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Service Portal Service Orchestration User Guide (Restoration on Demand)

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Date	Issue	Details of Amendments	Ву
0 Sep 2016	0	Draft version	Raymond Leung
4 Nov 2016	1	Add Normalization (by manual provisioning)	Raymond Leung
5 Mar 2017	2	Update on description and screens	Ryan Pak
1 Oct 2017	3	Update on description and screens	Raymond Leung

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1. Document Purpose

This document explains the configuration process when ordering a Restoration on Demand (RoD) service in PCCW Global Service Portal. For general instructions and ordering processes of the Service Portal, please refer to the document "Service Portal Service Orchestration User Guide (General Ordering Flow & IaaS Product)".

2. Intended Audience

This document is accessible to and intended for users of the Online Service Portal that includes PCCW Global administrator, Customer administrator, and Customer user.

3. Background

Working through PCCW Global's Service Portal is our Service Portal Service Orchestration, a web-based application that serves as a platform for providing customers, resellers, and partner's self-service product management and network provisioning.

Upon a cable fault of IPLC/DES circuit, the customer can order a Restoration on Demand service via the Service Portal to unlock SNCP (Protection Path) for service resumption. Afterwards, the customer can switch the service back to the normal Working Path via the "Normalize" process.

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- 4. Select Stage
- The Global View is the global map displayed with colored markers which represent the locations of the subscribed services
- For IPLC/DES, Global View only shows the logical (schematic) linkage between the Customer's End Sites
- If any circuit in a link develops a fault, the link will be high-lighted in Red



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• By clicking one of the End Sites (the "Building" icon), system will list all the circuits in the link. Faulty circuits will be highlighted in red. There will be a "Spanner" icon for the customer to request for a Restoration service.

audi Arabia dman Yemen Thailand Vienam Somalia India Myanmar ((Burma) Vienam Philippines India	Filter Services
Service 1 X	
IPLC - Enterprise HKG(POC)-SNG(POC) EP9904 121610 (HONG KONG - SINGAPORE) Broken	

• By clicking the "Spanner" icon the following screen will be shown. By further clicking the "Toolbox" icon the customer will be able to proceed with the next step (Configure Stage).



5. Configure & Quote Stage

• In Configuration Page, the customer can expand the item to be configured, system will firstly display the description about Restoration on Demand service

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				Issue Date	• 51002	017
Configure Service	-					
Please configure	your service before	e requesting your quote				
Item	Action	Product	Location		Service ID	
1	Restore	IPE	Hong Kong	I SNG	HKG(POC)- G(POC) EP9904	ŵ
Restoration Restoration Servi there is available switched back to	Service	term Service to switch the existing primary path resumes to normal, s	unprotected Servic	ce to another cab normalization (i.e.	ble path provided th . where the traffic w	iat vill be
The Minimum Co Service Commen basis in GMT unl	ntract Period for the cement Date. Whe ess and until the se	e Restoration Service ordered throu n the Minimum Contract Period exp rvice is terminated by the Custome	igh this service por ires, the Service te r giving twenty-fou	tal is seven (7) d rm will automatic ır (24) hours' no	lays from the Rest cally renew on a da tice to PCCW Glob	oration ily al.
The succession	r can click the "	'Cot Quoto" button to got t	ho Chargo Bato	and Torma 9	Get G	euote

	Service Orchestration	No. Issue	: UG-OSCA	R-R
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PCCW Global [®]				₽
	Quotation on Restoration On Demand	Service		
Company Name: ZZZ602 Customer Name: ZZZ602 Email: pyschan@pccwglobal.com.e	Quotati 30-Oct- Quotati 30-Nov-	on Date: 2017 on Expiry Date: 2017		
Recurring Charges	Description		Daily Date	
item Ba	Description	C) ED0004	Daily Rate	
Seven (7) Days Terms & Conditions Prices quoted are valid until the Quote	ation Expiry Date stated above, but are subject to char	ge if the Customer a	Iters or supplements	
Seven (7) Days Terms & Conditions Prices quoted are valid until the Quota information supplied in formulating the additional costs to install or otherwise does not create a binding contract unt acceptance by PCCW Global. Orders Back Back	ation Expiry Date stated above, but are subject to char e quote or if an initial feasibility study or other circumst provide the Service. Customer understands that this (il the Order is accepted by PCCW Global. Customer r cancelled after acceptance by PCCW Global may be	ge if the Customer a ances would require l auotation is not an of nay rescind or cancel subject to Cancellatio	Iters or supplements PCCW Global to incur fer to provide Services and I this Order at any time prio on Charges.	or to
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6. Order Stage

- Clicking the Shopping Cart icon in the top menu will show all the saved quotes
- Clicking one of the quotation item will display its details for Ordering
- Finally, before submitting the order, customer must accept the Specific Terms

PCCW Global [®]	My Products My Services	(R 2) 🌢 🌴

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Please select Quote	e to proceed ordering.					
Explry	Quote ID	Action	Product	Location	Quote Date	Price
Expires in 30 days	0111800	Change	Restoration On Demand Service	Hong Kong	30-Oct-2017	US\$105
	aľ					
		Quotation	n on Restoration On Demand Serv	vice		
Company Name:			Ouotabon Date:			
222802			20-Oci-2017			
Customer Name:			Ouotation Expiry	Dete:		
222602			29-Nev-2017			
ovachan@occwolobal.com						
Recurring Charges	8					
0						
Item			Description			Dally Rate
Item 1	Period	Restoration on Den	Description Tend Service for HKG(POC)-SNG(POC) EPS904		Minimum Contr	Daily Rate US\$15 ract Price: US\$1
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			Submilleu		
	We have red	ceived your order request, the	ank you for using our ser	vice.:	
		Order ID: 160)2		
7. Norma	alization				
 After s "Norm the circ Norma Arabia (man) 	ervice restoration alize(tick)" icon th cuit (back to Work lization time must	is completed, the circuit ten "Toolbox" icon to go sing Path) by specifying a t be 24 hours after the su	will be shown as "Re to Configuration Page target date & time fo Ibmission time.	estored". Custor e, and request f or circuit switch	ners can click the or Normalization of -over. Requested
nalia					
alia Service	D	Indonesia	Papua New Guinea	×	

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	43	22	23	24	25	26	27	28		
	44	29	30	31	01	02	03	04		
	45	05	06	07	08	09	10	11		
	Time									
				12	: 04					
				Ť.	×					
The order would	be scheduled, in case y	ou need	further a	assistan	ce, plea	se conta	act our C	Bobal Custo	mer Service Center.	
									s	ubmit
				ΕN	D					