

ENVIEW PROCESS – NOTES:

The EnView process and the resulting response times are reported for each of the following three BA South regions: NJ, PA-DE, and DC-MD-VA-WV. Transactions are executed through customizable scripts created for each application based on replications of actual transactions of a Bell Atlantic service representative using the OSS and of a CLEC representative accessing the OSS through the interface. The robot creates the log records that show whether the transaction was successful or failed, and records transaction response times.

The robot sends transactions to the same interface that CLECs use. There is no difference between the processing of the EnView transactions and those submitted by the CLECs through the interface. Corresponding transactions are sent directly by EnView to the OSS as well.

Data from the EnView robot log files is processed daily for each of the Pre-Order transactions (Customer Service Record, Due Date Availability, Address Validation, Product & Service Availability, Telephone Number Availability & Reservation, Facility Availability {ADSL Loop Qualification}, and Reject Query).

Timeouts are set at 60 seconds and are an indication that a response was not received by the EnView robot prior to the 60 second timeout point. Timeouts are not included in the response time calculations. They are removed from the queue.

Log file – the daily files produced by each of the robots that include the records for all of the requests issued during the report period and the resulting dispositions and response times.

Currently the log files are stored on the robots for nine days; however, they are automatically FTP'd (File Transfer Protocol) daily to multiple locations including the EnView server for storage and the Program One server in Boston. At the end of each month, they are also written to compact disks (CDs), which are stored in a Program One library.

Perl Program Files – The Program One Metrics team runs a Perl program that reads the input log files and creates a file that contains all EnView transactions during the report period 0600 through 2159 inclusive. The file is then imported into Excel and a macro is run to create pivot tables. These pivot tables provide the average response times and transaction volumes.

Excel workbook – the format for response time results. Monthly average response times are calculated in the Excel workbook.

Appendix C
Pre-Ordering
EnView Additional Details

The following transactions and response time differences will be measured and reported for Pre-Order response times:

EDI/Web GUI Due Date Availability (DDA)
Live Wire Due Date Availability
Difference

EDI/Web GUI Customer Address Validation (ADV)
Live Wire Customer Address Validation
Difference

EDI/Web GUI Reserve TN (TNS)
Live Wire Reserve TN
Difference

EDI/Web GUI Product & Service Availability (PSA)
Live Wire Product & Service Availability
Difference

EDI/Web GUI Customer Service Record (CSR)
BOSS Customer Service Record (CSR)
Difference

EDI/Web GUI Facility Availability (ADSL Loop
Qualification) (Under development)
OSS Facility Availability (ADSL Loop Qualification)
(Under development)
Difference

EDI/Web GUI Rejected Query
OSS Rejected Query
Difference