

To locate Trouble Found information in the VFO System.

From your main trouble ticket screen find any item that is in the Closed Status.
 Select the message ID for that item (IE ID208560)

Query Criteria:

ID: Creation Time From: Creation Time To: User:

Agent Trouble Report ID: Service ID: Account Name: Network ID:

Called Number: Customer Trouble Ticket Num: Trouble Detection Time From: Trouble Detection Time To:

State: Status: Trouble Type: Trouble Found:

TRFD: Preferred Priority: Repeat Report: Perceived Trouble Severity:

Assigned To: Assignment Status: TP State:

Result

Icon ID	Creation Time	Last TP Update	Network ID	State	Status	Agent Trouble Report ID	Customer Trouble Ticket Number	Last Assignment	Trouble Type
208816	05/04/09 06:23 PM	05/06/09 03:58 AM	FRP	Cleared	Cleared Awaiting Cust Verification	OP-000001464685	29268		No Dial Tone
209310	05/04/09 01:49 PM	05/06/09 03:10 AM	FRP	Cleared	Cleared Awaiting Cust Verification	OP-000001464260	29278		NewServiceNot Working
209258	05/04/09 01:40 PM	05/04/09 01:40 PM	FRP	Force Closed	Closed Out	6039425302	29278		NewServiceNot Working
209010	05/04/09 12:42 PM	05/05/09 04:00 PM	FRP	Cleared	Cleared Awaiting Cust Verification	OP-000001464145	29148		No Dial Tone
208780	05/04/09 11:56 AM	05/06/09 02:31 AM	FRP	Cleared	Cleared Awaiting Cust Verification	OP-000001464043	29276		Frame Errors HI Cap
208560	05/04/09 10:37 AM	05/06/09 10:49 AM	FRP	Closed	Closed Out	OP-000001463815	29266		No Dial Tone
208523	05/01/09 04:50 PM	05/04/09 12:59 AM	FRP	Closed	Closed Out	OP-000001462546	29246		No Dial Tone
208502	05/01/09 04:46 PM	05/04/09 12:59 AM	FRP	Closed	Closed Out	OP-000001462540	29246		No Dial Tone
208362	05/01/09 04:22 PM	05/05/09 09:52 PM	FRP	Closed	Closed Out	OP-000001462504	29258		No Dial Tone
208333	05/01/09 04:16 PM	05/06/09 09:31 AM	FRP	Closed	Closed Out	OP-000001462487	29257		No Dial Tone

Displaying results 21-30 of 424 results
 Total Number of Pages: 43
 Result Pages: 1 2 3 4 5 6 7 8 9 10



Note the State is closed, and the Status is Closed Out.
Select the History Tab.

VFO - Trouble Report Detail - Windows Internet Explorer

https://vfoprod-fairpoint.wisor.com/LoginController.do

FairPoint communications TA LAUNCH HOME ABOUT HELP LOGOUT

Virtual Front OfficeSM Powered by Synchronoss

TICKET MLT SEARCH TEMPLATE ADMINISTRATION

Trouble Report Detail

Trouble Information

ID: 208560	Creation Time: 05/04/09 10:37 AM	Created By: [REDACTED]
State: Closed	Status: Closed Out	Status Time: 05/05/09 10:44 AM
Agent Trouble Report ID: 0P-00001463815	Network ID: FRP	Account Name: FER
Service ID: 73770N [REDACTED]	Trouble Type: No Dial Tone	TRFD: 1 - Services with Premises Address
Authorization Pending: false	TP State:	

Manager Info | Additional Info | Loc & Access Info | Authorization | Escalation | Agent Info | **History** | Assignments

Called Number: Customer Trouble Ticket Num: [REDACTED] Customer Work Center:

Trouble Detection Time: Status Window: 0 days, 4 hrs, 0 mins Preferred Priority:

Repeat Report: Perceived Trouble Severity: TSP Priority:

After Hours Repair Authorization: Cancel Requested By: Manager:

Commitment Time Request

Customer Info

Dialog:

Circuit Instance Alias

Close Out Verification: Close Out Narrative:

Customer Contact Person

Responsible Person

Manager Contact Person

Name: [REDACTED]	Number: [REDACTED]	Phone: 602 [REDACTED]
Fax: [REDACTED]	Pager: [REDACTED]	Email: REPAIR@ [REDACTED]
Respon: [REDACTED]	Address: [REDACTED]	

Alternate Manager Contact Person

Trouble Clearance Person

Call Back Info

Done

start Microsoft Out... VFO - Trouble... My Documents (7 unread) AT... Wisor Disposit... Internet 100% 1:30 PM

Select the top Message Id. Message ID of 212771.

Trouble Report Detail

Trouble Information

ID: 208560 Creation Time: 05/04/09 10:37 AM Created By: kplourde
 State: Closed Status: Closed Out Status Time: 05/05/09 10:44 AM
 Agent Trouble Report ID: OR-000001463815 Network ID: FRP Account Name: FER
 Service ID: 737XNU Trouble Type: No Dial Tone TRFD: 1 - Services with Premises Address
 Authorization Pending: false TP State:

Message History

Message ID	Creation Time	Message Type	Error Type	User
212771	05/06/09 10:49 AM	Attribute Value Change Notification		
210557	05/05/09 10:42 AM	Attribute Value Change Notification		
208602	05/04/09 10:43 AM	Attribute Value Change Notification		
208558	05/04/09 10:37 AM	Create Response		
208556	05/04/09 10:37 AM	Create Request		kplourde

If you look at the left side of ticket you will see a field called Trouble found. In this case you will see that the Trouble Found was Facility.

The screenshot shows a web browser window titled "VFO - AVC Notification Detail - Windows Internet Explorer". The address bar shows the URL "https://vfoprod-fairpoint.wisor.com/LoginController.do". The page content includes the FairPoint logo and navigation tabs for TICKET, MLT, SEARCH, TEMPLATE, and ADMINISTRATION. The main section is titled "AVC Notification Detail" and contains the following information:

ID: 212771	Trouble Report ID: 208560	Creation Time: 05/06/09 10:49 AM
Notification Type: 23187	Invoke ID: 203741	Event Time:
Agent Trouble Report ID: OP-000001463815	Network ID: FRP	Account Name: FER
Trouble Found: Facility	Restored Time:	Outage Duration:
Last Update Time:	Repeat Report:	
Close Out Narrative:		
Dialog:		

Below this, there are sections for "Status Information" (State: Closed, Status: Closed Out, Status Time: 05/06/09 10:44 AM), "Commitment Time" (Onsite Time, Cleared Time: 05/05/09 12:00 PM), "Additional Trouble Status Info", "Agent Contact Person", "Responsible Person", "Trouble Location", "Hand Off Info" (Hand Off Center, Hand Off Location, Hand Off Time), "Hand Off Person", "Maintenance Org Info" (Contact Time, Service Charge: N), "Maintenance Org Contact Person", "Activity Duration", "Repair Activity", "Authorization", and "Escalation".