



Document Name: Incident_Management_v1.7.pdf

Owner: Paul Rust

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Incident Management CR014

The purpose of this document is show the wireframes and flows required to implement the online journeys for the Incident Management functionality.

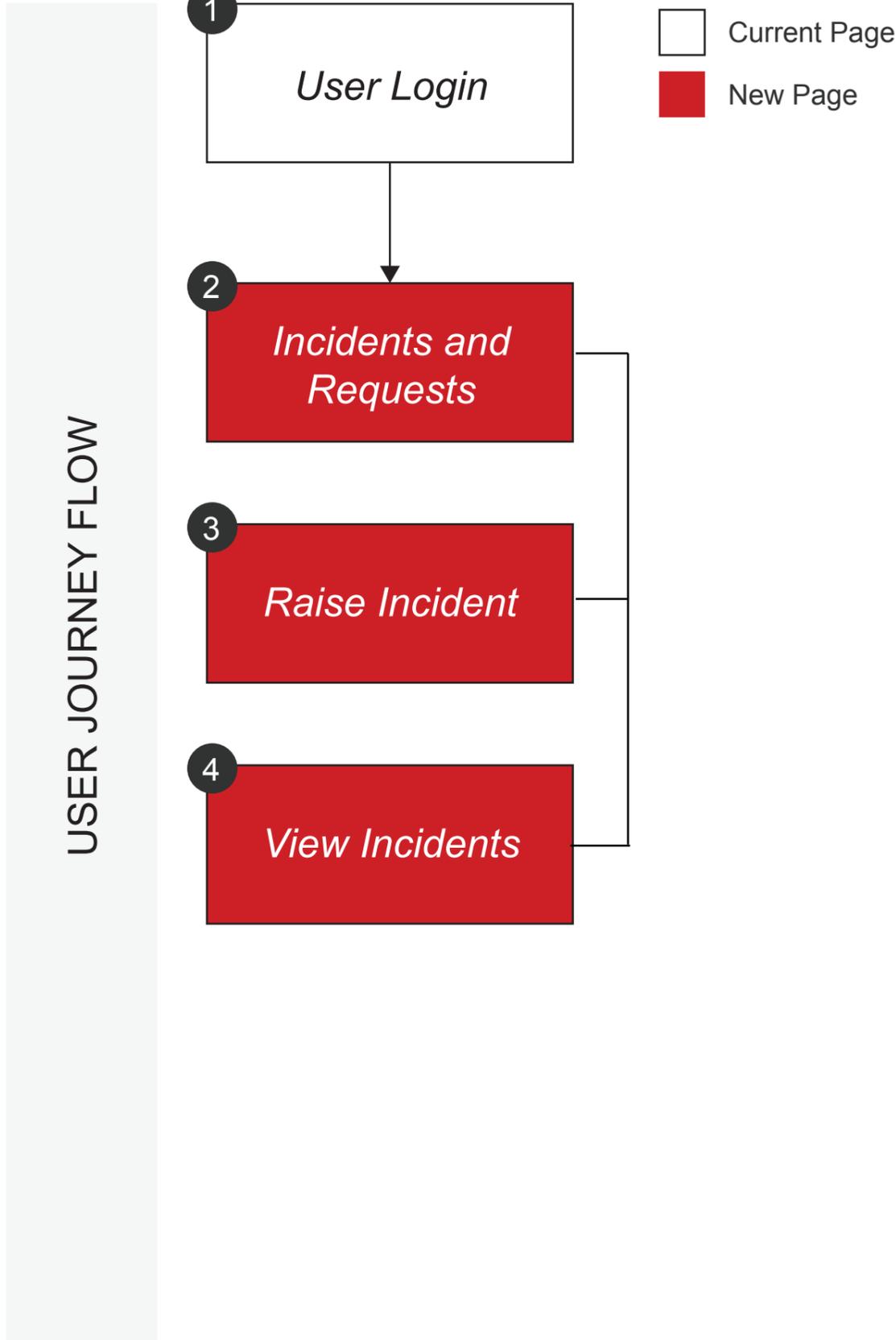
This is used to inform stakeholders and the production team.

Introduction

Following a review of the release schedule for the future delivery of the Engage portal, it has been agreed to group the functionality into a number of releases. Incident management from within Engage has been allocated to one of these releases.

The original requirement was to allow access to the existing Faults Portal, through an SSO mechanism, from within Engage. However, the Faults Portal has a number of limitations in that it does not support all products or all customers. There are also additional requirements regarding the information provided through the Faults Portal and that it should be Virgin Media Business branded. There are also multiple instances of the Faults Portal, so the requirements would not be met by developing SSO to one of the Faults Portals.

A change request has been raised to meet the requirements to provide customers with Incident management functionality from within in Engage.



User Journey Flow

- 1 User successfully logs in to the Engage Portal
- 2 User selects Incidents (or hovers to view drop down menu) in main portal navigation

Business Portal | Contact Us | Site Map | Glossary | Portal Home |

Orders | Quotes | Billing | **Incidents and Requests**
- 3 User selects Incidents and Requests in sub navigation and is directed to appropriate page.

Billing | **Incidents and Requests**

 - [Raise Incident](#)
 - [View Incidents](#)
 - [Raise Request](#)
 - [View Requests](#)
- 4 User selects either Raise Incident or View Incidents

Incidents Page

This page shows a list of the customer's open and recently closed Incidents. The customer can export these records.

virginmedia.com | Virgin Broadband TV and Phone | Virgin Mobile | Business Solutions | Contact Us | Site Map | Glossary | Help

Home | My Profile | Logout

Logo

My Account | Serviceability | My Documents | Orders | Quotes | Billing | Incidents and Requests

Incidents

Raise New Incident

Search | Search By | Date From: | Date To: | Search | Clear

Incident History

Incident Number	Site	Product	Created On	Entered By	My Ref	Description	Status	Export
Data	Data	Data	Data	Data	Data	Data	Data	▲
Data	Data	Data	Data	Data	Data	Data	Data	
Data	Data	Data	Data	Data	Data	Data	Data	
Data	Data	Data	Data	Data	Data	Data	Data	▼

Please click on the individual Incident number above for more detailed information.

- The Incidents main landing page should display the last (x) Incidents raised. It gives an overview of the latest Incidents raised.

The columns should be sortable. Default order should be date, status (open) followed by status (closed)

Pro-actively detected alarms should be highlighted to the customer.
- Button to create a new Incident. This takes the user to the create Incident page.
- The user should be able to search for Incidents.

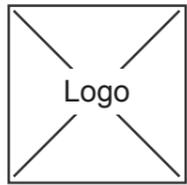
Search By Values:
 - Status
 - Site
 - Postcode
 - My Reference
 - Incident Number
 - Product

NOTE: These search values should be based on fields available in Remedy.
- The Incident number data is clickable and once clicked displays the information for that particular Incident below.
- The user is allowed to export the results to a CSV file. File that is produced should have the following filename syntax:

VMB_Incidents_DateTime.csv

Incidents > Incident Information

This page shows the detailed information about the Incident. The information is displayed only once the user has clicked on the Incident number data link.

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						Home My Profile Logout	
						My Account	Serviceability

- 1 If the user clicks on the Note data a modal window is displayed which contains the full data within the note field.
- 2 This is the field in which the user would enter an update or additional information about the Incident.
- 3 Button to save the new information about the Incident.

A confirmation of the update will be displayed.

Incidents

Raise New Incident

Detailed information about Incident XXXX

Note	Entered On
Data — 1	Data

Please add additional information about the Incident here:

2

Save Note

3

Incidents > Incident Information > Notes

This page shows the detailed information about the Incident. The information is displayed only once the user has clicked on the incident number data link.

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Home | My Profile | Logout

Logo

My Account | Serviceability | My Documents | Orders | Quotes | Billing | Incidents and Requests

Incidents

Raise New Incident

Detailed information about Incident

Note	Entered On
Data	Data

Please add additional information about the Incident

1 Detailed information about Incident XXXX X

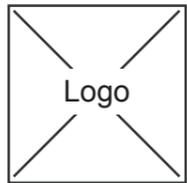
Date entered: Data

Note:
Data

1 If user has clicked on the Note field data a modal window is shown that contains the full note information

Incidents > Create Incident

This page is for creating a new Incident.

virginmedia.com	Virgin Broadband TV and Phone	Virgin Mobile	Business Solutions	Contact Us	Site Map	Glossary	Help	
Home My Profile Logout								
		My Account	Serviceability	My Documents	Orders	Quotes	Billing	Incidents and Requests

Incidents - Raise New Incident

* Denotes a mandatory field

Contact Name *

Email Address *

Telephone Number *

Mobile Number

Search Sites *

Select Site

Product Name *

Short Description

Please answer these questions to help us diagnose the Incident *

Question:

Further Details

My Reference ?

Tooltips shall be used on this page.

Auto populate these fields with details of the logged in user.

1 Customer searches for a site and the results are displayed in a select menu (1).

By default this select menu is not displayed.

Only display if any sites are found.

2 Only products at select site are to be shown in this field.

If Circuit Reference is select in site search only display the product relating to the circuit reference .

3 This field is a select menu and the content is dependant on what the user has selected for the product field.

4 Questions to be completed by customer. Additional info can be entered if the answer to the last question "Would you like to provide anymore information?" is Yes.

5 Button to save the Incident.

6 Textbox for search criteria

7 Select Menu to select what to search by.

Select Menu Values:

- Circuit Reference
- Line Number
- Post Code
- Site Name
- Account Number
- Serial Number

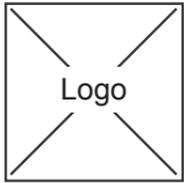
Repeat for all quesitons to be asked. There could be up to 15 questions based on selected product.

Only display text box if the answer to the last quesiton "Would you like to provide anymore information?" is Yes.

5

Incidents > Create Incident

This is the page that is displayed once the user creates a new Incident.

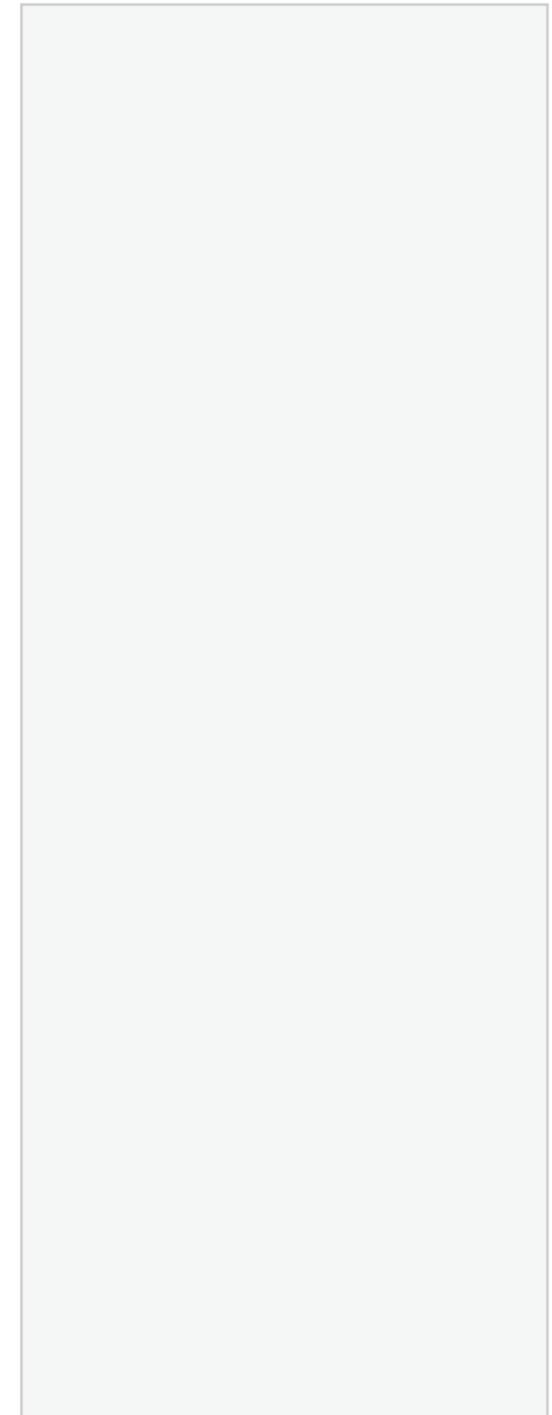
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						Home	My Profile	Logout
My Account	Serviceability	My Documents	Orders	Quotes	Billing	Incidents and Requests		

Incidents - Raise New Incident

Thank you, your Incident has been created. A member of our team will contact you shortly regarding this Incident.

Your Incident number is XXXXXXXXX.

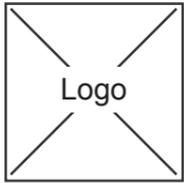
[Return to Incidents home page.](#)



Incidents > Permissions

These permissions need to be added to the permission matrix on the Add Customer and Edit Customer page under the Access Control section.

NOTE: All other area of these pages remain the unchanged.

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My Account	Serviceability	My Documents	Orders	Quotes	Billing	Incidents and Requests	

- 1 These permissions need to be added to Access Control list on the Add Customer and Edit Customer page under the Access Control section.
- 2 This permission needs to be deleted from the user Access Control.

Access Control

Permissions

- View/Search Incident
- Raise Incident
- Edit Incident
- View/Search Request
- Create Requests
- Edit Requests
- View Faults Portal 2

1

Save



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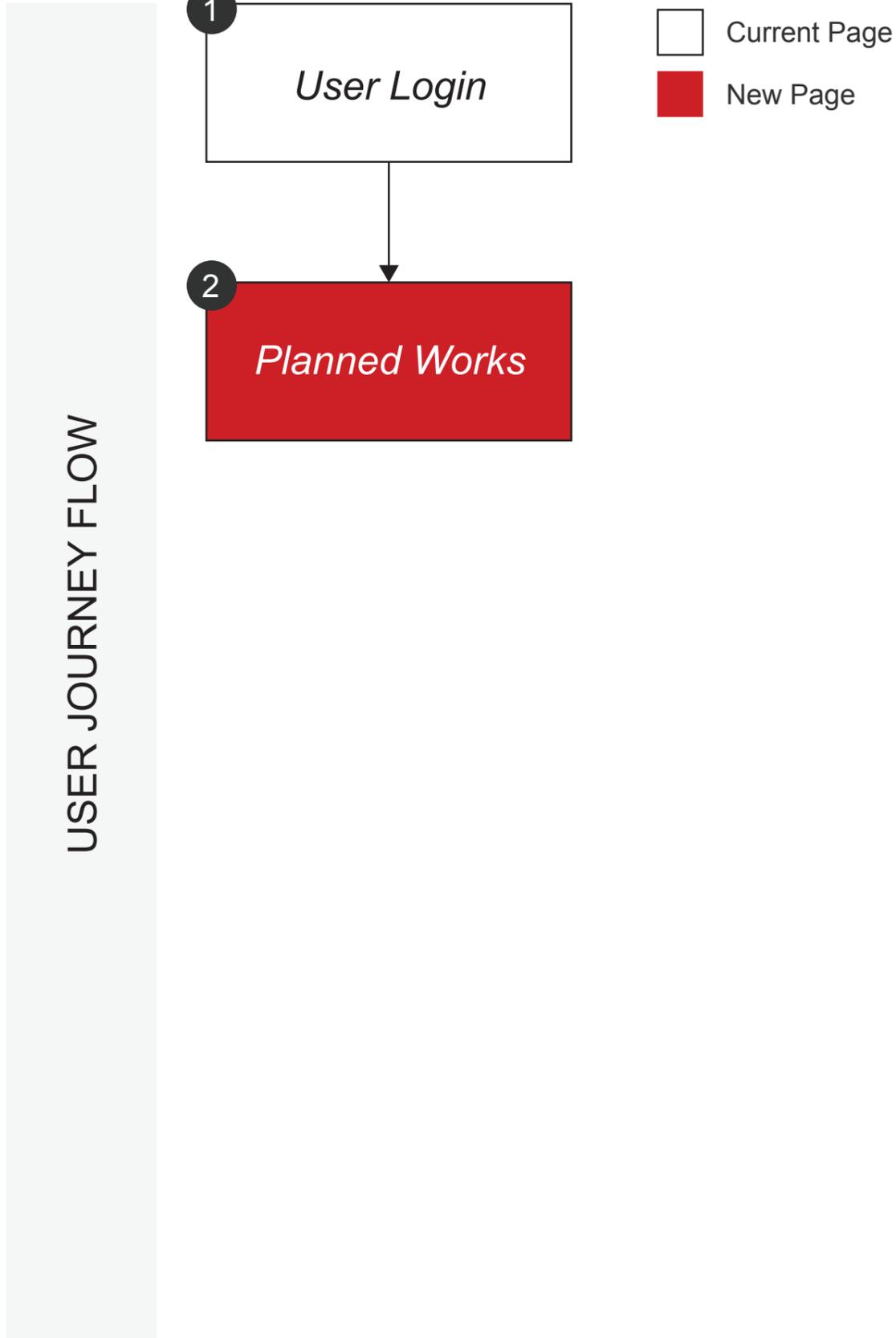
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Planned Works

The purpose of this document is show the wireframes and flows required to implement the online journeys for the planned works functionality.

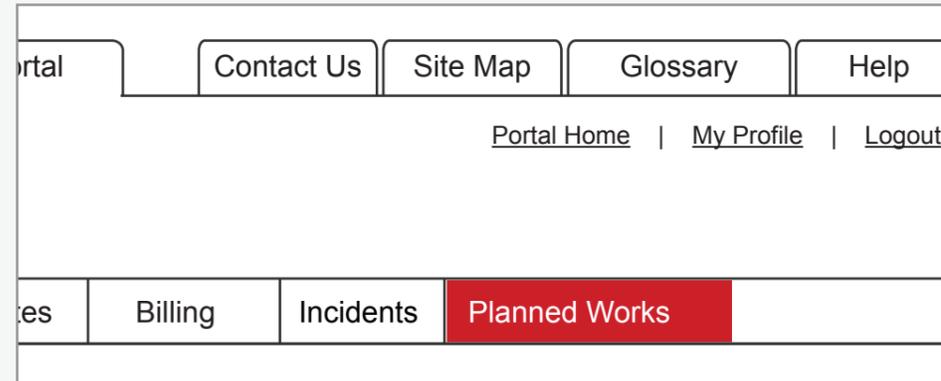
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Introduction



User Journey Flow

- 1 User successfully logs in to the Engage Portal
- 2 User selects Planned Works (or hovers to view drop down menu) in main portal navigation.

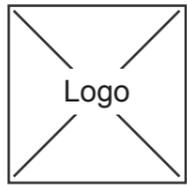


- 3 User selects Planned Works in sub navigation and is directed to appropriate page.



Planned Works

This page shows a list of all the Planned Works.

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						Home My Profile Logout	
						My Account	Serviceability

- 1 An accordion is used to display the planned works. By default the next nearest change is open on page load. Any unread works should appear in red the list.
- 2 If any planned works notices have not been read then the Planned Works tab in main navigaiton should appear RED.

2

1

Planned Works

Planned Works

Planned Works Reference	
Planned Works Summary	
Planned Works Reference	Data
Sites Affected	Data
Scheduled Start Date and Time	Data
Scheduled End Date and Time	Data
Expected Planned Works Duration	Data
Status	Data
Planned Works Reference	
Planned Works Reference	