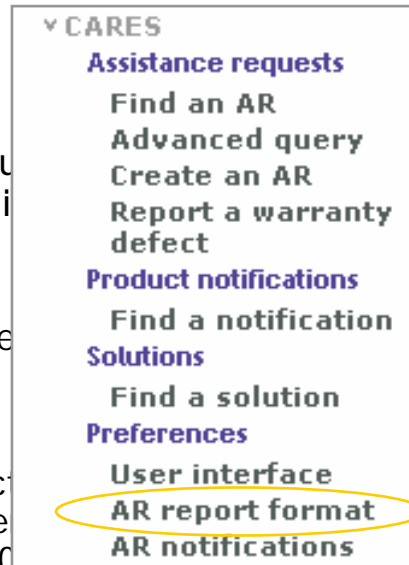
AR Number	Status	Request Type	Severity	Priority	Product	Version	Site ID	City	State/Prov
1-1410494	Resolved	Support		3	3 Lucent Feature Server 3000	11.1	40195362	Basking Ridge	New Jersey
					3 NFM	NFM16.0	40130501	Silver Spring	Maryland
					1 CBX 500	08.00.03.xx	60311104	Newark	New Jersey
					3 Metropolis EON	R8.6.2	40158422	Montpelier	Vermont
					4 Lucent Feature Server 3000		40195362	Basking Ridge	New Jersey
					1 CBX 500	ANY	5020	Madison	New Jersey
					2 Metropolis DMXtend	3.1.2	40019350	Philadelphia	Pennsylvania
					3 LambdaUnite MSS	R7.0	5052	Waltham	Massachusetts
					4 MTS	2.1.15.4	40013546	Hunt Valley	Maryland
					2 NMDR	net14.0	40029345	Baltimore	Maryland
					1 WaveStar TDM 2.5G	ALL	40028834	New York City	New York
					3 CBX 500	08.00.03.xx	5047	Thousand Oaks	California
					1 FT-2000 ADR	7.2.10	40023052	Silver Spring	Maryland
					3 CBX 500	08.00.03.xx	6030466	Baltimore	Maryland
					2 EMM	EMM9.1	40030451	Taunton	Massachusetts
					2 DACS IV-2000	256r5.5.2	40028995	Jersey City	New Jersey
					3 CBX 500	08.00.03.xx	40019391	Madison	New Jersey
					3 CBX 500	ANY	40030499	Falls Church	Virginia

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.



# Report Preferences

- You have flexibility to set your Report format preferences online.
- Choose which of the available data (50 fields) you want to be available on your Quick Reports, and in what order.
  - In this example, the AR Number will be in column 1 of your .csv / .xls file. You may reset the defaults at any time.
- Tips for setting your Report preferences:
  - 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 (defaults to columns 6 and 7), you may wish to display those at the end, for ease of formatting column width in your spreadsheet.
  - Use caution if you select the Investigation log (it is not a pre-set default). This will result in a noticeably longer processing time.
  - If you filter your queries precisely, you'll avoid huge downloads of extraneous information.
  - Currently, there is a limit of 1000 ARs per download.



## AR report format preferences

Quick reports, Find an AR and Advanced query 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

Select the fields you want to appear in your AR report. Reset to default settings. Clear columns. Restore current preferences.

Column 1	AR Number
Column 2	Contact
Column 3	Company
Column 4	Phone
Column 5	Additional Contact Info.
Column 6	Short Description
Column 7	Current Summary
Column 8	Customer Ticket
Column 9	Status
Column 10	Status Reason
Column 11	Request Type
Column 12	Request SubType
Column 13	Severity
Column 14	Priority
Column 15	Scheduled Version
Column 16	Actual Version
Column 17	Product
...	...
Column 45	Entry Id
Column 46	Service Order Type
Column 47	-omit-
Column 48	-omit-
Column 49	-omit-
Column 50	-omit-

Save

# Create an AR

- Create and submit ARs online via the CARES interface, 24x7.
- Put the problem description in your 'own words', at your convenience!
- ARs will be routed to the correct workgroup based on product and country, and will be responded to per your support agreement.
  - Response may be up to 15 minutes longer when submitted through the Web.
- Usage of the Web is most common for Priority 3 & 4 ARs.
  - Please note - customers should *not* enter service outage ARs/Priority 1's via the Web.

▼ CARES

- Assistance requests
  - Find an AR
  - Advanced query
  - Create an AR**
  - Report a warranty defect
- Product notifications
  - Find a notification
- Solutions
  - Find a solution
- Preferences
  - User interface
  - AR report format
  - AR notifications

**Create an AR**

Submit a request for an AR. Required fields are marked \*\*. Help on this form.

**Contact**

Name: Dady, Margaret  
Company: Lucent Technologies  
Phone: 1 - 630 224 2090 \* extension  
Additional contact info:

**Request**

Short description: \*  
Request type: -Select One - \*

**Reference**

Customer ticket:

**Classification**

Priority: - Select One - \*

**Product**

Product: - Select One - \*  
Version:  
Sub-product:  
Sub-system:

**Product Location**

Company: Verizon Communications  
Country: USA  
State/province: Texas  
City: - No cities with product instances in this state -  
 Only Cities with Sites  
Site: - No sites with instances -  
 Only Sites with Instances

Instance:

**Dates**

Actual occurred date: 01/09/2007 Enter date as MM/DD/YYYY.

**Detailed Description**

\* required fields

Submit

Online Help is available.

Many of the product and location fields will dynamically generate based on your and your company's stored profile.

Intuitive, easy to use AR entry template.

# Basic Field Mapping

## Former eTracking (Vega) fields

Requestor Last Name, Requestor First Name  
Organisation calling  
Phone #  
None  
  
Summary  
Intervention Nature  
  
External Reference #  
  
Customer Severity  
  
Product  
Product Release  
None  
None  
  
Account  
Country  
State/Prov Code  
City  
  
Site  
  
None  
  
None

External Notes

### Create an AR CARES Web fields on OLCS

Submit a request for an AR. Required fields are marked "\*\*". [Help](#) on this form.

#### Contact

Name Dady, Margaret  
Company **Lucent Technologies**  
Phone 1 - 630 224 2090 \* extension  
Additional contact info

#### Request

Short description  
Request type -Select One - \*

#### Reference

Customer ticket

#### Classification

Priority - Select One - \*

#### Product

Product - Select One - \*

Version

Sub-product

Sub-system

#### Product Location

Company Lucent Technologies

Country USA

State/province Illinois

City - No cities with product instances in this state -

Only Cities with Sites

Site - No sites with instances -

Only Sites with Instances

Instance

#### Dates

Actual occurred date 06/27/2007 Enter date as MM/DD/YYYY.

#### Detailed Description



# Update an AR

- A customer may update four fields on their own ARs via the Web.
- First, locate your AR. Click on "Update".

## Assistance Request

1-1567464

Details about AR 1-1567464. Show the **first**, **previous**, **next** or **last** AR in the query list. **Help** with the field definitions. **Update** this AR. **Upload** an attachment.

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

Additional contact info

Customer ticket

Priority

**Investigation**

# Upload an Attachment

- Attachments can only be added to an existing, non-closed AR.
- Locate the AR via “Display an AR” or one of the other Query methods.
- Click on “Upload an attachment” and follow the on-screen instructions.
  - You must be the Contact on the AR, or be associated with the Workgroup on the AR, to be allowed to add an Attachment to it.

## Assistance Request

1-1567464

Details about AR 1-1567464. Show the **first**, **previous**, **next** or **last** AR in the query list. **Help** with the field definitions. **Update** this AR. **Upload** an attachment.

## Assistance Request - Attachment

1-1567464

Upload an attachment. Maximum file size is 5,120 kilobytes\*. **Return** to AR 1-1567464. **Help** on this form.

### Attached File

Assistance request	1-1567464
Description	<input type="text" value="Test File for upload"/>
File name	<input type="text" value="C:\Documents and Settings\dady\My Documents\XLSDATA\CARI"/> <input type="button" value="Browse..."/>

\*Oversize file uploads will fail immediately!

Any type of file is allowed.

Files cannot be exact multiples of 8192 bytes. If yours is, modify it slightly so that it is not an exact multiple.

- Enter the file name or browse your desktop to select the file.
- Click “Upload”

- An acknowledgement will display on the screen.

# Viewing Your Attachments

- Once you have uploaded an attachment, you can locate them under the "Attachments" section of the AR. Multiple Attachments are allowed.

Attachments			
1-0000000086435	01 Jun 2004 22:37 GMT	UXcptrace #1	
1-0000000086436	01 Jun 2004 22:37 GMT	UXcptrace #2	
1-0000000086437	01 Jun 2004 22:38 GMT	UXcptrace #3	
1-0000000086438	01 Jun 2004 22:38 GMT	UXcptrace #4	
1-0000000086439	01 Jun 2004 22:39 GMT	Analysis #1 (traces 1-4)	
1-0000000086574	02 Jun 2004 18:49 GMT	Analysis #2 (traces 5-8)	
1-0000000086575	02 Jun 2004 18:50 GMT	UXcptrace #5	

- Click on the identifier to view the file details.

Attachment 1-0000000193359. [Return](#) to AR 1-1552998. [Help](#) with the field definitions.

**Description**

Production SVC screen shoots\_2

**Actual Dates**

Create date **10 Dec 2006 13:54 GMT**  
 Last modified **10 Dec 2006 13:54 GMT**

**Attached File** [Download this file.](#)

File name **pic20137.jpg**  
 File type **image/jpeg**  
 File size **201267**  
 Virus scan status **Passed**  
 Virus scan date **10 Dec 2006 13:54**  
 To be deleted **Never**

**Plain Text Attachment**

[See Attached File Information](#)

- 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.

Attached File	
File name	<b>VrzAR1042429.xls</b>
File type	<b>application/octet-stream</b>
File size	<b>139264</b>
Virus scan status	<b>Passed</b>
Virus scan date	<b>07 Jun 2004 20:15</b>
Deleted	<b>11 Apr 2005</b>

# Review / Close an AR

- ARs that are in the Resolved state can be reviewed / closed online, by the customer who opened the AR.

The screenshot shows the Alcatel-Lucent Assistance Request (AR) review form. At the top right is the Alcatel-Lucent logo. Below it, the text reads "Assistance Request" followed by the ID "1-0472551". A sub-header says "Tell us how to handle this resolved AR. **Help** on this form." The "Request" section contains a "Short description" and "Current summary" both highlighted in yellow: "problems with 2 B channel transfer feature, two privacy manager platform" and "Second attempt to trap failure. Still waiting." The "What Next?" section asks "Our records indicate this assistance request is resolved. What action would you like us to take?" and provides two main options: "close" and "review". Under "close", there are radio buttons for "question answered/problem solved" (which is selected), "can't reproduce the problem", "another vendor's issue", "our company's issue", and "other". Under "review", there is a radio button for "please take another look (provide explanation below)". Below the options is a "Comments" section with a large text area. At the bottom of the form are "Clear" and "Submit" buttons, and a "Back to top" link. The footer contains links for "Lucent.com", "Terms of use", "Privacy statement", "Electronic commerce rules", and "Agere", along with the copyright notice "Copyright © 2001 Lucent Technologies. All rights reserved."

- TS customers are routinely granted Read, Create, and Update permissions on their CARES Web accounts.
- Additional permissions are needed on your CARES account to Close/Review.

# Subscribing for AR Notifications

- The CARES Web Interface has features to make it easy for the user to stay informed about the progress of their ARs.

Access directly from CARES page

Or, access from "My profile"

▼ CARES

- Assistance requests**
  - Find an AR
  - Advanced query
  - Create an AR
  - Report a warranty defect
- Product notifications**
  - Find a notification
- Solutions**
  - Find a solution
- Preferences**
  - User interface
  - AR report format
  - AR notifications**

**Customer Support profile**

- > **Customer Support registration**  
Register your service agreements, warranties or products for online support or upgrade your existing support entitlements.
- > **View support entitlements**  
View your current support entitlements.
- > **News subscriptions**  
Receive email notifications of Web site news, such as information about planned outages, new features, enhancements, user tips and user surveys.
- > **CARES Assistance Request notifications**  
Update subscription information for AR status update emails.
- > **Alerts subscriptions**  
Subscribe to receive email Alerts, which are maintenance, preventive, or informational notices.
- > **Alerts (PCN) subscriptions**  
Subscribe to receive email Alerts on Product Change Notices (PCNs).



# AR Notifications, cont.

- With our flexible AR Notification subscriptions CARES web users can:

- Subscribe to receive AR Notifications, or choose to receive none at all.
- Specify additional email addresses within their company to be copied on notifications.
- Specify the type of notification -- email or text messaging (text pagers) -- or select both.
- Specify the conditions upon which to receive email such as:

- Receive notifications when the AR state changes to Created, Resolved, Closed, or Pending Customer Action
- Receive notifications any time a Lucent engineer modifies the Investigation text field
- Receive notifications any time the Short Description, Current Summary, Description or Resolution text fields is modified.

*Note: The first option will result in the fewest emails to the customer; the last option will generate the most email.*

- Select or cancel the AR detail attachment.
- To subscribe, unsubscribe or change their subscription to AR Notifications, customers with CARES logins should login (<https://cares.support.lucent.com>), and select "AR notifications" preferences.

## AR notifications preferences

At certain points during the life-cycle of an Assistance Request, notifications can be sent to the requester. Both standard email and pager email notifications are available. **Help** with this feature.

### Email Notifications

Longer messages that optionally include a detailed snapshot of the assistance request.

**Email notifications**

**Email address** david.smith@verizon.com

*For your protection, changes to your primary email address are individually reviewed. To make a change, please [submit a request](#) for registration assistance.*

**Additional recipients**

*Each address must end with "verizon.com". Use a comma (",") to separate multiple addresses.*

**Detailed attachment**

**Notify when**

- State changes (*created, resolved, pending, closed*)
- Text fields updated (*current summary, short description, detailed description, resolution*)
- Investigation text updated

### Text Pager Notifications

Short messages can be sent to any text messaging device with an email address.

**Pager notifications**

**Pager email address**

**Notify when**

- State changes (*created, resolved, pending, closed*)
- Text fields updated (*current summary, short description, detailed description, resolution*)
- Investigation text updated

# Sample of the AR Notifications

## Email Version

From: Lucent Technical Support  
[CARESemail@<?>.lucent.com]  
To: Tom McNamara [tmnamara@customer.com]  
Subject: Lucent AR 1-0123456

Tom McNamara,

This is to let you know that AR 1-0123456 was opened on 19 Nov 2001, 16:00 GMT [created from WI-0023455 submitted via the CARES web interface]. You are listed as the contact for this AR.

| AR: 1-0123456  
| Product: 5ESS  
| Description: DOES NOT KNOW VERSION. Call stalker  
911,  
| ALI & ANI screen are blank, nothing  
| coming up. Console #3 Site Woodbridge  
| Police Dept  
| Status: **Assigned.**  
| Current Summary: Columbia ticket #206662 Stacy took  
call.

A snapshot of the AR as of 8 Mar 2002, 17:00 GMT is attached. *For a real-time view of this AR over the Internet, log in to CARES:*

<https://cares.support.lucent.com/login/arrival.cfm>

For other questions, please call your local Lucent support office. Phone numbers for support offices can be found at <http://www.lucent.com/contact/>

Lucent Technologies

## Text Pager 'Short' Version

From: Lucent [CARESemail@<?>.lucent.com]  
To: 6149463952@messaging.sprintpcs.com  
Subject: Lucent AR 1-0123456

Update: **New.**

Descr: DOES NOT KNOW VERSION. Call stalker  
911, ALI & ANI screen are blank, nothing  
coming up. Console #3 Site Woodbridge  
Police Dept

# Other User Preferences

▼ CARES

- Assistance requests
  - Find an AR
  - Advanced query
  - Create an AR
  - Report a warranty defect
- Product notifications
  - Find a notification
- Solutions
  - Find a solution
- Preferences
  - User interface**
  - AR report format
  - AR notifications

▪ In addition to Report preferences and subscription preferences for AR Notifications, customers may adjust settings for their CARES User interface.

▪ For example, if your company purchased many products from Lucent, but you work on only one, you may wish to default your AR queries to that product.

## User interface preferences

Make your selections and click the Save button. **Help** on this form.

### Query defaults

Product: AnyPath

Date format: DD/MM/YYYY

### Query results

Rows per page: 40

### Detail report

Displayed in: separate window

### Text search defaults

Using: All Words

Include: 12 months

Of: my company's ARs

Save

Date format: MM/DD/YYYY

▪ You can also easily change your date format here.

# Help

---

## Need Help with CARES Web or other OLCS features?

- From the U.S.: 1 (866) 582-3688, prompt 7.
- From outside the U.S.: 1 (630) 218-7688.
- Via email: [olcshelp@alcatel-lucent.com](mailto:olcshelp@alcatel-lucent.com), or with the site's Contact Us form.
- Use this OLCS help desk number for OLCS access problems, registration questions, password resets, navigation questions, and questions on features and functionality.

[www.alcatel-lucent.com](http://www.alcatel-lucent.com)

# Back-up: AR Header fields for all services

---

- This is the common information on the AR that is shared by all request types:

## Contact

---

Name  
Contact ID  
Company  
Phone  
Additional contact info

## Service Request

---

Company  
Initial service requested

## Reference

---

AR number  
Customer ticket  
Web confirmation

## Status

---

Reported  
Summary status  
Closed date

## Detailed Description

# Back-up: Fields for support

---

## Request

---

Short description

Current summary

## Classification

---

Service requested

Request type

Request sub-type

Severity

Priority

## Service Agreement

---

Service agreement

Service offer

## Status

---

## Product

---

Product

Model

Sub-product

Sub-system

Offer/solution

Version

Patch/SU level

## Location

---

Instance

Site

Site ID

City, State/Province

Country

## Solution

---

MR/IMR number

MR/IMR status

Scheduled version

Actual version

## Target Dates

---

Service start date

Respond

Restore

Resolve

## Actual Dates

---

Responded

Restored

Resolved

Last modified

## Lucent Contact

---

Owner

Owner workgroup

## Investigation

---

## Attachments

---

## Resolution

# Back-up: Fields for repair

## Classification

Service requested  
Service order type  
Objective

## Service Agreement

Service agreement  
Service offer

## Status

Status  
Status history

## Product

Product  
Model

## Location

Instance  
Site  
Site ID

## Ship to

Attention  
Company  
Phone  
Fax  
Address line 1  
Address line 2  
Address line 3  
City, State/Province  
Country  
Delivery instructions

## Customer Communication

### Target Dates

Service start date  
Contracted delivery  
Requested delivery  
Estimated delivery

### Actual Dates

Request received  
Shipped  
Delivered  
Closed  
Last modified

## Lucent Contact

Owner  
Owner workgroup

## Part Details

(1)  
Part number  
Revision  
Comcode  
Other  
Serial number  
Part description  
Warranty end date  
Actual ship date  
Target delivery date  
Actual delivery date  
Carrier  
Airway bill

(2)  
Part number  
Revision  
Comcode  
Other  
Serial number  
Part description  
Warranty end date  
Actual ship date  
Target delivery date  
Actual delivery date  
Carrier  
Airway bill



# Back-up: Fields for on-site support

## Classification

Service requested

## Service Agreement

Service agreement

Service offer

## Status

Status

Status history

## Product

Product

Model

## Location

Instance

Site

Site ID

## Dispatch Location

Address line 1

Address line 2

City, State/Province

Country

Access Instructions

## Field Technician

Name

Employee ID

## Target Dates

Service start date

Service window start

Service window end

Contract arrival

Requested arrival

Estimated arrival

## Actual Dates

Request received

Arrival

Completed

Last modified

## Task Description

## Customer Communications

## Lucent Contact

Owner

Owner workgroup

*Used by EMEA region.*