

Network Manager Nodes
Module 1 -
Introduction to Nodes, IMPLs, & Quicks
User Guide
Version 1.08

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Networx Universal Customer Center Overview

SECTION

1

The Networx Universal Customer Center (NUCC) is a single source solution for fVerizon and fMCI tools. Access all of the tools you need to manage your network 24 X 7 with a single login.

- Create and track online orders for products and services.
- Create and track repair tickets online.
- Review and pay invoices online.
- Monitor and configure your inbound and outbound network.
- Report on network performance.

System Requirements

The system requirements vary per application. For a complete list of requirements, click the **What are the site software requirements?** link under *FAQs* on the sign in page. You can also access site requirements from **Help & Contact | FAQs** after signing in.

- PC Operating System: Windows XP, Microsoft® Internet Explorer 6.0 or later, Netscape 6.0 or later, Firefox 2.0.
- Mac Operating System: Mac OS X (10.2 or later), Safari 1.2, Firefox 2.0.
- The system requirements vary per application. For a complete list of requirements, click the **What are the software requirements for the Networx Universal Customer Center?** link under *Help* on the sign in page. You can also access site requirements from *Help & Contact/ Frequently Asked Questions* after signing in.

Network Manager Overview

Network Manager provides near real-time traffic management for both basic and advanced toll-free services. This is accomplished by providing definition and control of origination, routing, and termination features. Dynamically manage and configure inbound network resources.

- Provides a hierarchical view of network and routing options.
- Offers geographical routing, scheduled routing, load balancing, contingency planning, and call blocking.

Features and Benefits

- Construct, edit, and delete plans for greater routing flexibility.
- Implement alternate routing plans in response to changing requirements.
- Modify percent allocation and terminations within minutes.
- Track your order changes.

Review the Network Control System

SECTION

3

The Network Control System (NCS) is a group of interrelated hardware and software components that process orders placed in Network Manager.

The following three components form the NCS System:



Network Capabilities System (NetCap) provides near real-time processing of changes to your toll-free network. These changes transmit to NetCap via orders that you create using Network Manager.



Service Control Manager (SCM) links NetCap and the Data Access Points (DAPs). A continuous stream of database changes, including scheduled and recurring changes to the network, are sent from NetCap to the SCM through 56Kbps data links. The SCM translates the information that is sent to NetCap into switch language for the DAPs, and ensures that all three DAPs are synchronized with identical customer records.



Data Access Points (DAPs) store the call processing information used by Verizon switches to route calls. Verizon switches communicate with the DAPs for every call, receiving feature database information including routing, termination, and special handling instructions. Changes sent by the SCM to the three geographically dispersed DAPs take effect in near real-time. All of the DAPs are identical, from the hardware and software configurations, to the features databases they use. At least one DAP is always available for call processing functions, as each switch in the network is connected to the DAPs via six links, two per DAP.

Network Control System

The following steps outline the process followed by the NCS:

1. Enter an order into the Network Manager application.
2. The information is stored in NetCap.
3. The information is sent from NetCap to the SCM.
4. The SCM translates the order information into call processing language that the switch can understand.
5. The SCM sends the call processing information to each of the three redundant DAPs where it is stored until needed by a Verizon switch.
6. The switch requests information about call routing from one of the DAPs when a call is processed.

Analyze Nodes-Based Routing

SECTION

4

Nodes-Based Routing

- Provides flexibility when routing toll-free numbers.
- Requires no predetermined hierarchy.
- Utilizes reusable models, labels, and single-use value nodes.

Node

- A set of values that are connected by branches.
- Creates “decision points”, or call flow instructions, on a routing plan.
- Created when a model, value node, treatment, or termination is inserted into a plan.

Model (Reusable)

- Decision-based routing tree.
- Used in multiple routing plans or multiple nodes in one plan.
- Contains specific and default branches with like values in each branch.
- Can be edited and changes apply globally.
- Deleted by a monthly batch process if not in use for two consecutive months.

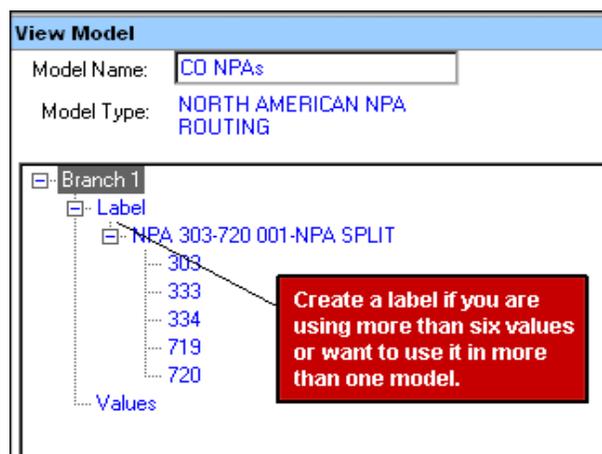


Figure 4-1: View Model

Analyze Node-Based Routing, cont'd

Label

- Group of values of the same type that is assigned to a branch in a model.
- Required if a branch contains more than six values.
- Used in multiple models.
- Can be edited and changes apply globally.
- Deleted after two months if not inserted in a model.

Value-Based Node

- Decision-based routing tree.
- Created during plan creation to define on-demand values.
- Single-use for the plan in which it is created.
- Can be edited within the plan.
- Can add more than six values to a branch, so labels are not needed.

Routing Node Types

Routing Node Types

- **CCR:** Country Code Routing
- **CLI:** Calling Line Identifier
- **CLR:** Calling Line Identifier Ranges
- **DOM:** Day of Month
- **DOW:** Day of Week
- **DOY:** Day of Year
- **LAT:** North American Lata Routing
- **NPA:** North American Numbering Plan Area (Area Code)
- **NXX:** North American Area Code and Exchange
- **OLT:** Originating Line Type
- **PCT:** Percent Allocation
- **PFX:** Prefix/City Code Routing
- **STA:** North American State Routing
- **TGP:** Trigger Point
- **TOD:** Time of Day
- **TRT:** Treatment
- **TRM:** Termination
- **RDN:** Route by Dialed Number
- **SDNIS:** Set DNIS
- **DAL:** DAL termination
- **TGT:** Target
- **GTO:** Go To
- **STR:** Structure - Reusable sub-section of routing plans
- **IGT:** IP Gateway Termination to access your Verizon VoIP application
- **WEB:** Web Center - access your Web Center Platform

Identify Details in the Navigation Tree

SECTION

5

The main navigation tree on the Network Manager *Home* page enables you to navigate and view the set, number, and plan details. When you initially enter Network Manager, the *Search* dialog appears enabling you to search for a Corp ID, Plan, Set ID, and number. It appears by default every time you open the application unless you disable this option. If you disable it, you can access it in the future by clicking the **Search** icon on the toolbar.

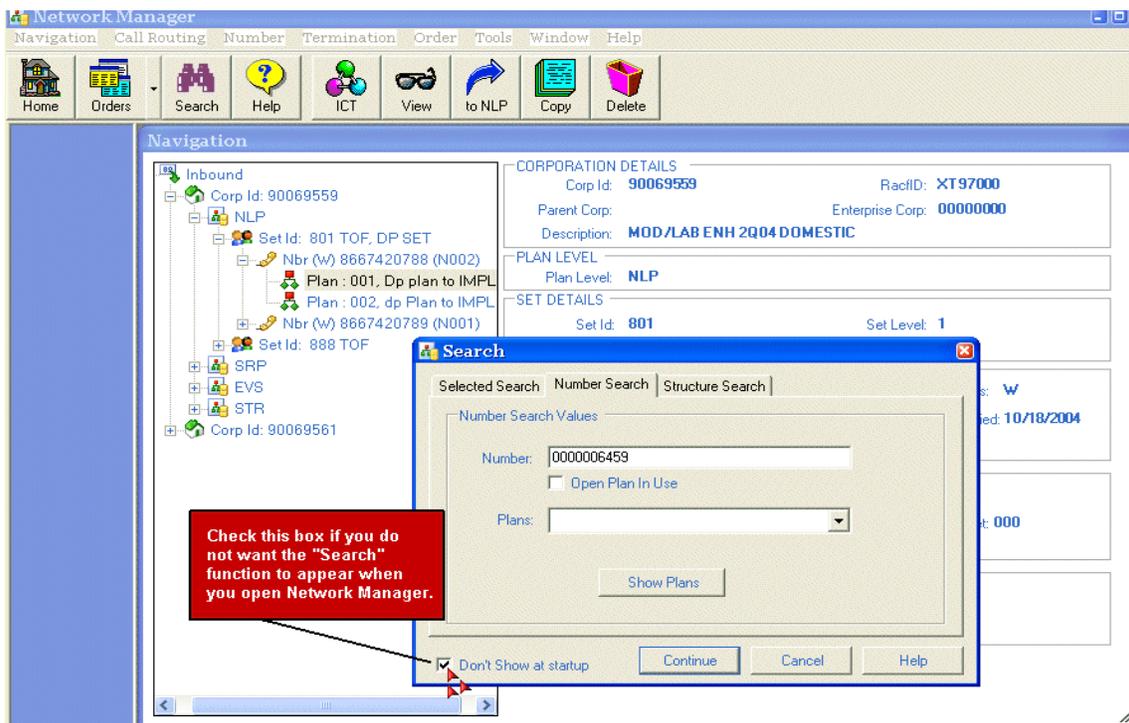


Figure 5-1: Search

1. Type in the number you want to locate in the *Number* field.
2. Click **Continue**. The number displays in the navigation.

-OR-

Click **Cancel** to navigate from the Corp ID.

Note: All other numbers are hidden if you use the search upon opening the application. Select **NLP** and click the **Refresh** icon to display all of the numbers and sets for that Corp ID.

Navigation Tree Node Details

Expand

1. Expand the **Corp ID** that contains the toll-free number, set, or plan with which you want to work.
2. Expand **NLP** to view sets of your toll-free numbers. A Number Level Plan (NLP) is used to route a single toll-free number.
3. Expand the **Set ID** that contains the toll-free number or plan with which you want to work. Set 888 contains all of the toll-free numbers in the corporate ID.
4. Expand the **Toll Free Number** to view your individual number level plans.

-OR-

Expand **SRP** to view your sets. A set is a grouping of toll-free numbers.

Expand a **Set** to view all of the super routing plans for that set. A Super Routing Plan (SRP) is used to route an entire set of numbers.

-OR-

Expand **EVS** to view your Enhanced Voice Services numbers.

Expand an **EVS** number to view Enhanced Call Routing (ECR) route plans for a number. Enhanced Voice Services (EVS) numbers are used for the Enhanced Call Routing (ECR) application within Network Manager.

-OR-

Expand **Structure** to view your structures. Structures are freestanding and reusable sub-sections of a routing plan.

Note: A Number Level Plan (NLP) is used to route a single toll-free number. A Super Routing Plan (SRP) is used to route an entire set of numbers. Enhanced Voice Services (EVS) numbers are used for the Enhanced Call Routing (ECR) applications within Network Manager. Structures are freestanding and reusable sub-sections of a routing plan.

Navigation Tree Node Details, cont'd

The *Home* page is the first dialog that appears when you open Network Manager. It enables you to view node details of any Corp ID node assigned to you. You can access components to view, add, edit, delete, validate, and submit routing plans associated with your Corp ID(s).

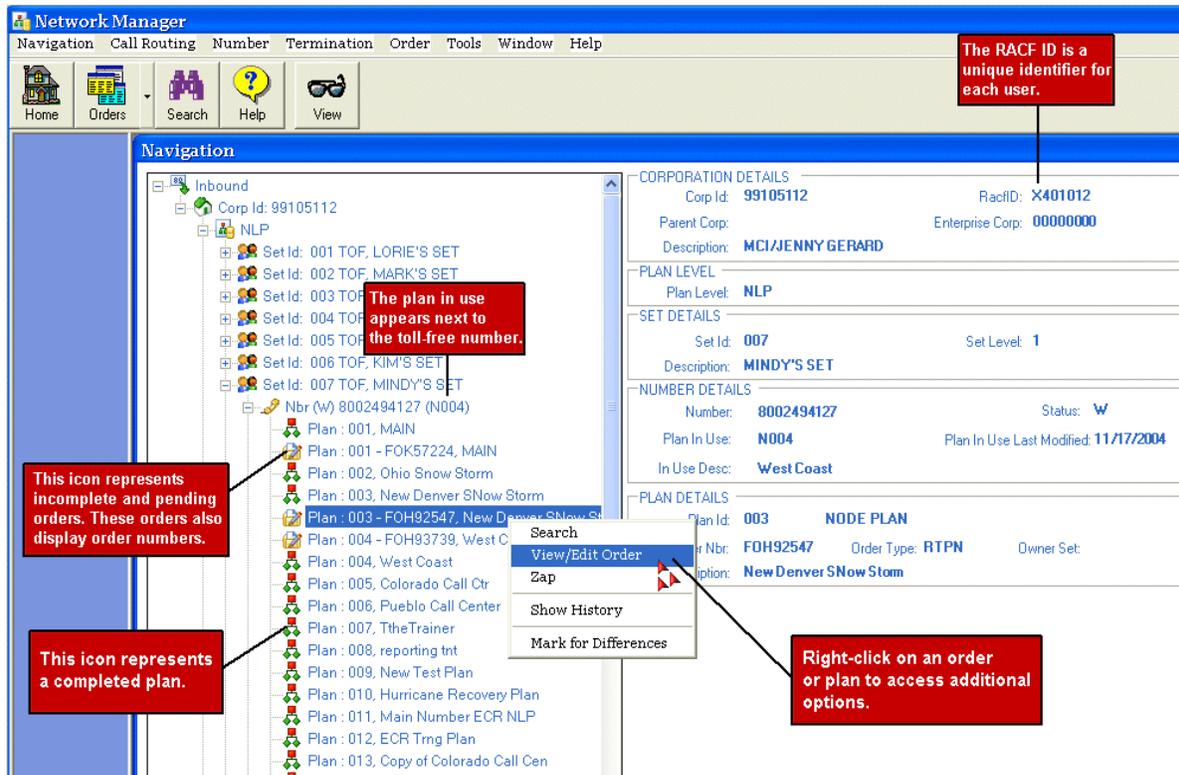


Figure 5-2: Home Page

Corporation Details

- Lists the Corp ID in which you are working.
- Lists the user's individual RACF ID.
- Provides a description.

Plan Level

- Indicates whether the selected plan is an NLP (Number Level Plan), SRP (Super Routing Plan), or an EVS (Enhanced Voice Services) plan.

Navigation Tree Node Details, cont'd

Set Details

- Lists the Set ID in which you are working.
- Displays the Set Level of the plan. Plans that are assigned to Set 888 are plan level 0. Plans assigned to a subset of Set 888 are set level 1.

Number Details

- Displays the toll-free number to which the plan is associated.
- Lists the number's status for which you are working: W (Working), R (Reserved), D (Disconnected), S (Suspended), H (Held), and A (Assigned).
- Shows you the "Plan In Use" along with the description, or plain language name that you assigned to the plan.
- Displays the date that the plan was last modified.

Plan Details

- Displays the details for any plan selected.
- Displays the Plan ID.
- Indicates whether the plan is a Nodes-Based plan or a Classic plan.
- Displays "In Use" if the selected plan is in use.
- Displays the order number, order type, and owner set for any pending orders.
- Displays the description (plain language name you assigned to your plan) and the date it was last modified.

View and Print a Plan

SECTION

6

You can view and print nodes-based plans. This is useful before editing or implementing a plan.

1. Select the plan you want to view from the navigation tree on the left side of the *Home* page.
2. Click the **View** icon on the toolbar. The *Routing Plan Maintenance* dialog appears.

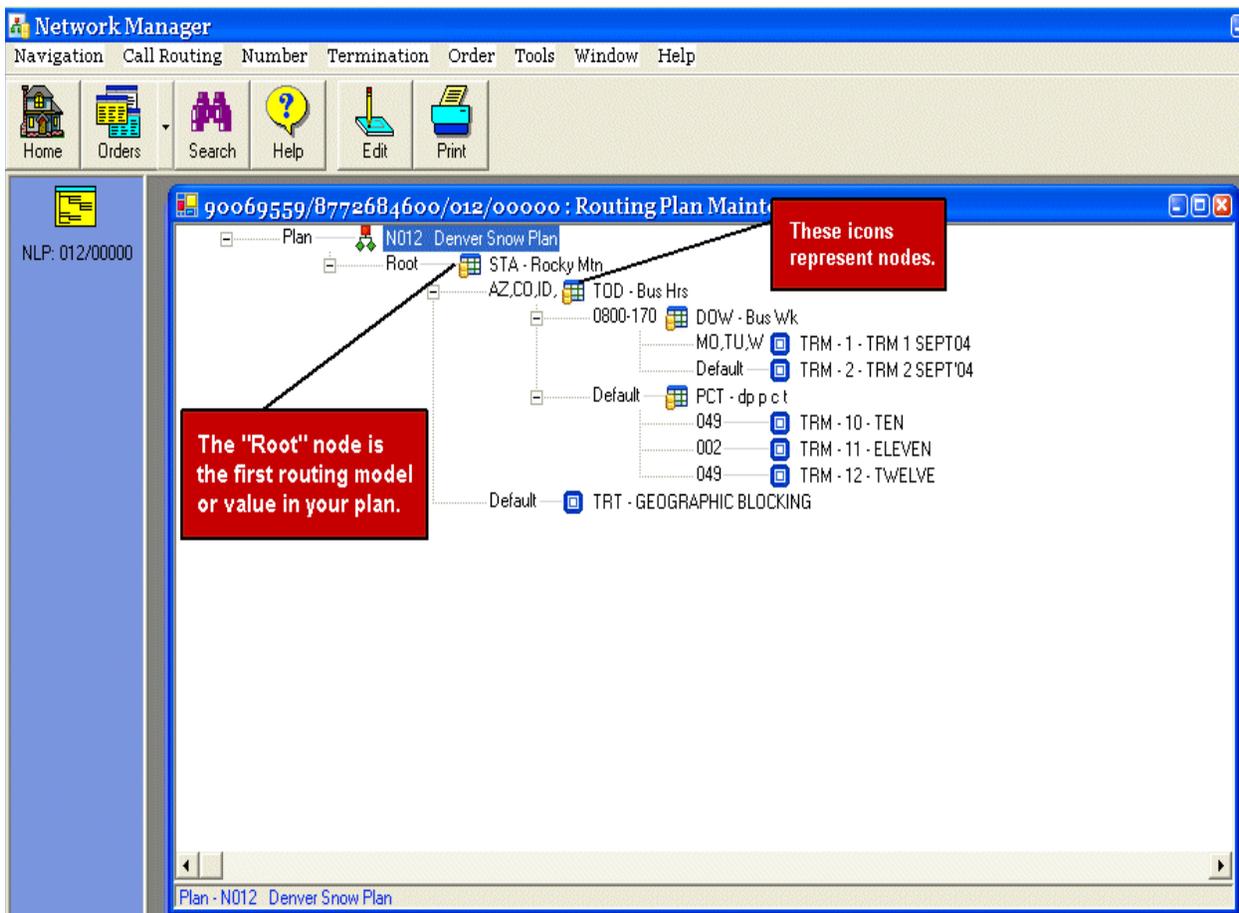


Figure 6-1: Routing Plan Maintenance

3. Click the **Print** icon on the toolbar to print the tree view diagram.

View Plan Details

The *Plan Details* dialog enables you to view the options you selected when you created the plan. You can change the plan name or time zone by right-clicking on the plan name and selecting **Change Plan** (refer to Module 2 for instructions on changing a plan).

1. Select the **Plan Description** from the *Routing Plan Maintenance* dialog.
2. Right-click and select **View**. The *Plan Details* dialog appears showing the routing features that are in use for this plan.

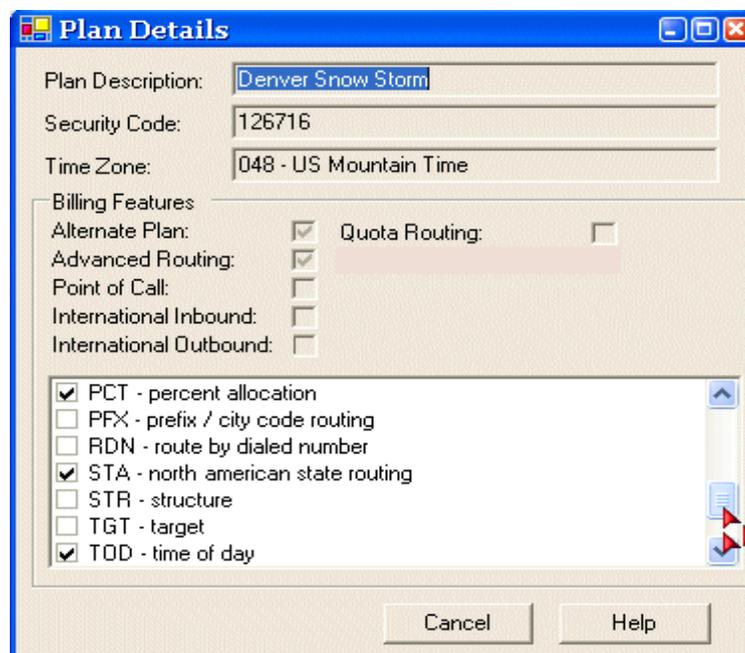


Figure 6-2: Plan Details

3. Click **Cancel**. The *Routing Plan Maintenance* dialog reappears.

Note: Each plan has a unique security code that cannot be changed. Routing support may use this to certify user access to plans.

View the Details of a Parent or Child Node

Network Manager enables you to view the values of a parent or child node.

1. Select the node you want to view from the *Routing Plan Maintenance* dialog.
2. Right-click and select **View**. The *View Model* dialog appears.
3. Select a branch.
4. Right-click and select **View Label** to see the values on a label.

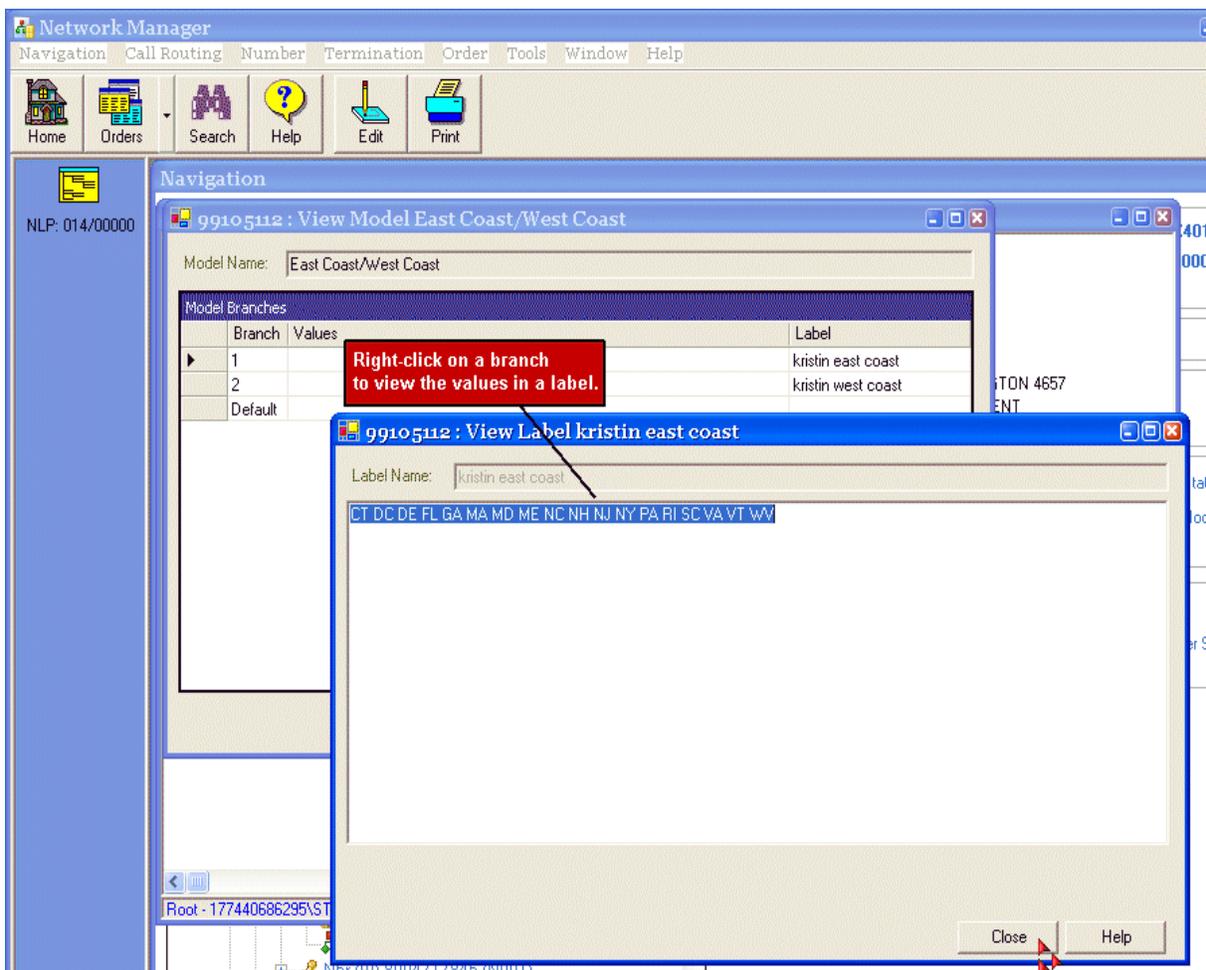


Figure 6-3: Model Details

5. Click **OK** to return to the *Routing Plan Maintenance* dialog.

View Termination Details

The *Termination Details* dialog has a four-tab structure that enables you to view Detail, Automatic Number Identification (ANI), Dialed Number Identification Service (DNIS), and Outbound details of a selected termination during plan viewing, creation, or editing. You can also see the details of DAL terminations in your plan.

1. Select the termination you want to view.
2. Right-click and select **View**. The *Termination Details* dialog appears.

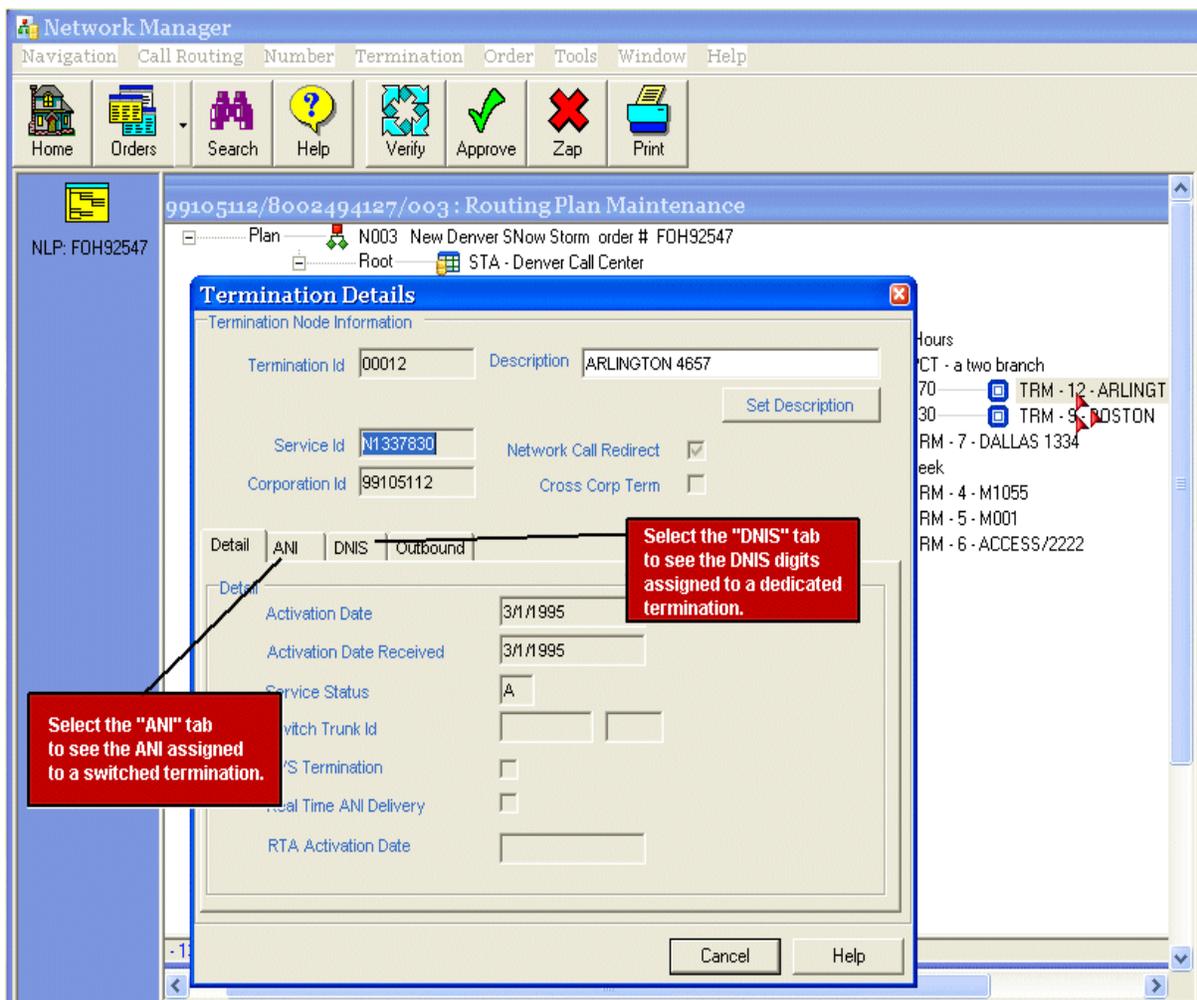


Figure 6-4: Termination Details

3. Click **Cancel**. The *Node Routing Maintenance* dialog reappears.

View Termination Details, cont'd

Termination Details

| | |
|-------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Termination Node Information | Displays the Termination ID and Description, Service ID, the termination's Corp ID, indicator for a Cross Corp Term, and Network Call Redirect (NCR). |
| Detail Tab | Displays the activation date, service status, switch trunk ID, Enhanced Voice Services (EVS) termination, and real-time ANI (RTA) delivery of your selected termination. |
| ANI Tab | Displays the country code and 10-digit ANI outdial for a switched termination. |
| DNIS Tab | Displays the DNIS digits assigned to a dedicated termination in the prefix digits field, or the reuse length that is being out-pulsed. |
| Outbound Tab | View international outbound country codes and freephone details. |

View a Structure

You can view a structure in a plan while in *View* mode.

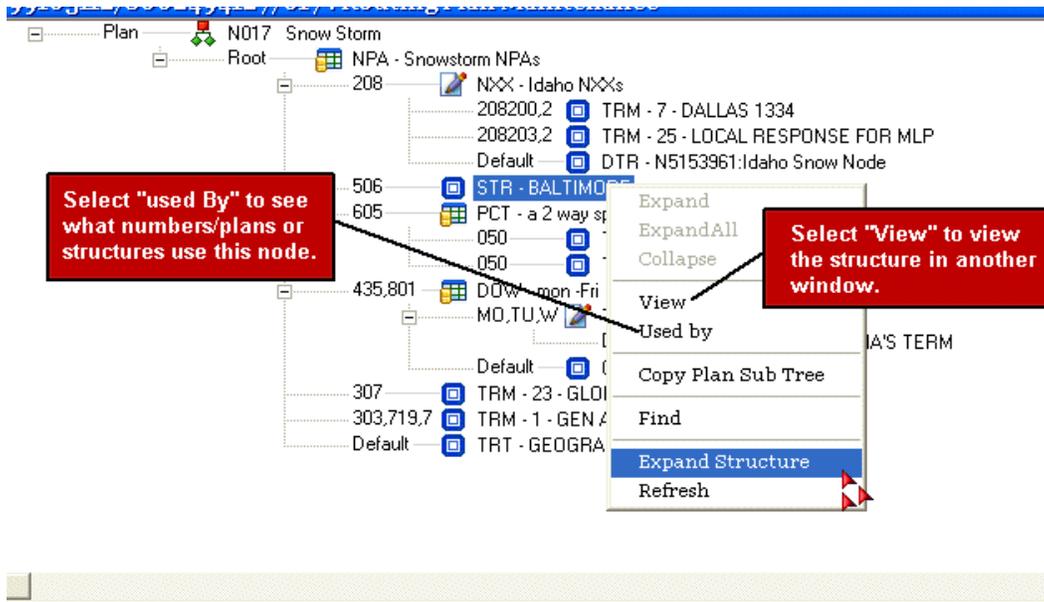


Figure 6-5: Routing Plan Maintenance

1. Select the **STR** node.
2. Right-click and select **Expand Structure**. The structure appears.

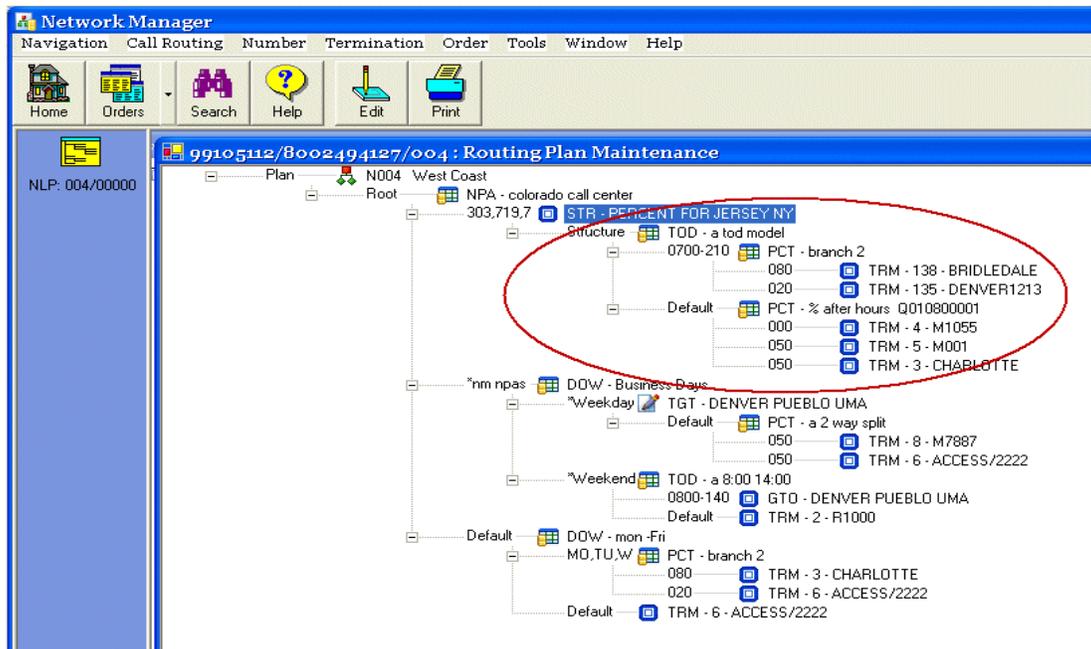


Figure 6-6: Routing Plan Maintenance

Implement a Plan

SECTION

7

Implement a plan to make it the active routing for the toll-free number, or schedule it to make it active at a future date and time.

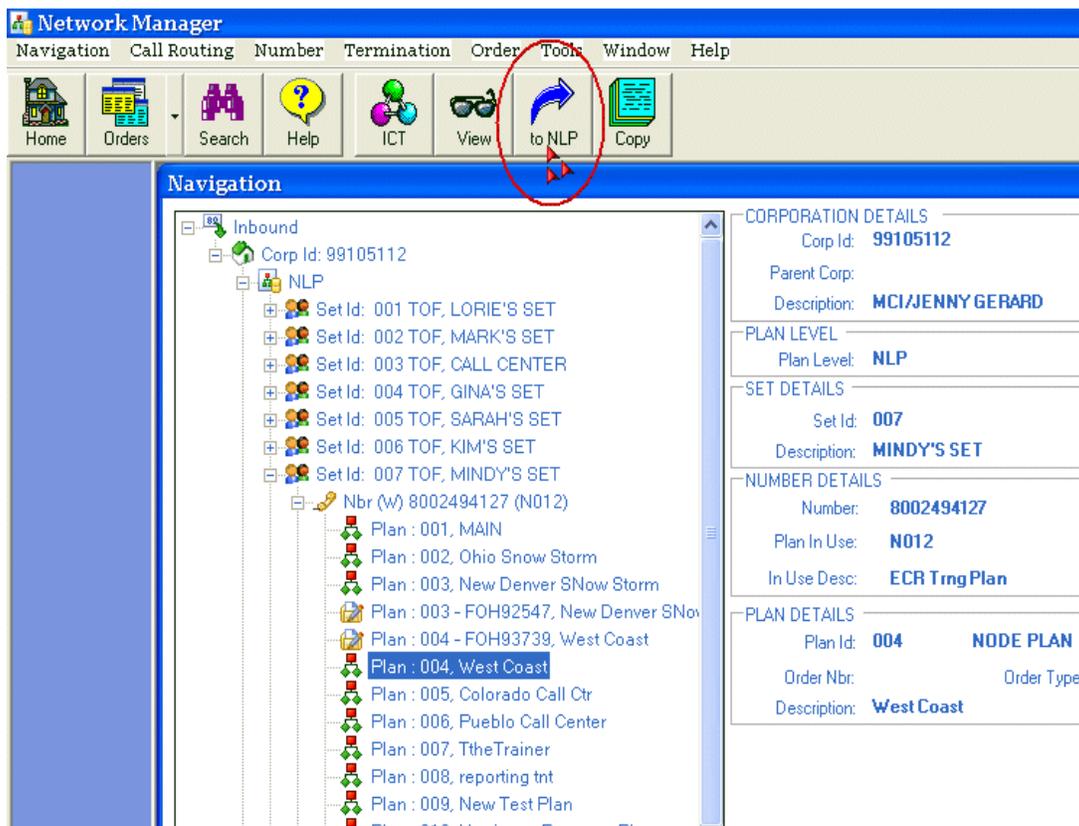


Figure 7-1: Home Page

1. Expand the Corp ID, NLP, Set ID, and toll-free number.
2. Select the plan you want to implement.
3. Click the **to NLP** icon on the toolbar. The *Implement the Toll Free Number...* dialog appears.

Note: The time zone preferences for implementations and rollbacks reflect your PC clock settings. The plan reflects the time zone selected during plan creation.

Implementation Details

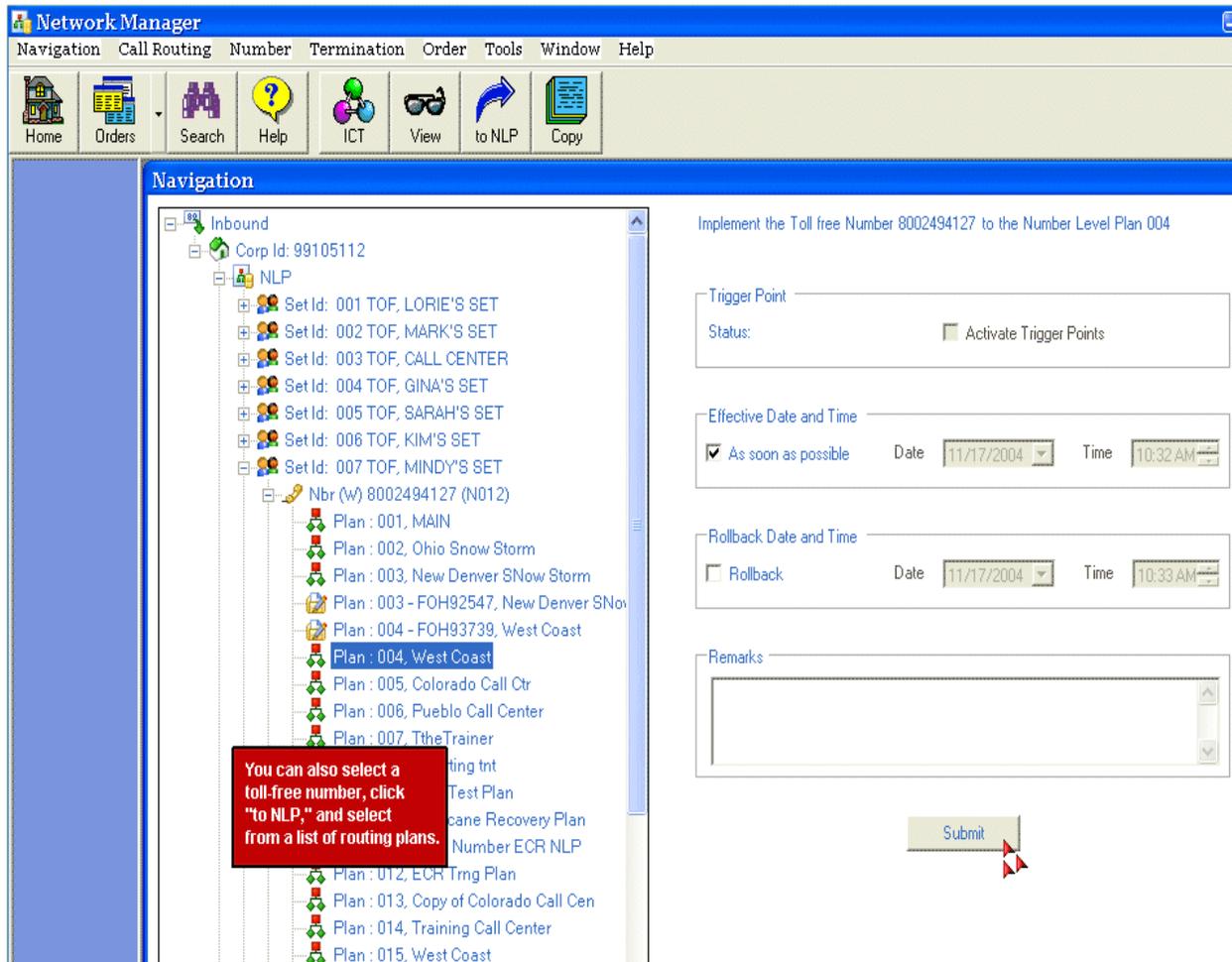


Figure 7-2: Implementation Details

4. Select **Activate Trigger Points** in the *Trigger Point* section to activate trigger points when the plan is implemented. This option is only available if Trigger Points are in the plan.
5. De-select the **As soon as possible** option and select the date and time you want from the *Effective Date and Time* field if you want the plan to implement in the future.
6. Select the **Rollback** option and date and time for the rollback from the *Rollback Date and Time* section if you want to return to the current “plan in use.”
7. Click **Submit**. The *Results of the IMPL request* dialog appears (next page).

Implement Order Results

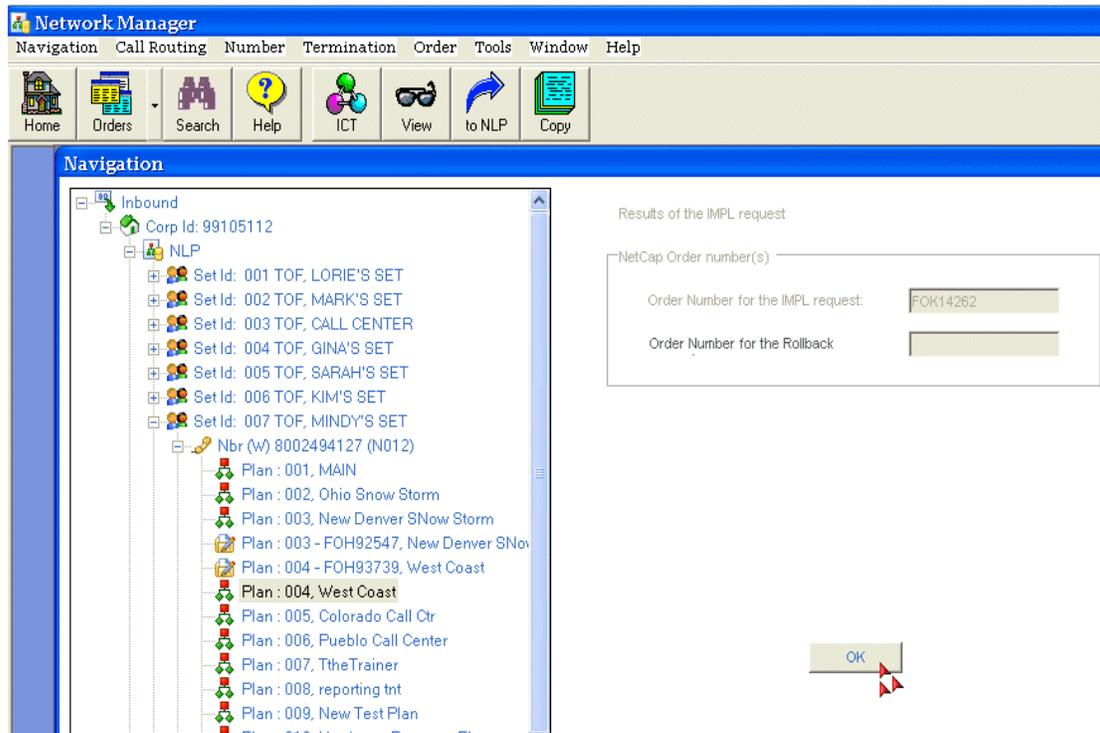


Figure 7-3: Result of the IMPL request

8. Click **OK** in the *Results of the IMPL request* dialog to return to the *Home* page.
9. Select the Set level on the navigation tree.
10. Click the **Refresh** icon on the toolbar to see the results of your implementation in the navigation tree.

For Your Information

- These implementation steps are valid if you select the **to NLP** icon on the toolbar after selecting a plan. You can also select the toll-free number you want to implement, click **to NLP**, select a plan from the list, and perform steps 4-8.
- Using the rollback option creates a second order with a second order number.
- You can right-click on the plan from the navigation tree on the *Home* page to activate or deactivate trigger points (if they are in the plan).

Perform Quick Percent Allocations and Termination Changes

SECTION

8

Network Manager enables you to adjust percent allocations in real-time through the *Quick* function. The *Quick* function also enables you to replace, add, and delete terminations, treatments, and change DAL terminations in your routing plan.

Perform a Quick

Quicks are available only for the “plan in use” for a toll-free number, set, or structure, and changes your routing immediately.

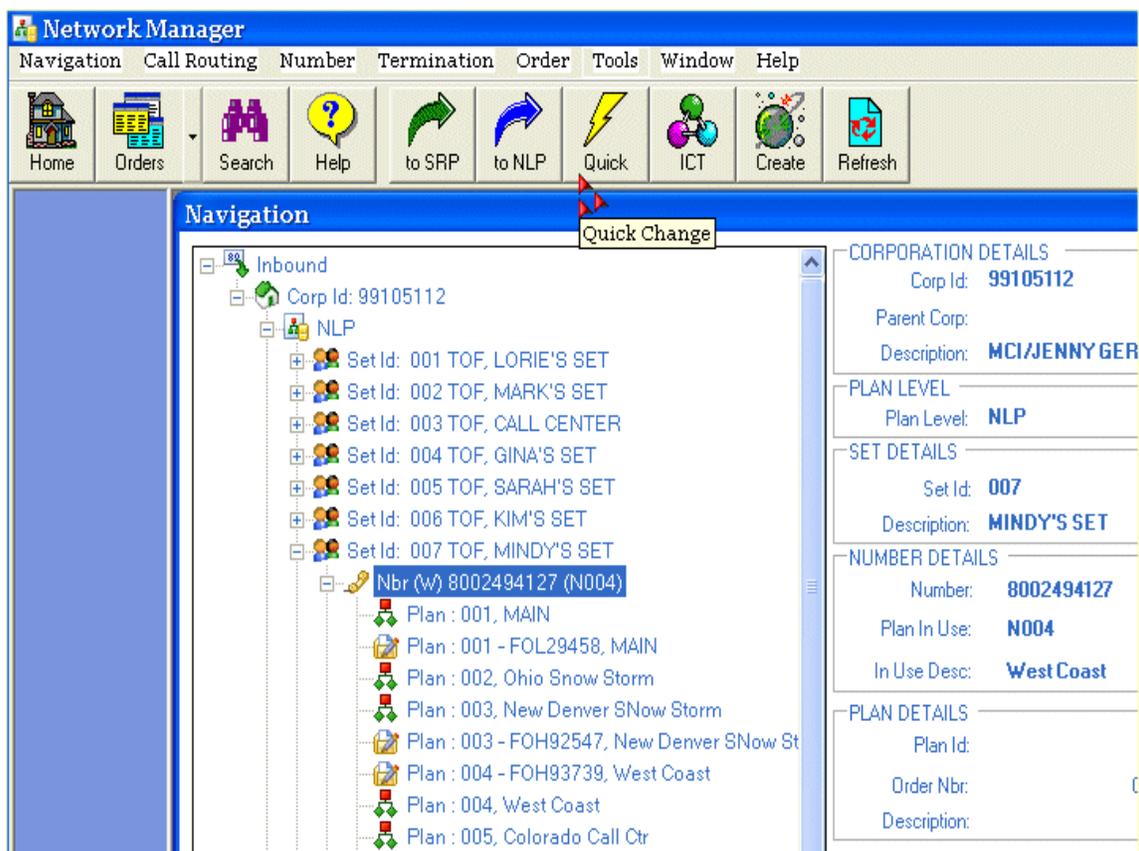


Figure 8-1: Home Page

1. Select a toll-free number, set, or structure for which you want to adjust the percent allocation.
2. Click the **Quick** icon on the toolbar. The *Routing Plan Maintenance* dialog appears.

Change the Percent Allocation

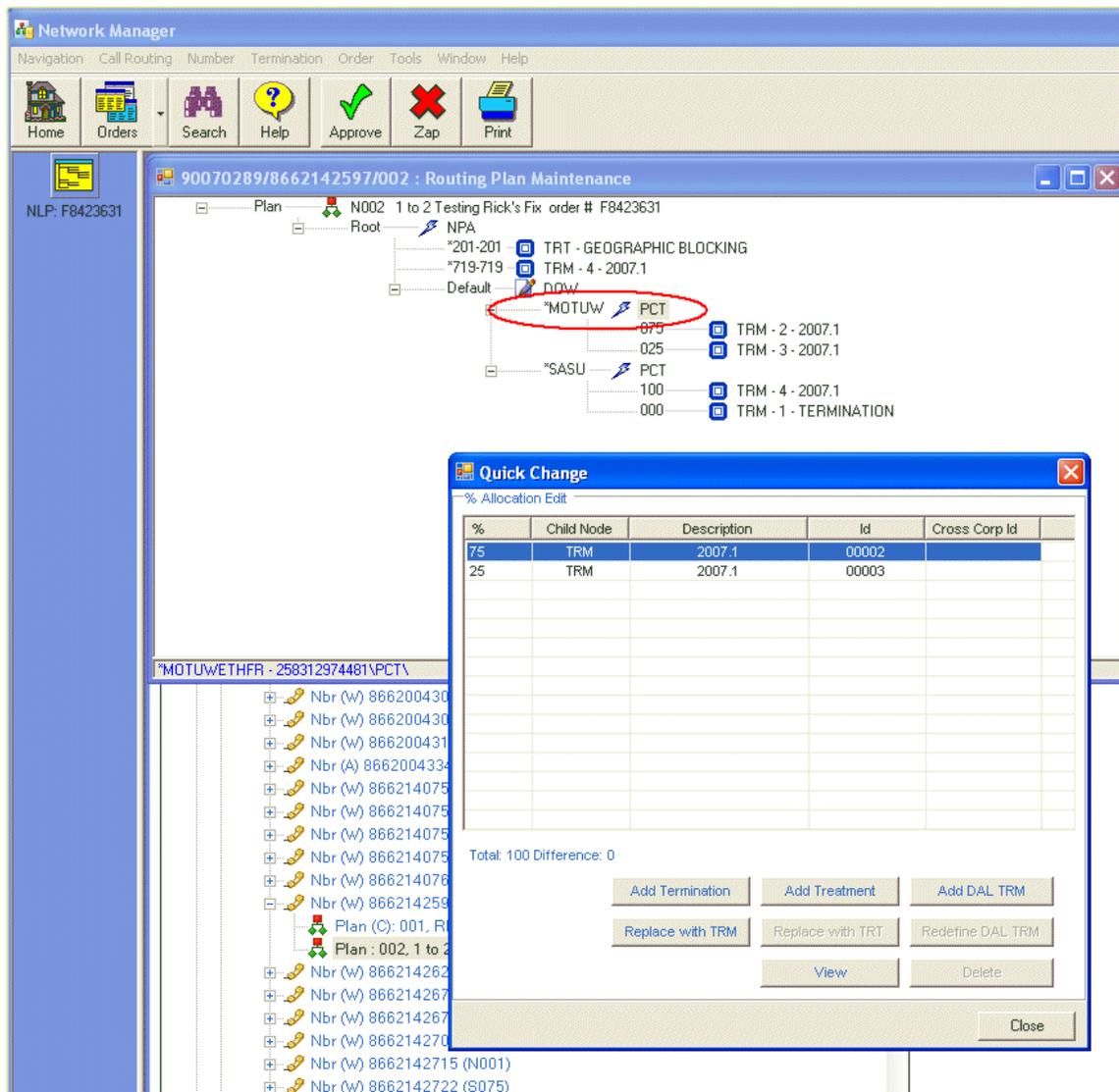


Figure 8-2: Routing Plan Maintenance - Quick Change

3. Double-click the lightning bolt on the branch you want to change a percent node. The *Quick Change* dialog automatically appears.
4. Double-click the termination you want to adjust.
5. Type the new percentage in the % column.
6. Repeat steps 3-5 to adjust percentages for multiple nodes or terminations.
7. Click **Close**. The *Routing Plan Maintenance* dialog reappears.
8. Click the **Approve** icon on the toolbar. The *Submit Quick* dialog appears.

Set a Rollback Date and Time

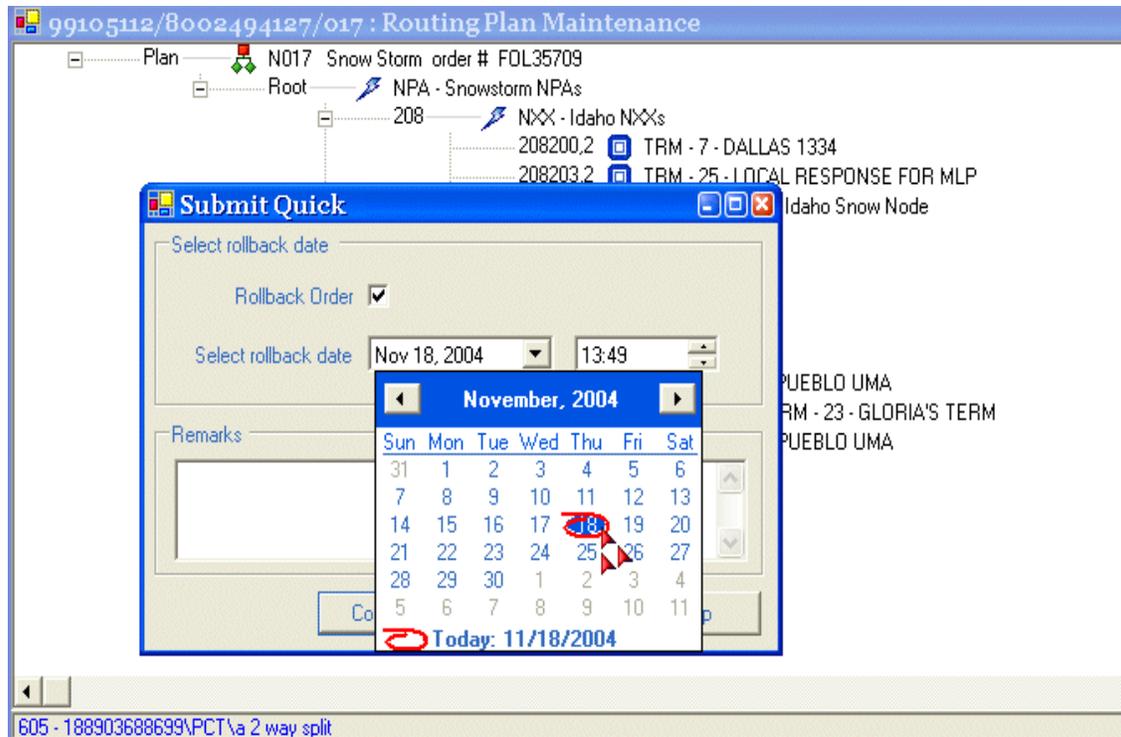


Figure 8-3: Submit Percent Allocation Change

9. Type remarks in the *Remarks* field, if applicable.
10. Click **Continue** to permanently save and complete the percent allocation change.

-OR-

Check the **Rollback Order** option to go back to the original percent allocation and termination(s) at a later date.

Select a date and time from the *Select rollback date* drop-down lists.

Note: You can only perform a *Quick* percent allocation and termination change to the plan in use. Use the *Edit* function to change features in plans that are not in use or that you want to schedule for future deployment.

Replace a Termination

1. Select a toll-free number from the navigation tree on the *Home* page.
2. Click the **Quick** icon on the toolbar. The *Node Routing Plan Maintenance* dialog appears.
3. Double-click the lightning bolt on the branch where you want to change the termination. The *Quick Change* dialog appears.

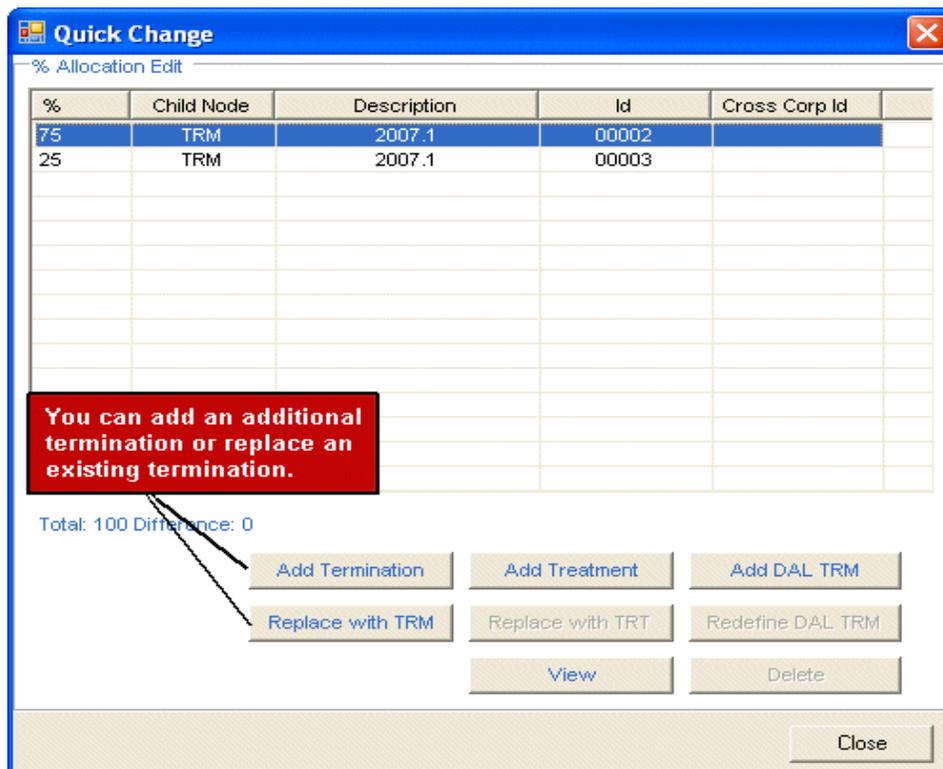


Figure 8-4: Quick Change

4. Select the termination you want to replace.
5. Click **Replace with TRM**. The *Lterm Select* dialog appears.

Note: You cannot add or delete additional branches to a percent model through the *Quick* function if there is a pending order against the plan.

Termination Selection (Quick)

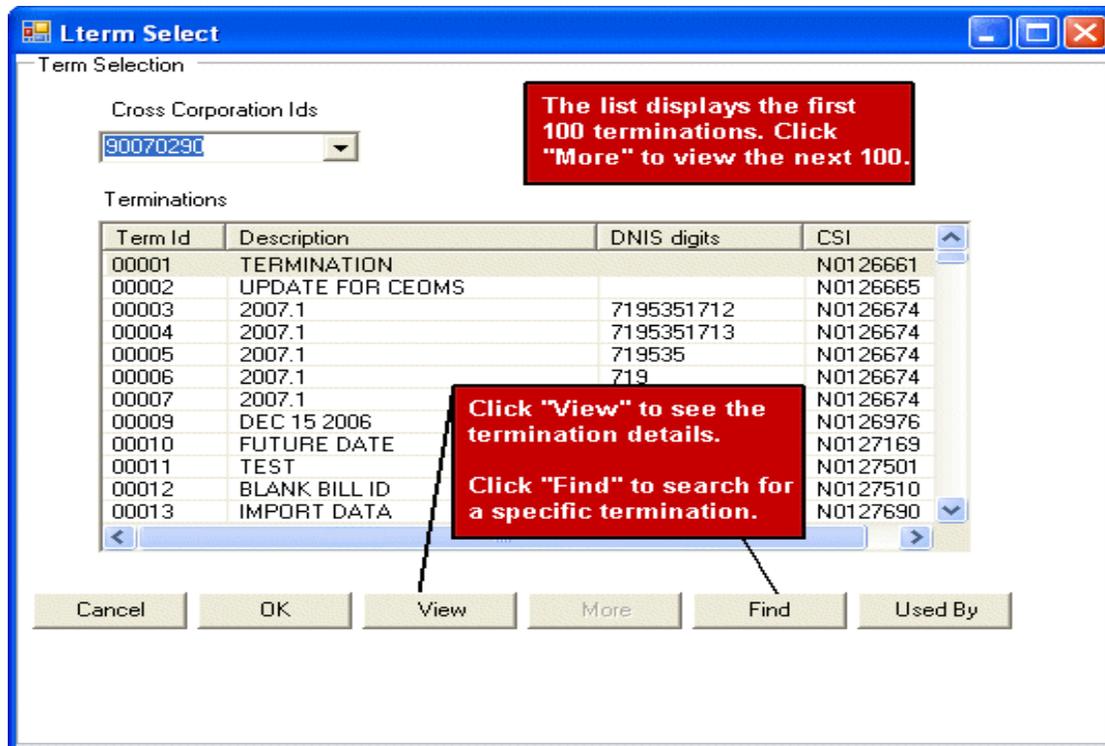


Figure 8-5: LTerm Select

6. Select the replacement termination.
7. Click **OK**. You are returned to the *Quick Change* dialog.
8. Click **Close**. The *Routing Plan Maintenance* dialog reappears.
9. Click the **Approve** icon on the toolbar. The *Submit Quick* dialog appears.
10. Click **Continue** to permanently save and complete the termination(s) changes.

-OR-

Check the **Rollback Order** option to go back to the original percent allocation and termination(s) at a later date.

Select a date and time from the *Select rollback date* drop-down lists.

11. Click **Continue**.

Add a Termination (Quick)

1. Select a toll-free number from the navigation tree on the *Home* page.
2. Click the **Quick** icon on the toolbar. The *Routing Plan Maintenance* dialog appears.
3. Double-click the lightning bolt on the branch where you want to change the termination. The *% Allocation* dialog appears.

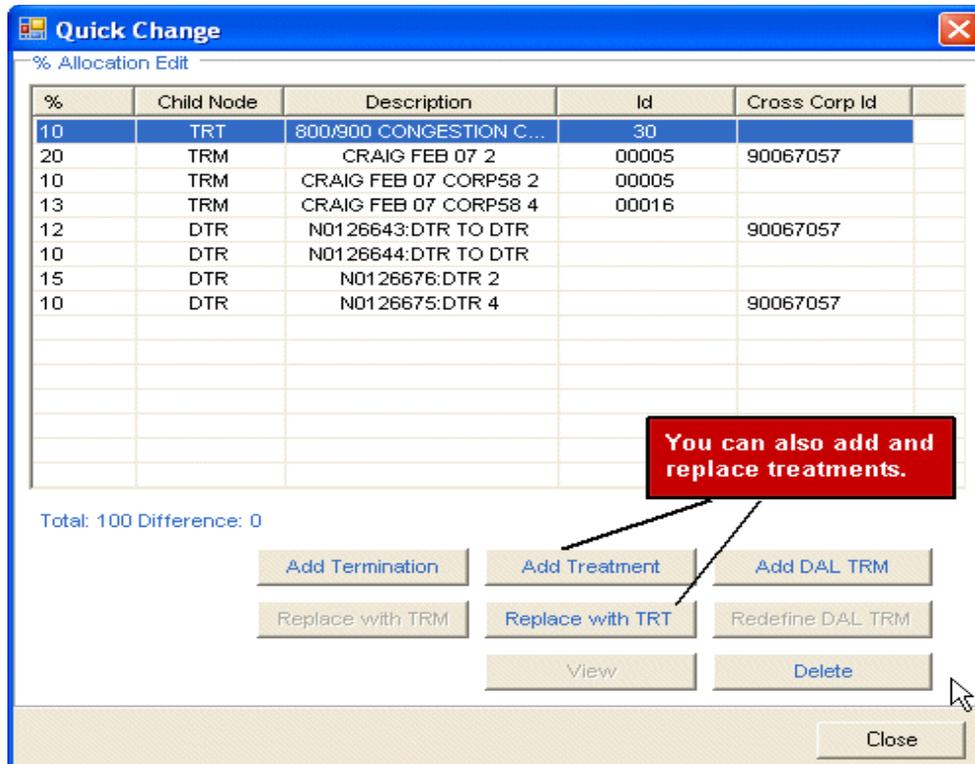


Figure 8-6: Quick Change

4. Click **Add Termination**. The *LTerm Select* dialog appears.
5. Select a termination.
6. Click **OK**. The *Quick Change* dialog reappears showing the new termination.
7. Repeat steps 4-6 to add more terminations.
8. Type the percentage of traffic you want to route to the termination.
9. Adjust the percentages for other terminations until it totals 100.
10. Click **Close**. The *Routing Plan Maintenance* dialog reappears.
11. Click the **Approve** icon on the toolbar.

Add a Termination, cont'd

12. Click **Continue** to permanently save and complete the termination(s) changes.

-OR-

Check the **Rollback Order** option to go back to the original percent allocation and termination(s) at a later date.

Select a date and time from the *Select rollback date* drop-down lists.

Redefine a DAL Termination

1. Select a toll-free number from the navigation tree on the *Home* page.
2. Click the **Quick** icon on the toolbar. The *Routing Plan Maintenance* dialog appears.
3. Double-click the lightning bolt on the branch where you want to change a DAL termination. The *Quick Change* dialog appears.

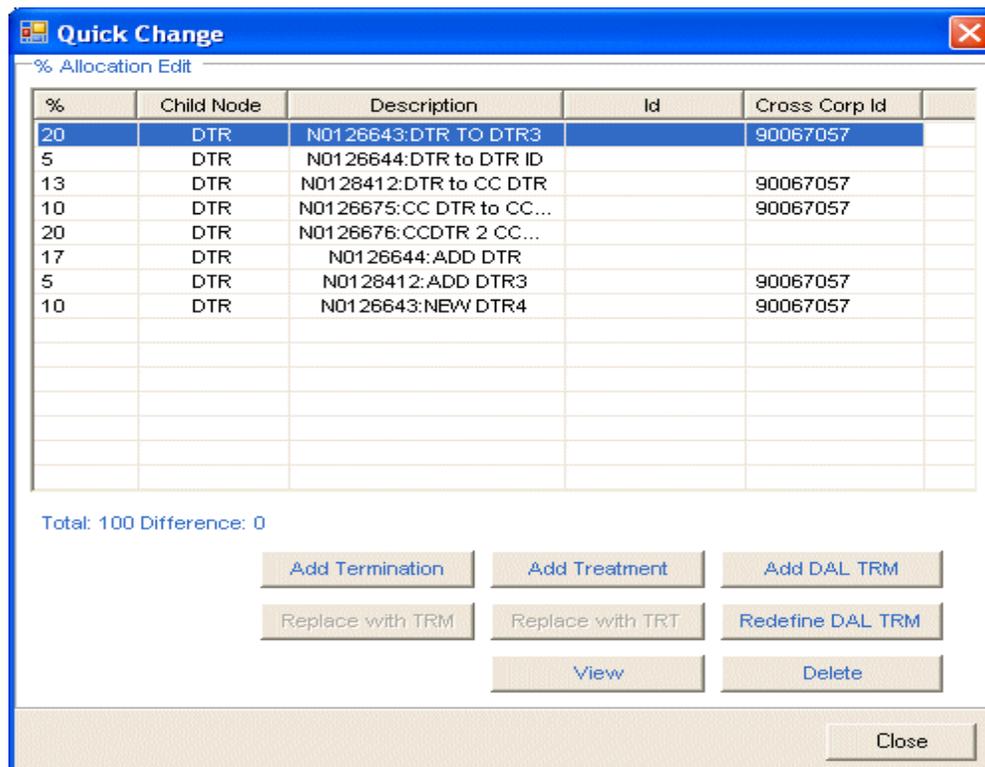


Figure 8-8: Quick Change - Redefine a DAL Termination

4. Select the DTR you want to redefine.
5. Click **Redefine DAL TRM**. The *DAL Termination Node* dialog appears.

Redefine a DAL Termination, cont'd

The screenshot shows a dialog box titled "DAL Termination Node". It contains a "Node Information" section with the following fields and values:

- Node Name: ADD DTR33
- Cross Corp: 90067057
- Service Id: N0128412
- DNIS Prefix: 158474587
- DNIS Reuse Length: 4
- DNIS Reuse Base: (empty)

Additional options include "Override NCR DNIS" (unchecked), "Min Len: 1", and "Max Len: 15". The dialog has "OK", "Cancel", and "Help" buttons at the bottom.

Figure 8-9: DAL Termination Node - Redefine a DTR

6. Select the Cross Corp from the *Cross Corp* drop-down list, to change the corporation you are terminating, if applicable.
7. Select the Service ID from the *Service ID* drop-down list, to change the dedicated trunk group you are terminating, if applicable.
8. Type your DNIS digits in the *DNIS Prefix* field, to change the DNIS, if applicable.
9. Type a reuse length in the *DNIS Reuse Length* field, if applicable.
10. Click **OK**. The *Quick Change* dialog reappears.
11. Click **Close**. The *Routing Plan Maintenance* dialog reappears.
12. Click the **Approve** icon on the toolbar. The *Submit Quick* dialog appears.
13. Click **Continue** to permanently save and complete the termination(s) changes.

-OR-

Check the **Rollback Order** option to go back to the original percent allocation and termination(s) at a later date.

Select a date and time from the *Select rollback date* drop-down lists.

14. Click **Continue**.

Limited Quick

Through security entitlements (Module 3 Section 9), your company administrator can set restrictions on users to limit them to *Quick* changes only. The Limited (Super) Quick function enables you to change the percent allocation for a Number, EVS, SRP, or Structure but restricts termination changes. Users designated as “percent only” have all other options disabled (the buttons are still there, but inactive).

1. Select a toll-free number, set, or structure for which you want to adjust the percent allocation.
2. Click the **Quick** icon on the toolbar. The *Routing Plan Maintenance* dialog appears.
3. Select a percent node. The *Quick on Pending Order* dialog automatically appears.

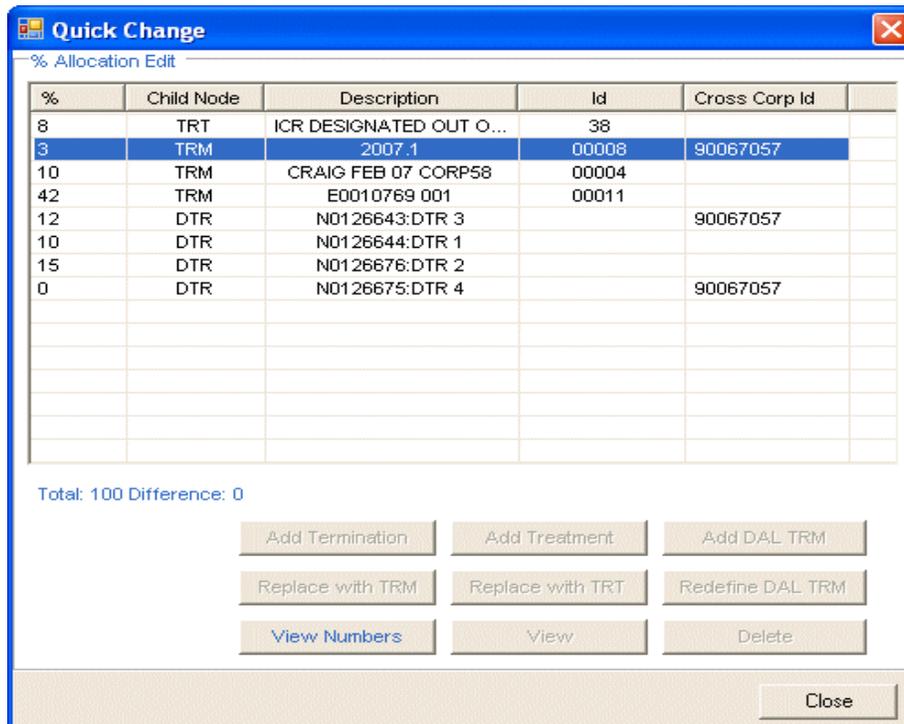


Figure 8-10: *Quick Change*

4. Double-click the termination you want to adjust.
5. Type the new percentage in the % column.
6. Repeat steps 4-5 to adjust percentages for multiple nodes or terminations.
7. Click **Close**. The *Routing Plan Maintenance* dialog reappears.

Limited Quick, cont'd

- Click **Approve**. The *Submit Quick* dialog appears.

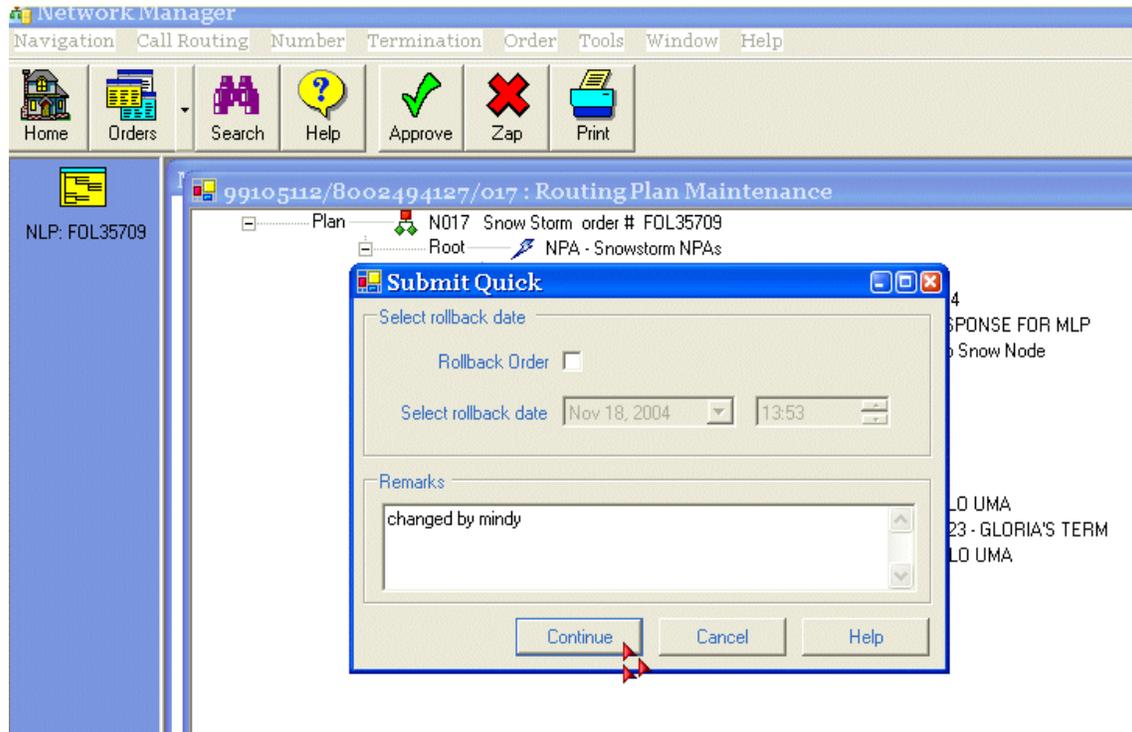


Figure 8-11: *Submit Quick* with Pending Order

- Type remarks in the *Remarks* field, if applicable.
- Click **Continue**. The *Home* page reappears.

Note: Users can be restricted to the Limited Quick function and make only Quick percent changes based on their security profile. Contact your administrator to establish this security setup.

Perform a Quick from the Integrated Call Tree (ICT)

The Integrated Call Tree (ICT) enables you to view your plans in one view and execute quick percent allocations. Plans that are built using ICT features (voice nodes) **do not** have this option available.

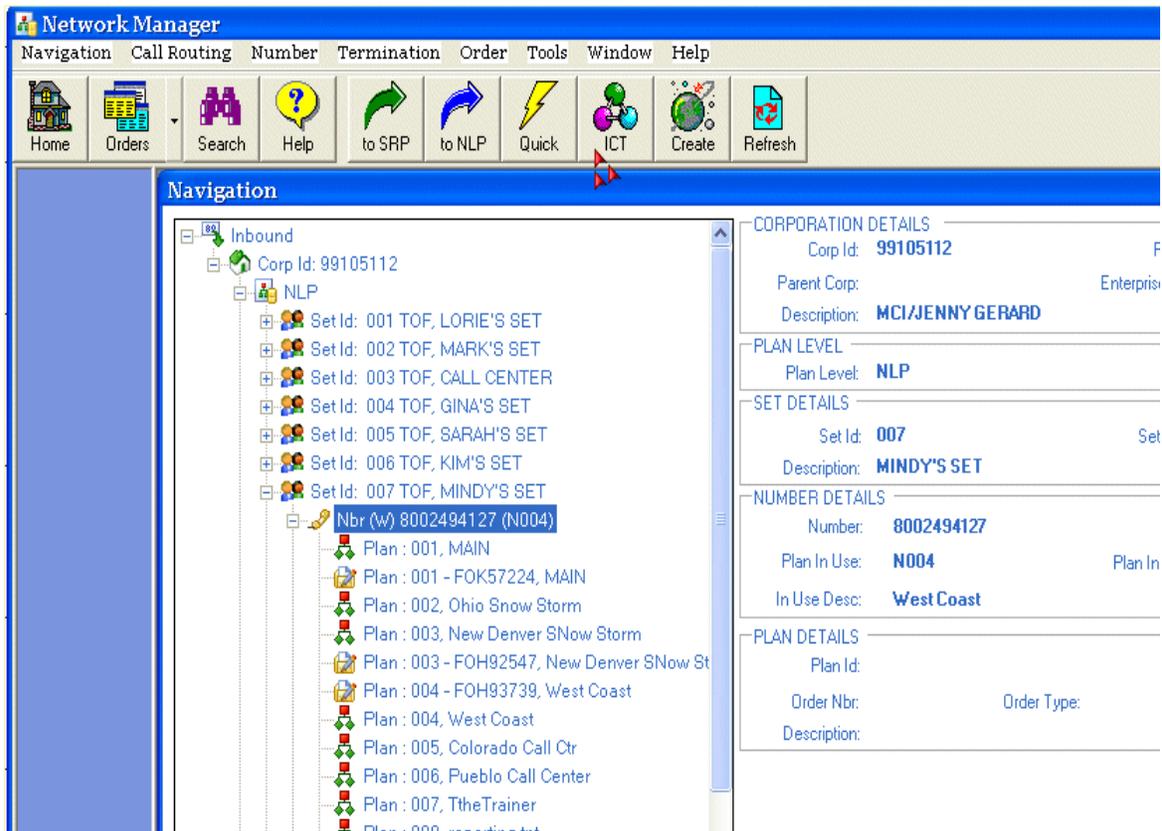


Figure 8-12: Home Page

1. Select a toll-free number or plan from the *Home* page.
2. Click the **ICT** icon on the toolbar. The *ICT* dialog appears.

Note: You can only perform Quicks on the plan in use. You are in view only mode when viewing alternate routing plans in ICT.

Perform a Quick from the ICT, cont'd

All of your percent allocated terminations are highlighted. You can change the percentage for each percent allocation node, if applicable.

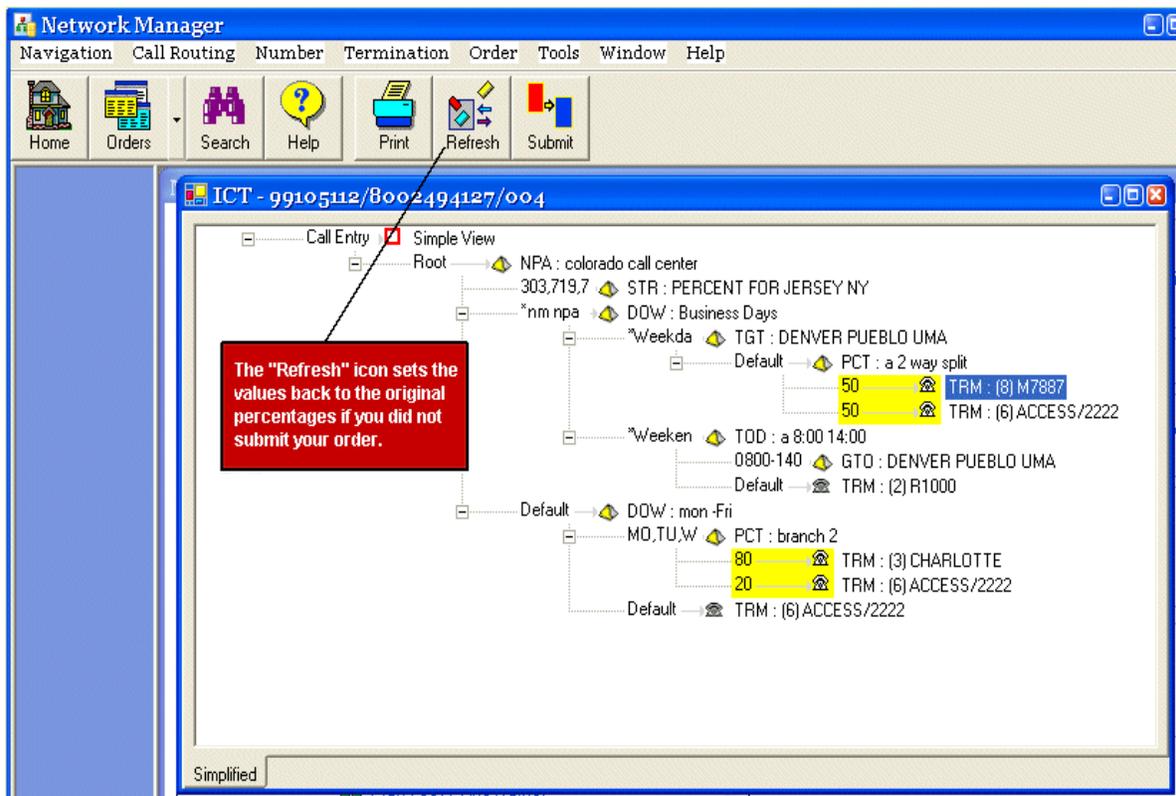


Figure 8-13: ICT

3. Double-click the highlighted termination for which you want to change the percentage allocated.
4. Type the percent.
5. Press **Enter**.
6. Repeat steps 3-4 until the percentages equal 100.
7. Click **Submit**. The *Quick Orders* dialog appears showing the toll-free number and the progress.

Shortcuts: **F2** toggles between percent allocation branches in the same model. **F3** jumps to the next percent allocation model in your plan.

Submit an ICT Quick Order

The *Quick Order* dialog displays the toll-free number, Plan ID, Order #, and Action. When it shows that your order was successful in the *Action* column, you can go to *Order Maintenance* to make sure it is complete.

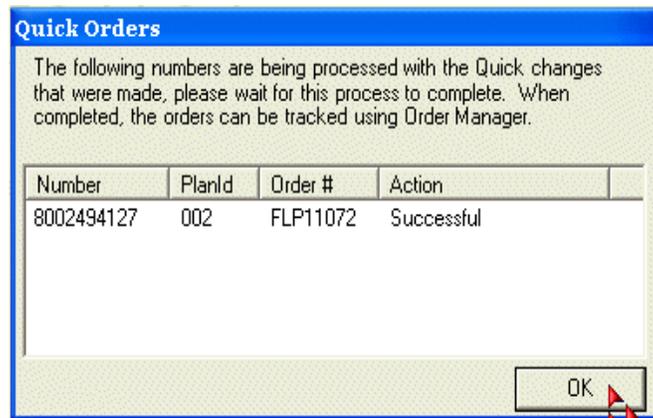


Figure 8-14: *Quick Orders*

8. Click **OK** when the process is complete. The *ICT* dialog reappears.
9. Click the **Home** icon on your toolbar to return to the *Home* page.
10. Select the toll-free number and click the **Refresh** icon on the toolbar to make sure your order is complete.

View Plan History and Compare

SECTION

9

You can view the order history for a plan as well as compare order differences. This enables you to view what changes were made to a plan and how it was routed before the changes were made.

View the Order History for a Plan

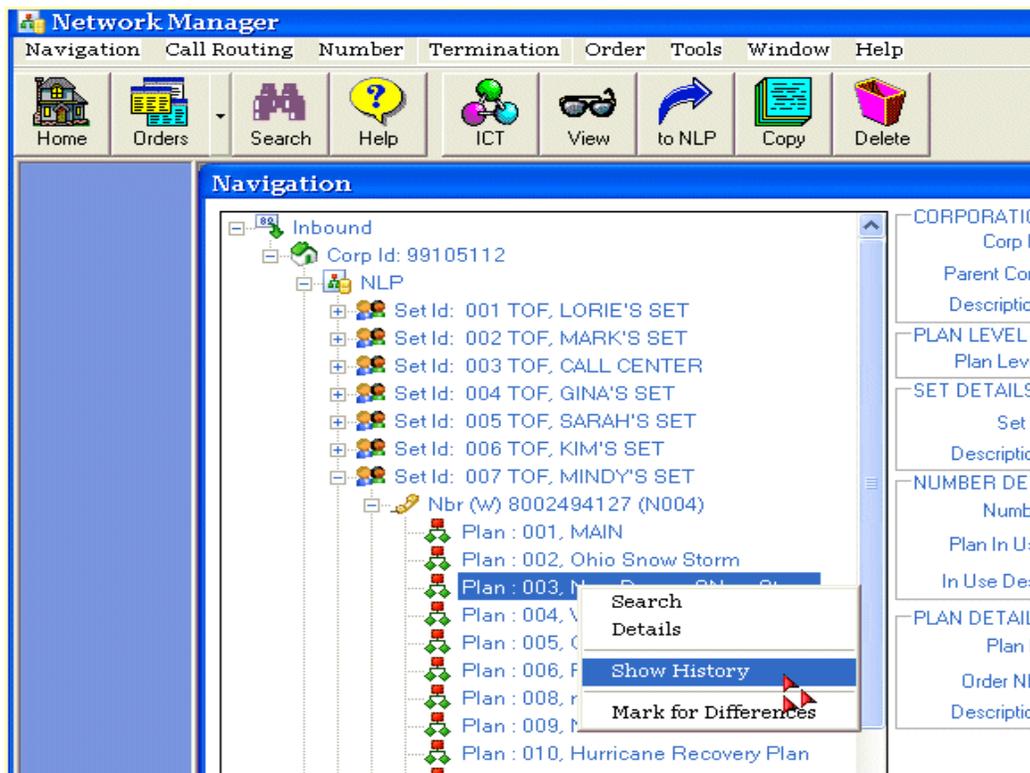


Figure 9-1: Home Page

1. Select a plan from the navigation tree on the *Home* page.
2. Right-click and select **Show History**. The *Order List* dialog appears.

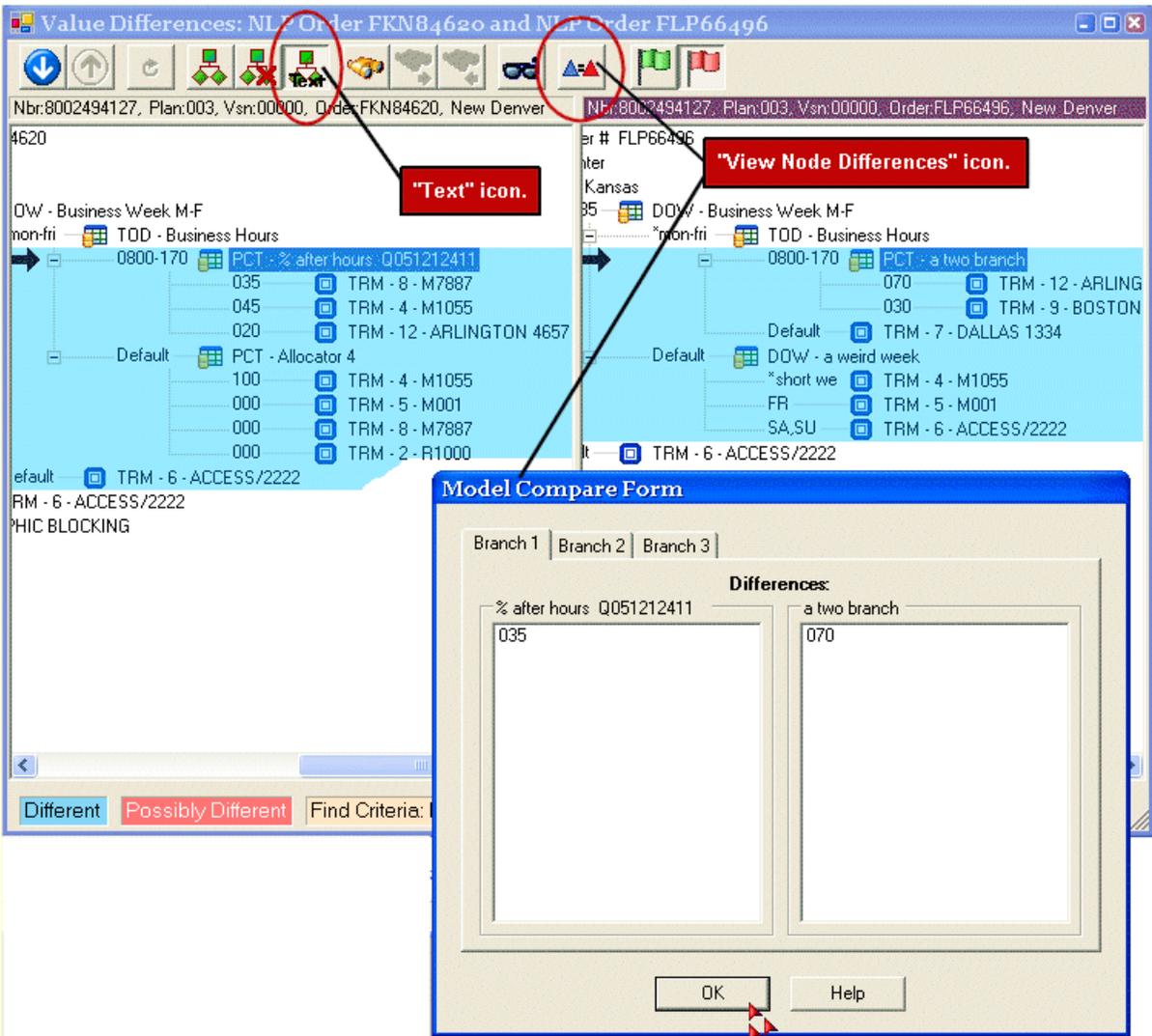


Figure 9-3: Order Differences

1. Click the **Text** icon to view the values/labels on the plan branches.
 - **Blue** - Shows the differences.
 - **Pink** - Indicates that there are possible differences. If you select a pink branch, it verifies whether or not there are differences. For example, you could have changed a model to a value-based node but not the name, which would cause it to be listed as a “possible” difference.
 - **White** - No differences.
2. If there are differences, select the branch on each order and click the **View Node Differences** icon. The difference for each branch appear in the *Model Compare Form* dialog.

Order Differences Toolbar

The following example describes each icon on the *Order Differences* toolbar.

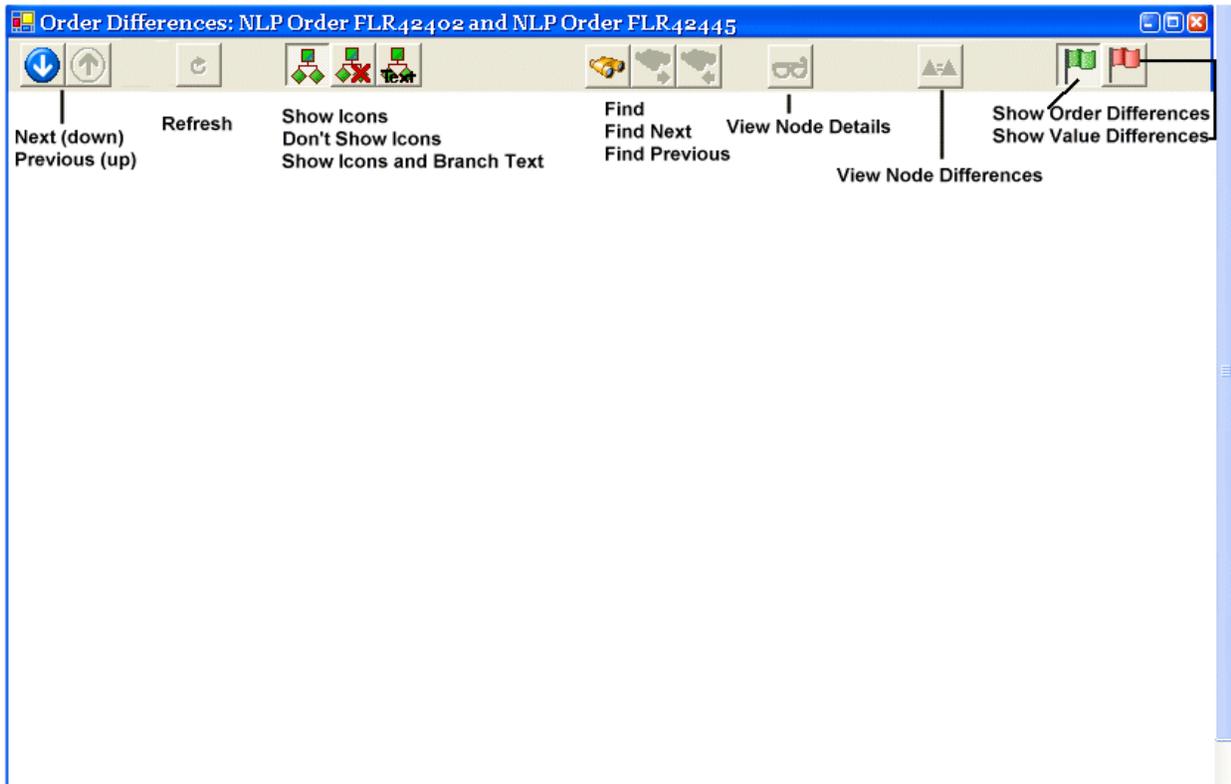


Figure 9-4: *Order Differences*

Note: Refer to page 9-6 for the definitions of *Order* and *Value* differences.

Plan Compare

You can compare two plans to view the differences between them.

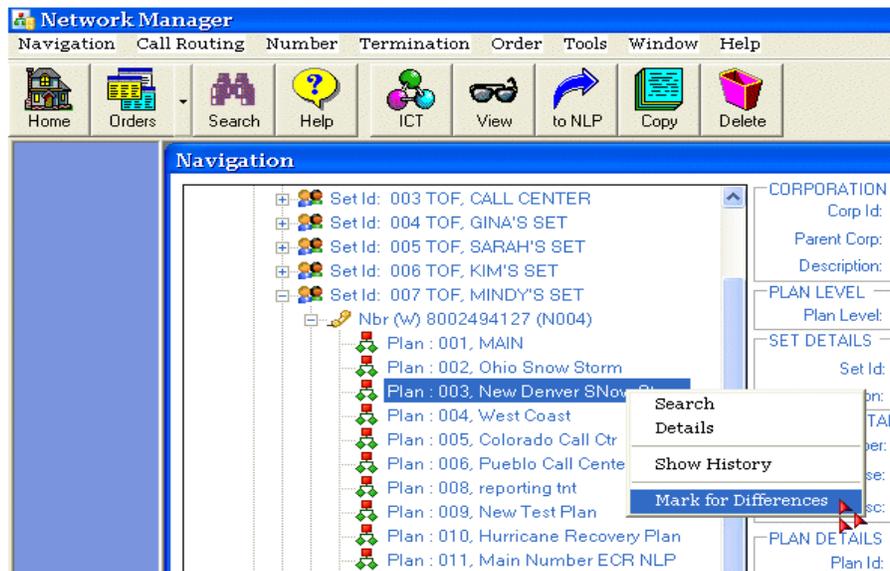


Figure 9-5: Home Page

1. Select a plan from the navigation tree on the *Home* page.
2. Right-click and select **Mark for Differences**. The plan becomes highlighted.

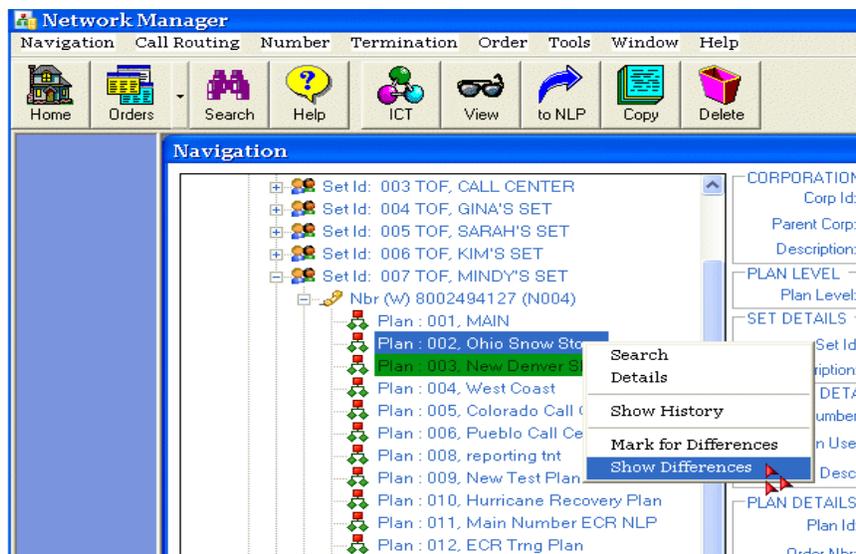


Figure 9-6: Show Differences

3. Select the second plan you want to compare.
4. Right-click and select **Show Differences**. The *Value Differences* dialog appears.

Plan Compare

Order Differences (green flag icon)- displays any differences in your plan even if they did not impact the values or the values did not change, i.e. changing the name of a branch.

Value Differences (red flag icon)- displays any values you changed in the plan. If there was only a name change, it would look like there were no differences because no values were changed (would be no blue).

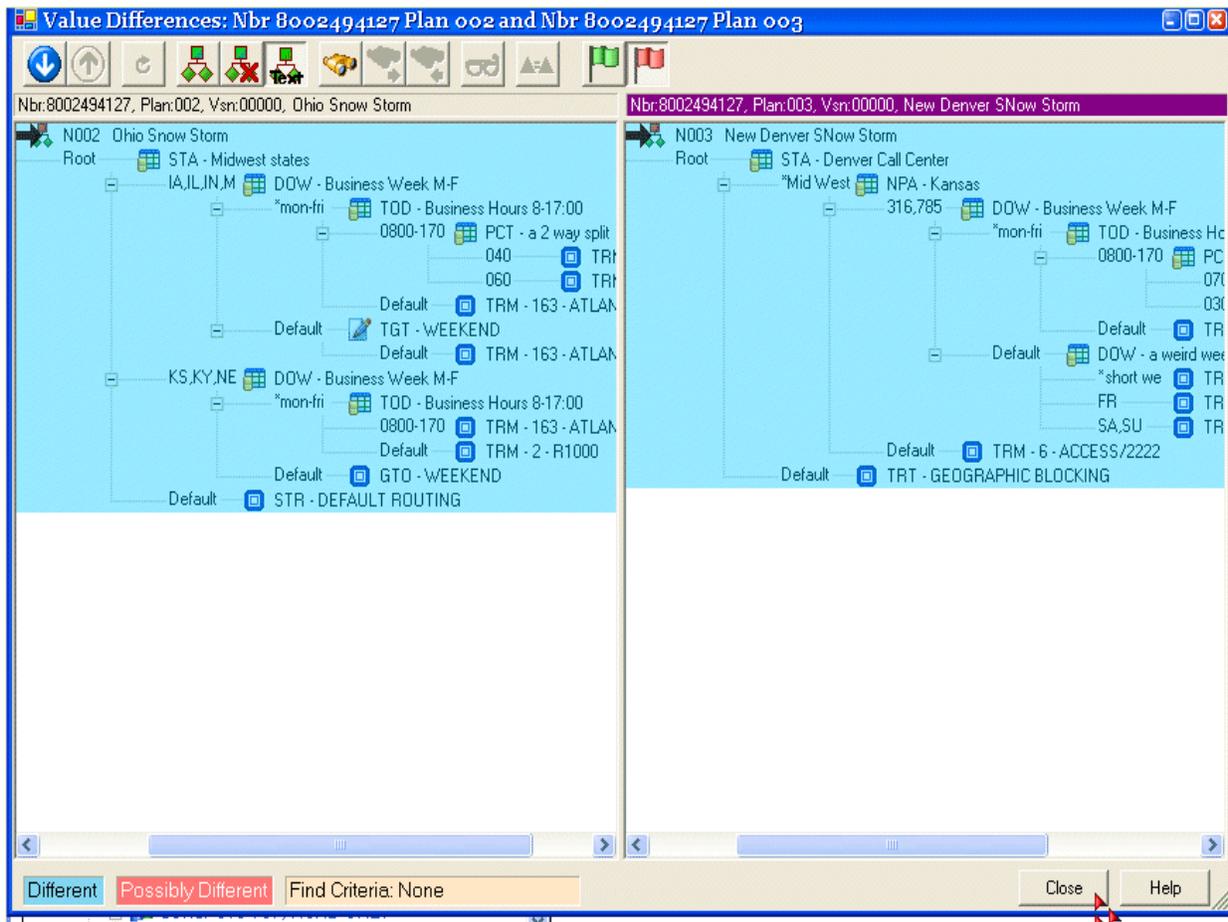


Figure 9-7: Value Differences

5. Click **Close** to return to the *Home* page.

Copy Classic to Nodes

SECTION

10

You can copy an advanced classic plan to create a new nodes-based plan for a Number Level Plan (NLP), a Super Routing Plan (SRP), or an Enhanced Voice Services (EVS) plan.

Converting a plan to nodes increases your routing capability on the given plan. It is important that you attend the Nodes training to understand the new routing capabilities before copying. You can implement the nodes plan to change your numbers from classic to nodes once the copy order is approved. You can also delete your classic plans when you no longer need them.

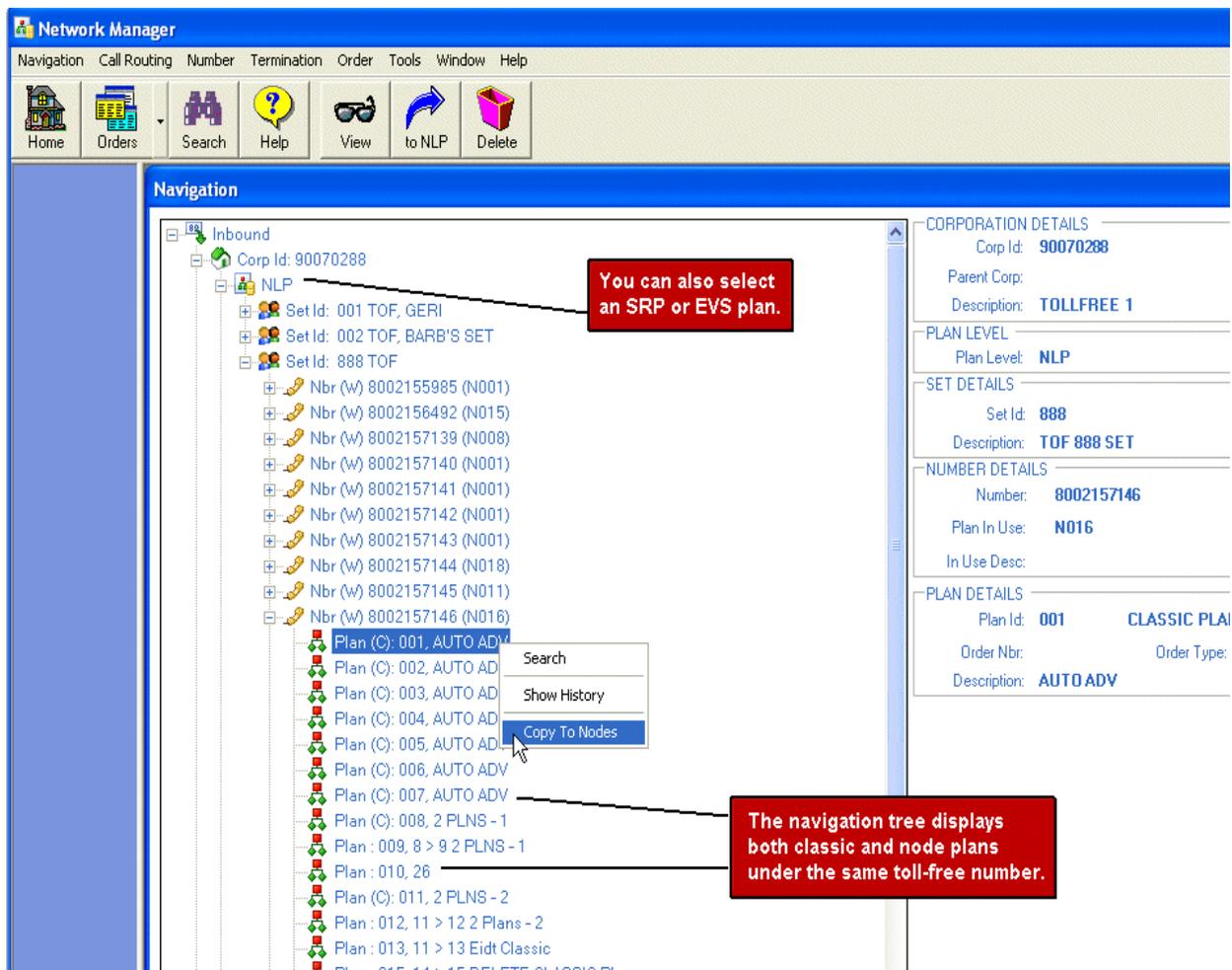


Figure 10-1: Classic to Nodes Copy

1. Expand a number within a Corp/NLP/Set for which you want to copy an Advanced Classic plan to a Nodes plan.
2. Select a classic plan.

Copy Classic to Nodes, cont'd

3. Right-click and select **Copy To Nodes**. The *Copy Plan* dialog displays.

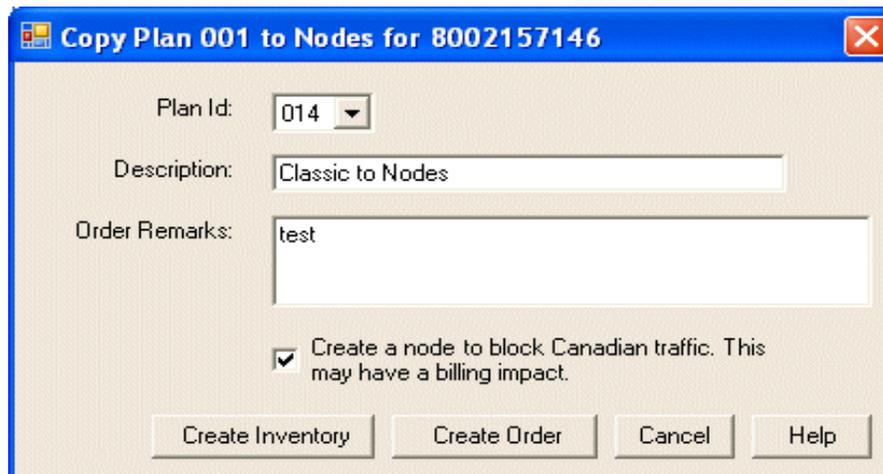


Figure 10-2: Copy Plan to Nodes

4. Select the *Plan Id* you want associated with this plan.
5. Enter a plan description, if applicable.
6. Enter any remarks, if preferred.
7. Select or deselect the **Create a node to block Canadian traffic**. This option is not available if the plan you selected has extended call coverage (ECC) to allow calls to complete from Canada. If the plan did not have ECC, you can choose to block calls from Canada in your new nodes plan.
8. Click **Create Order** to copy, create, and view the nodes plan before approving the order. The routing plan displays. This allows you to review and edit plan before adding it to your inventory (see next page).

-OR-

Click **Create Inventory** to copy, create, and approve the nodes routing plan and make it available in your inventory. An order confirmation displays your new order number and your plan is available to implement.

Copy Classic to Nodes, cont'd

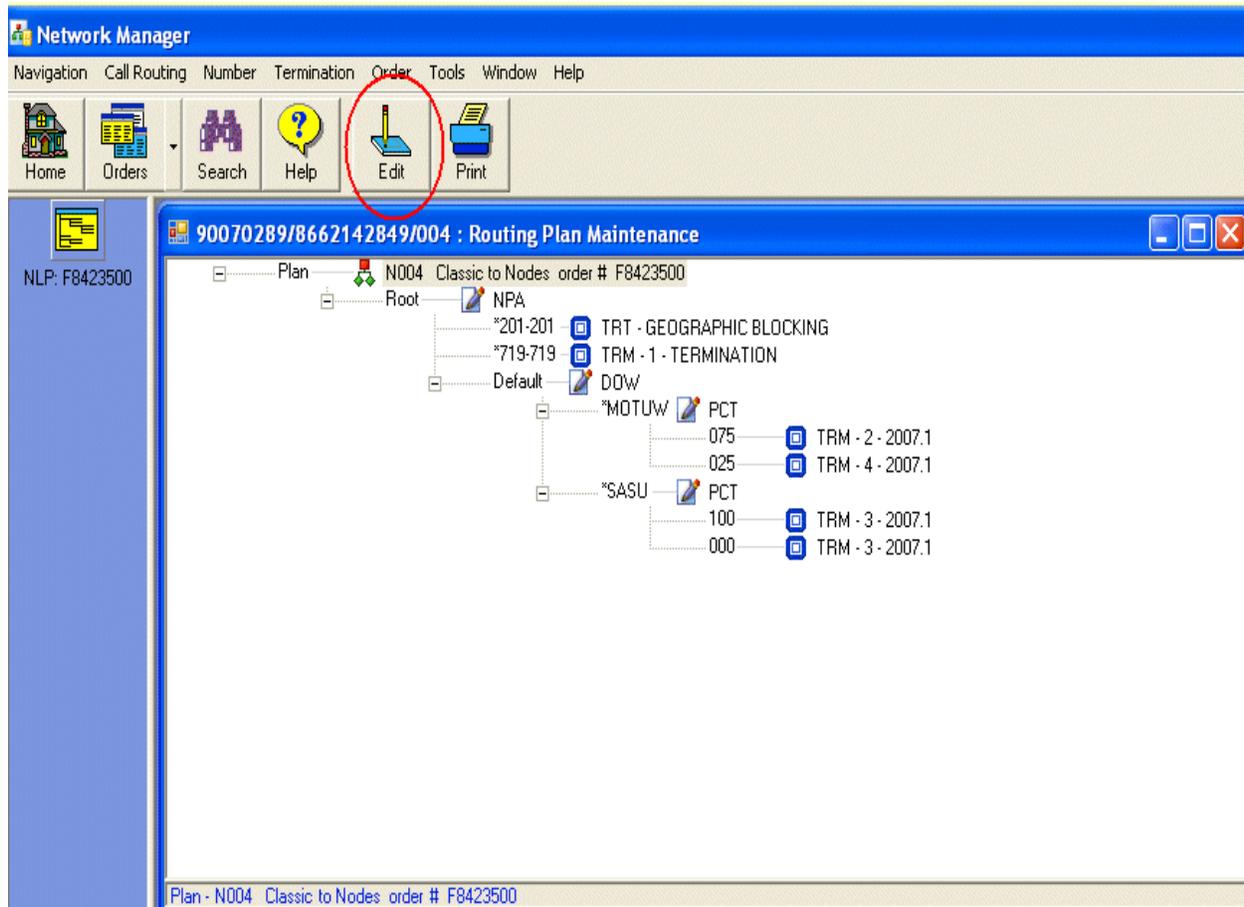


Figure 10-3: Classic to Nodes Routing Plan

9. Click **Edit**. This enables you to edit the plan, if desired (refer to Section 5 of the Nodes Module 2 User Guide).
10. Click **Approve** to approve the order and create your plan. The *Order* dialog displays with your order number.
11. Click **OK**. The main navigation redisplay.
12. Click **Refresh** on the number until the order completes.
13. Implement the plan to make it active (refer to Section 6).

Change Your Main Plan

Before you can delete the classic plan, you must make your new plan the main plan.

1. Select your nodes-based plan.
2. Click **View**. The routing plan displays.
3. Right-click on the plan name and select **Change Plan**. The *Plan Level Info Update* dialog appears.

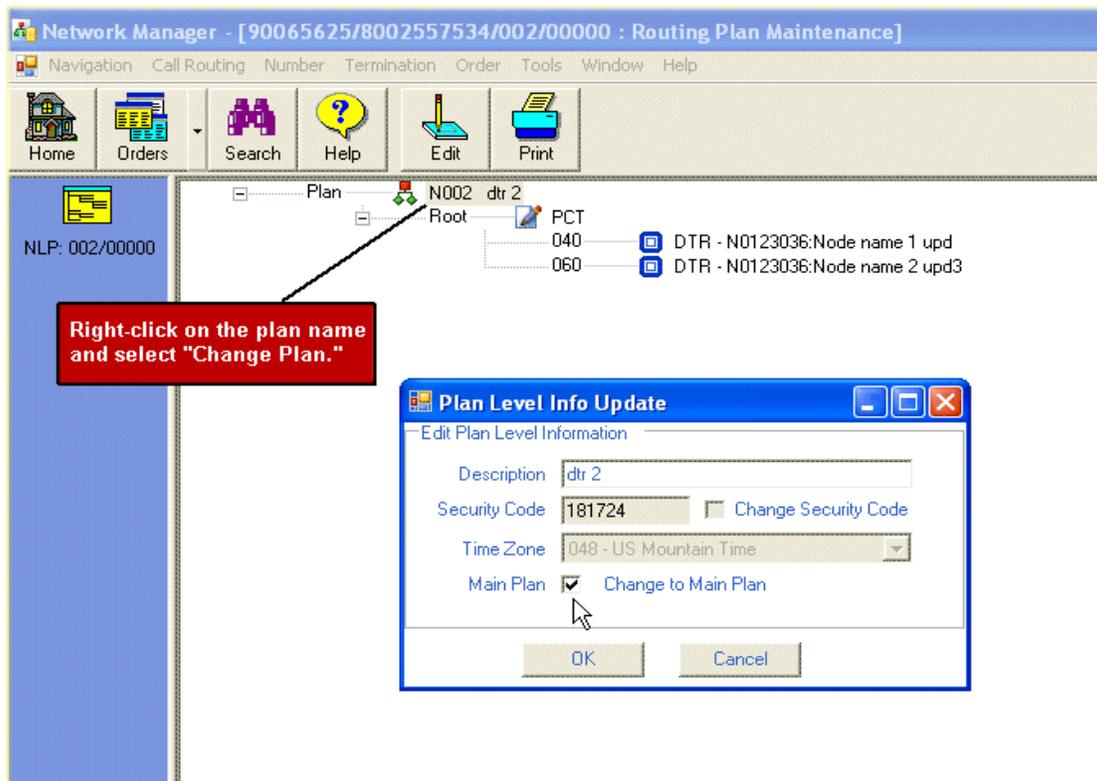


Figure 10-4: Plan Level Info Update

4. Check **Main Plan** to change to main plan.
5. Click **OK**. A confirmation pop-up appears.
6. Click **OK** and return to the *Network Manager Home* page.
7. Select the toll-free number.
8. Click **Refresh**.
9. Right-click your order and select **View/Edit Order**. The *Order Edit* dialog appears.
10. Click **Approve**.

Delete a Classic Plan

You can delete plans that you no longer need. Deleting a plan requires approval through *Order Management*. This is to ensure that you are not deleting a plan unintentionally.

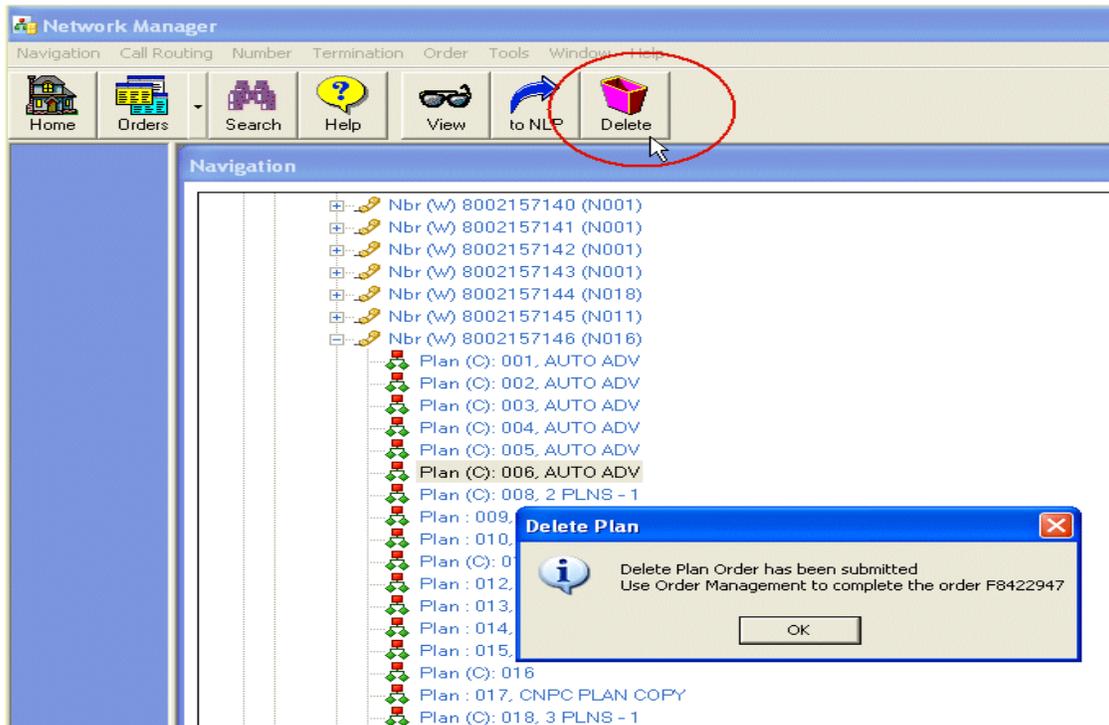


Figure 10-5: Delete a Classic Plan

1. Select the classic plan you want to delete.
2. Click the **Delete** icon on the toolbar. The *Delete Plan* dialog appears.
3. Click **OK**. The *Home* page reappears.
4. Select the set and click the **Refresh** icon on the toolbar.
5. Select the delete order from the navigation tree.
6. Right-click and select **View/Edit Order**. The *Order Manager* dialog appears.
7. Click **Approve**. The navigation redisplay.

Note: You can only delete a plan that is not the main plan and does not have any orders pending against it.

8. Click **Refresh** on the number until the plan no longer displays.

View and Maintain Orders

SECTION

11

Order Maintenance enables you to view order details as well as edit and delete orders that are in a *Pending* or *Incomplete* status. You can use the *Order Filter* to search for orders by a variety of criteria, such as order number, type, status, routing number, effective date/time, and last modified date/time. You can save one order filter as the default to use when needed. You can also see future implementations through the calendar view.

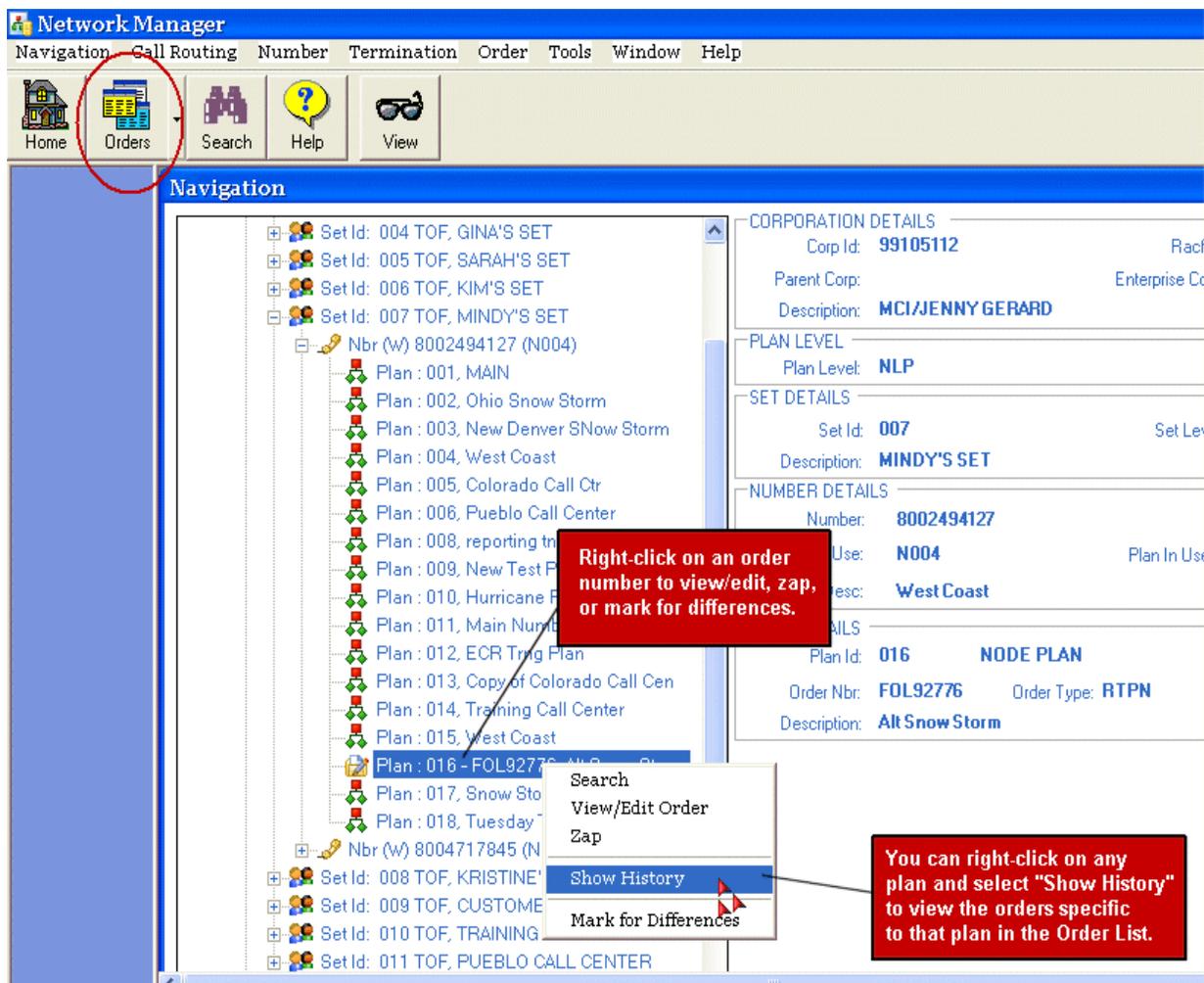


Figure 11-1: Home Page

1. Select a Corp ID, set, number, plan, or plan order from the navigation tree on the *Home* page.
2. Click the **Orders** icon on the toolbar. The *Order Filter* dialog appears.

Use the Order Filter

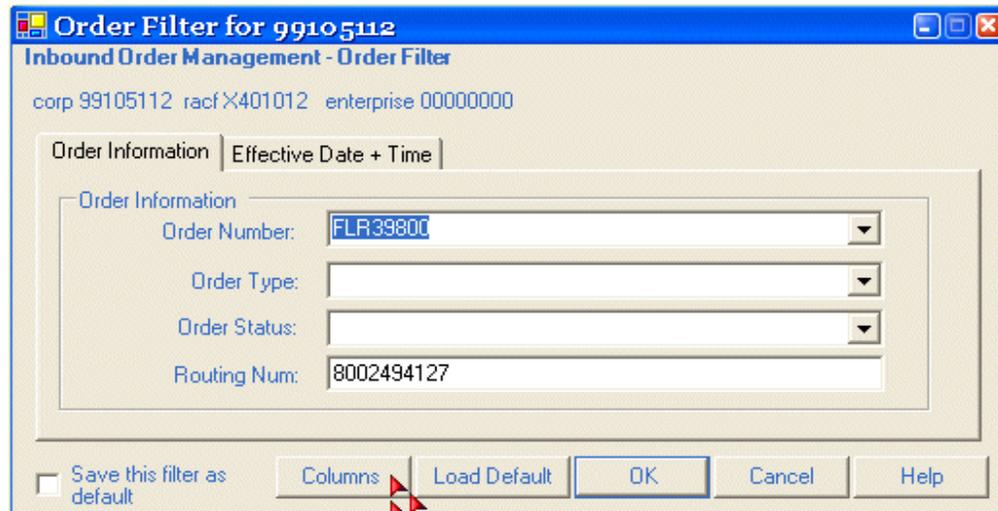


Figure 11-2: Order Filter

3. Choose an order number, order type, or order status from the corresponding drop-down lists on the *Order Information* tab.
4. Type a routing number, if desired, in the *Routing Num* field if you did not select one from the navigation tree.
5. Click the **Effective Date + Time** tab to filter orders by the effective date and time.
6. Check **Save this filter as default** if you want this to be your default order filter.
7. Click **Columns** to add or remove columns from the *Order List*. The *Column Preferences* dialog appears.

Set Column Preferences

All of the columns in the *Order List* are automatically selected to be included.

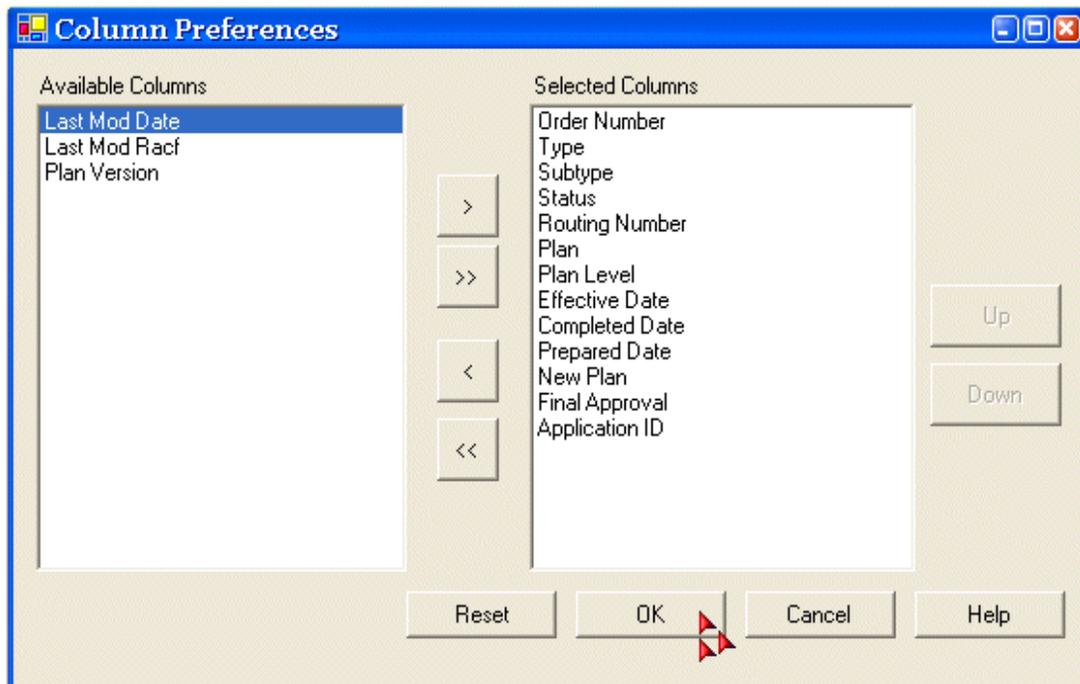


Figure 11-3: Column Preferences

1. Select a column and click < to remove a column from the *Selected Columns* and place it in *Available Columns*.

-OR-

Select more than one column and click << to place them in *Available Columns*.

-OR-

Select a column and click **Up** or **Down** to change the column order.

2. Click **OK**. The *Order Filter* dialog reappears.

Note: Any changes you make to your columns are permanent unless you go back and modify them.

View the Order List

Filter with 0 criteria:

Inbound Order Management - OrderList Corp: 99105112 Racf: X401012 Enterprise: 00000000

| Order Number | Type | Sub... | Status | Routing Number | Plan Id | Plan Level | Effective |
|--------------|------------------------|--------|----------|----------------|---------|------------|----------------------|
| EK754804 | Nodes EVS Routing Plan | CONV | Complete | 0000004631 | 001 | | 7/17/2002 5:15:39 F |
| EK754805 | Nodes EVS Routing Plan | CONV | Complete | 0000022680 | 001 | | 7/17/2002 5:15:40 F |
| EK754806 | Nodes EVS Routing Plan | CONV | Complete | 0000028874 | 001 | | 7/17/2002 5:15:41 F |
| FAL46552 | Nodes EVS Routing Plan | N/A | Complete | 0000053698 | 001 | | 3/26/2003 11:19:00 |
| FAQ61064 | Nodes Routing Plan | QUIK | Complete | 8007285762 | 013 | | 4/2/2003 2:05:04 PM |
| FAU07734 | Nodes Routing Plan | NPAS | Complete | 8004444985 | 001 | | 4/4/2003 6:09:28 PM |
| FAU73919 | Structure Order | N/A | Complete | STR00138121... | | | 4/7/2003 11:29:00 AM |
| FAZ94522 | Nodes Routing Plan | N/A | Complete | 8002494125 | 012 | | 4/12/2003 8:45:00 AM |
| FA096788 | Nodes Routing Plan | N/A | Complete | 8002494122 | 022 | | 4/10/2002 12:30:00 |
| FBF95050 | Nodes EVS Routing Plan | N/A | Complete | 0000054167 | 001 | | 4/23/2003 11:13:00 |
| FBG34211 | Nodes Routing Plan | QUIK | Complete | 8002494125 | 005 | | 4/23/2003 4:49:03 PM |
| FBJ27072 | Nodes Routing Plan | N/A | Complete | 8002494125 | 015 | | 4/26/2003 9:42:00 AM |
| FBL69568 | Nodes Routing Plan | N/A | Complete | 8002494129 | 018 | | 4/30/2003 10:27:00 |
| FBL70249 | Nodes Routing Plan | N/A | Complete | 8002494129 | 019 | | 4/30/2003 10:35:00 |
| FBM85347 | Structure Order | N/A | Complete | STR00139933... | | | 5/1/2003 12:22:00 PM |
| FBT44221 | Nodes SRP Routing Plan | N/A | Complete | 0000000000 | 087 | | 5/6/2003 7:43:00 AM |
| FBU59115 | Nodes SRP Routing Plan | N/A | Complete | 0000000000 | 088 | | 5/7/2003 9:39:00 AM |
| FBZ30729 | Structure Order | N/A | Complete | STR00132049... | | | 5/14/2003 10:01:00 |
| FBZ57491 | Structure Order | N/A | Complete | STR00141121... | | | 5/14/2003 1:29:00 PM |
| FBZ60490 | Nodes Routing Plan | N/A | Complete | 8002494128 | 002 | | 5/14/2003 1:42:00 PM |
| FCU17429 | Nodes Routing Plan | QUIK | Complete | 8002494129 | 015 | | 5/28/2003 1:26:16 PM |

Total Order Count: 100

Close Help

Figure 11-4: First half of Order List

Filter with 0 criteria:

Inbound Order Management - OrderList Corp: 99105112 Racf: X401012 Enterprise: 00000000

| Status | Routing Number | Plan Id | Effective | Completed | Prepared ... | N... | Approved | Application ID |
|----------|----------------|---------|-----------------------|-----------|--------------|------|-----------|----------------|
| Complete | 0000004631 | 001 | 7/17/2002 5:15:39 PM | 7/17/2002 | 7/17/2002 | No | 7/17/2002 | N/A |
| Complete | 0000022680 | 001 | 7/17/2002 5:15:40 PM | 7/17/2002 | 7/17/2002 | No | 7/17/2002 | N/A |
| Complete | 0000028874 | 001 | 7/17/2002 5:15:41 PM | 7/17/2002 | 7/17/2002 | No | 7/17/2002 | N/A |
| Complete | 0000053698 | 001 | 3/26/2003 11:19:00 AM | 3/26/2003 | 3/26/2003 | Yes | 3/26/2003 | N/A |
| Complete | 8007285762 | 013 | 4/2/2003 2:05:04 PM | 4/2/2003 | 4/2/2003 | No | 4/2/2003 | N/A |
| Complete | 8004444985 | 001 | 4/4/2003 6:09:28 PM | 4/4/2003 | 4/4/2003 | No | 4/4/2003 | N/A |
| Complete | STR00138121... | | 4/7/2003 11:29:00 AM | 4/7/2003 | N/A | No | 4/7/2003 | N/A |
| Complete | 8002494125 | 012 | 4/12/2003 8:45:00 AM | 4/12/2003 | 4/12/2003 | No | 4/12/2003 | N/A |
| Complete | 8002494122 | 022 | 4/10/2002 12:30:00 PM | 4/10/2002 | 3/21/2002 | No | 4/10/2002 | N/A |
| Complete | 0000054167 | 001 | 4/23/2003 11:13:00 AM | 4/23/2003 | 4/23/2003 | Yes | 4/23/2003 | N/A |
| Complete | 8002494125 | 005 | 4/23/2003 4:49:03 PM | 4/23/2003 | 4/23/2003 | No | 4/23/2003 | N/A |
| Complete | 8002494125 | 015 | 4/26/2003 9:42:00 AM | 4/26/2003 | 4/26/2003 | No | 4/26/2003 | N/A |
| Complete | 8002494129 | 018 | 4/30/2003 10:27:00 AM | 4/30/2003 | 4/30/2003 | Yes | 4/30/2003 | N/A |
| Complete | 8002494129 | 019 | 4/30/2003 10:35:00 AM | 4/30/2003 | 4/30/2003 | Yes | 4/30/2003 | N/A |
| Complete | STR00139933... | | 5/1/2003 12:22:00 PM | 5/1/2003 | N/A | No | 5/1/2003 | N/A |
| Complete | 0000000000 | 087 | 5/6/2003 7:43:00 AM | 5/6/2003 | 5/6/2003 | Yes | 5/6/2003 | N/A |
| Complete | 0000000000 | 088 | 5/7/2003 9:39:00 AM | 5/7/2003 | 5/7/2003 | Yes | 5/7/2003 | N/A |
| Complete | STR00132049... | | 5/14/2003 10:01:00 AM | 5/14/2003 | N/A | No | 5/14/2003 | N/A |
| Complete | STR00141121... | | 5/14/2003 1:29:00 PM | 5/14/2003 | N/A | No | 5/14/2003 | N/A |
| Complete | 8002494128 | 002 | 5/14/2003 1:42:00 PM | 5/14/2003 | 5/14/2003 | No | 5/14/2003 | N/A |
| Complete | 8002494129 | 015 | 5/28/2003 1:26:16 PM | 5/28/2003 | 5/28/2003 | No | 5/28/2003 | N/A |

Total Order Count: 100

Close Help

Figure 11-5: Second half of Order List

Interpret the Order List

You can view the details of an order in the *Order List* by understanding the column headings.

The following tables list the columns and their descriptions in the Order List.

Refer to Figure 10-4 on the previous page.

First Half of Order List

| | |
|-----------------------|--------------------------------------------------------------------------------------------------------------------|
| Order Number | Displays the unique order number. |
| Type | Displays the order type. |
| Subtype | Displays whether or not it is a <i>Quick</i> order. |
| Status | Displays the status of the order. |
| Routing Number | Displays the toll-free number associated with the order. |
| Plan ID | Displays the unique Plan ID you selected when the plan was created. |
| Plan Level | Indicates whether it is a Number Level Plan (NLP) or a Super Routing Plan (SRP). For set orders, it will show N/A. |
| Effective | Displays the effective date and time of the order. |

Refer to Figure 10-5 on the previous page

Second Half of Order List

| | |
|-------------------------|-----------------------------------------------------------------|
| Completed | Displays the date and time the routing plan was complete. |
| Prepared On | Displays the date and time the routing plan was prepared. |
| New Plan | Indicates if the order is a newly created plan |
| Approved | Indicates whether the order is approved. |
| Application Id | Displays the Enhanced Call Routing (ECR) Application ID number. |
| Last Modified | Displays the date and time the order was last modified. |
| Last Modified by | Displays the RACF ID of the user who last modified the order. |

Note: The columns in your order list may be in a different order than the above table depending on the column preferences you established.

View the Details of an Order

1. Select an order from the *Order List* dialog.
2. Click **View Details**. The *Order Manager* dialog appears.

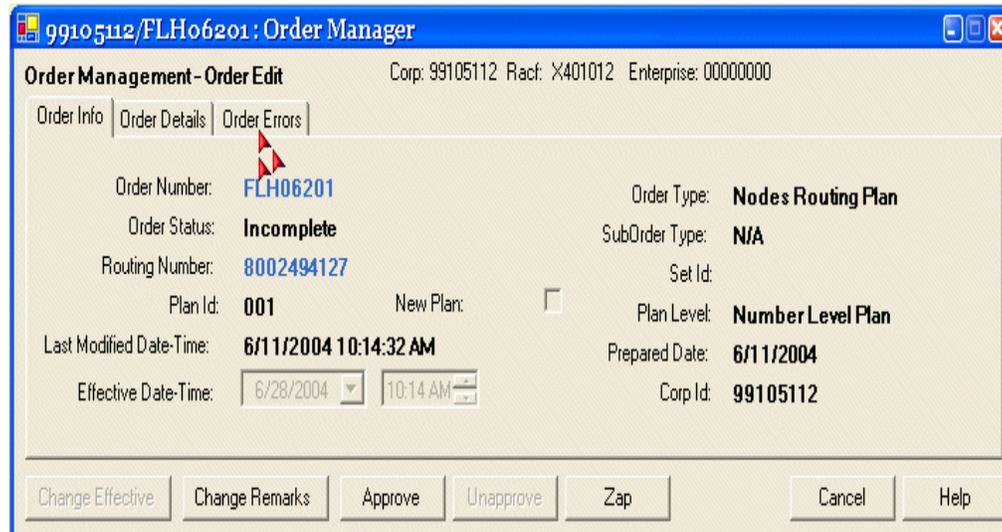


Figure 11-6: Order Manager

3. Click the **Order Details** tab to view specific details about the order.
- OR-**
- Click the **Order Errors** tab to view any errors associated with this order.
4. Click **Cancel** to return to the *Order List* dialog.

Note: If this is a completed order, the *Change Remarks*, *Approve*, and *Zap* buttons are disabled.

Edit an Order

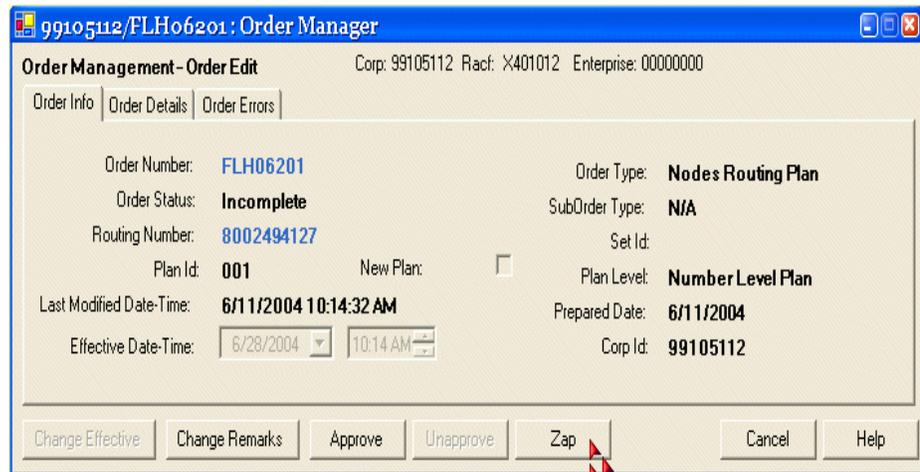
1. Select an order from the *Order List* dialog.
2. Click **Edit**. The *Order Manager* dialog appears.
3. Click **Approve** to approve an order.

-OR-

Click **Unapprove** to unapprove an order.

-OR-

Click **Zap** to delete an order.



The screenshot shows a window titled "99105112/FLH06201: Order Manager". The main area is titled "Order Management - Order Edit" and includes the following information:

| | | | |
|--------------------------|-----------------------|----------------|--------------------------|
| Order Number: | FLH06201 | Order Type: | Nodes Routing Plan |
| Order Status: | Incomplete | SubOrder Type: | N/A |
| Routing Number: | 8002494127 | Set Id: | |
| Plan Id: | 001 | New Plan: | <input type="checkbox"/> |
| Plan Level: | Number Level Plan | Prepared Date: | 6/11/2004 |
| Last Modified Date-Time: | 6/11/2004 10:14:32 AM | Corp Id: | 99105112 |
| Effective Date-Time: | 6/28/2004 10:14 AM | | |

At the bottom of the dialog, there are several buttons: "Change Effective", "Change Remarks", "Approve", "Unapprove", "Zap", "Cancel", and "Help". A mouse cursor is pointing at the "Zap" button.

-OR-

Change the effective date and time and click **Change Effective** to change the time for order implementation.

-OR-

Click the **Order Details** tab to change the remarks.

4. Click **OK** on the *Order Confirmation* dialog to return to the *Order List*.
5. Click **Refresh**.

Note: You cannot edit a completed order. The *Edit* button is inactive. Click **Refresh** from the *Order List* to view any edits to an order.

View the Order Calendar

You can view a schedule of your future plan implementations in the calendar view.

1. Select a number from the navigation tree on the *Home* page.
2. Click **Order | Calendar View** from the menu items on the *Home* page. The *Order Calendar* dialog displays.

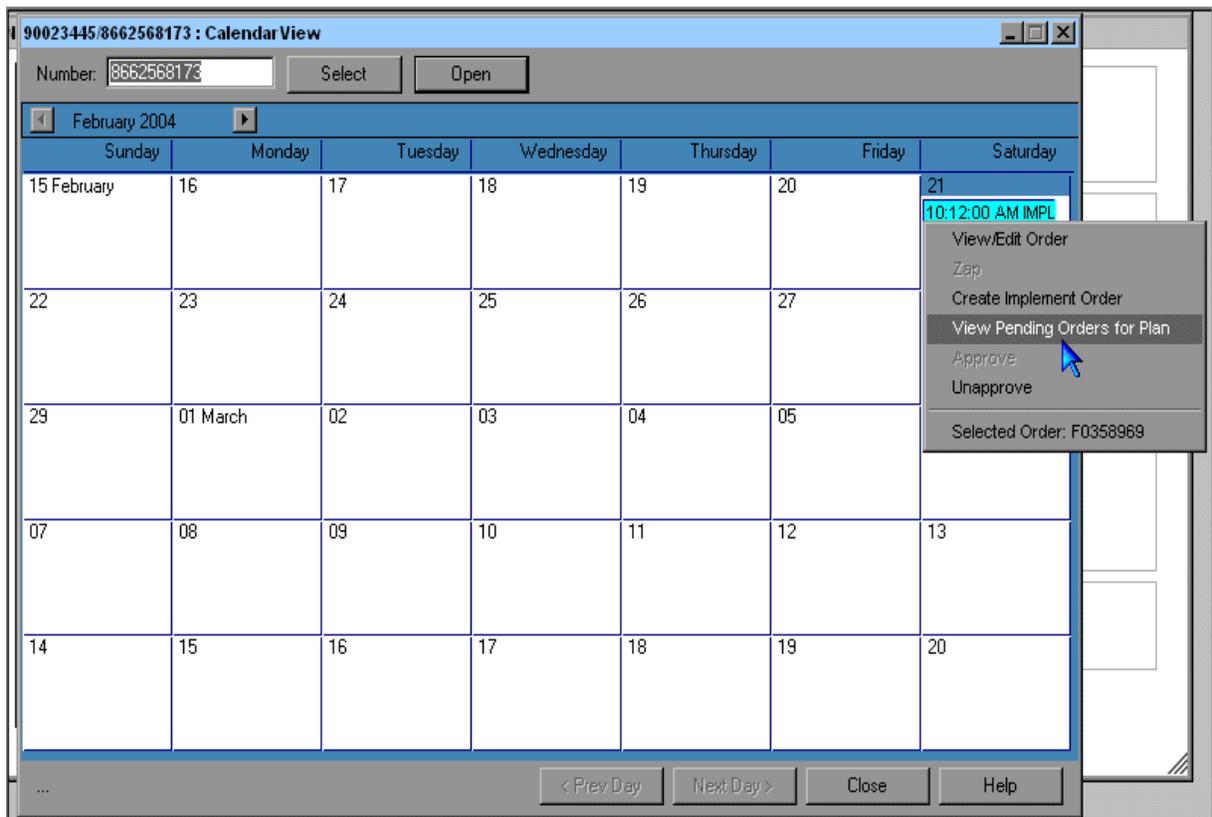


Figure 11-7: Order Calendar

3. Click on an order to view the details.

-OR-

Right-click on an order to view/select order options.

Note: The *Approve*, *Unapprove*, and *Zap* options are dynamic based on the status of the order. You must unapprove an order before you can zap it.

Access Help

SECTION

12

While our customer service organizations can assist you with any questions you have about Network Manager, the quickest way to obtain help is by using the online help. Help includes a glossary of terms and is available for topics and tasks.

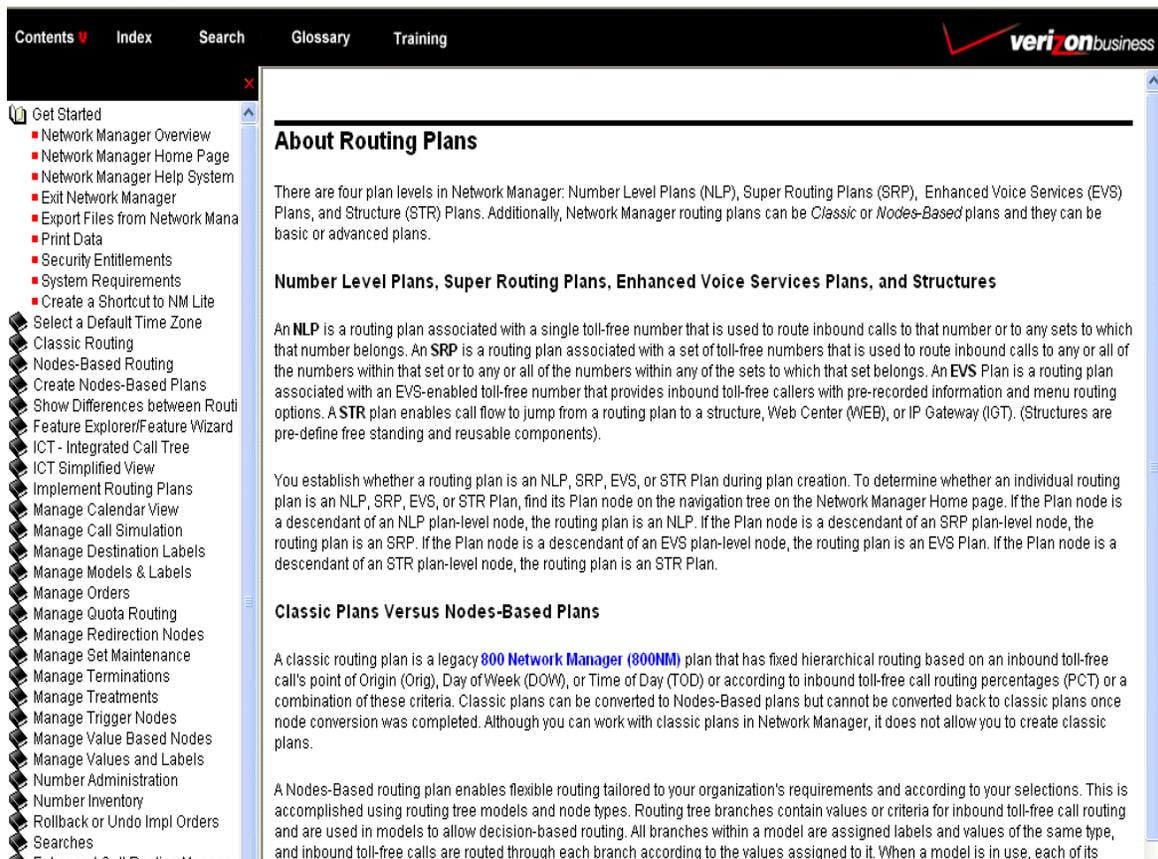


Figure 12-1: Help Page

- Help is context sensitive. When you click **Help** from any screen in the application, the corresponding help page appears in another browser window.
- Click the **Training** link on the toolbar to find out about training/documentation offered for Network Manager and other Network Universal Customer Center Applications.
- Go to <http://customertraining.verizonbusiness.com> to enroll in online training and/or download user guides.

Obtain Customer Support

SECTION

13

Contact Customer Support for any Networkx Universal Customer Center related issues. They can assist you with product and platform questions, errors, and password resets.

Contact your account team with any account specific questions on equipment or service, pricing information, or adding additional users to Networkx Universal Customer Center.

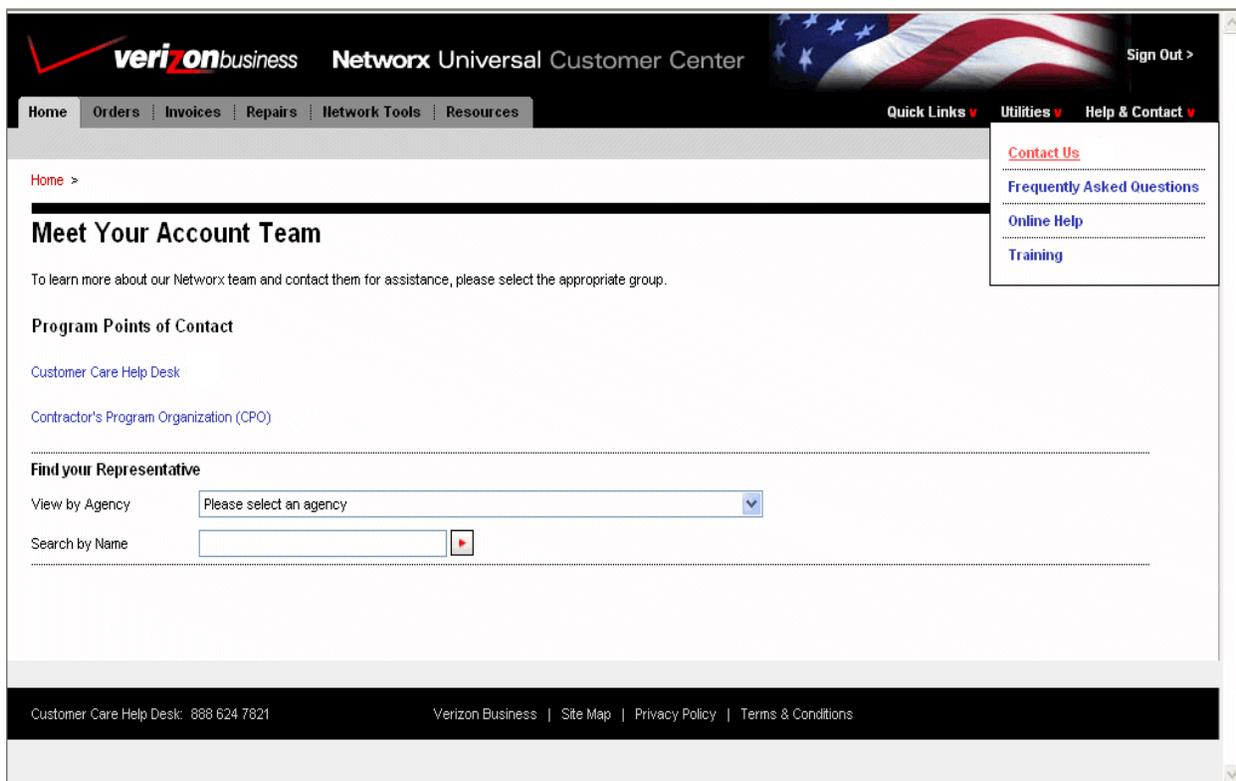


Figure 13-1: Contact Us

- Select **Help & Contact | Contact Us**.
- Call toll-free at 888-624-7821.
- Send an e-mail to NXU-HelpDesk@verizonbusiness.com.

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