

# Chorus Events Management enhancement

The first enhancement to be delivered to the Chorus Assurance website is the ability to associate your ASID with a planned or unplanned event on the Chorus Network.

This document gives you an overview of the new functions and how you can use the Event Management information with your problem ticket.

## Current planned event

A planned event is when there is a network outage that has been scheduled to occur i.e. planned maintenance. We will tell you that there is a planned network outage currently underway which may explain your outage. You can still create a problem report, but you cannot link that report to a planned event.

The screenshot displays the Chorus Assurance website interface. The header includes the Chorus logo and 'Assurance SIT' with a search bar. The main content area is divided into several sections:

- Service Info:** A table with columns for ASID, Address, Product Type (PSTN), and Customer Plan (Business Line).
- Network Events:** A section highlighted with a red box, containing a table of events. The first event is shown with the following details:

Event ID	Impact	Start date	End date	
CRQ000000558139	Current	12/09/19 12:35	21/09/19 12:17	>
- Diagnostics:** A section showing a 'Single Line Test' with a 'Status Good' and 'Last run an hour ago'.
- Next steps:** A section with a message: 'There is a network event which may explain any issues being experienced.' Below this is a dropdown menu showing 'IB Busy / Engaged Tone' and a 'Create a problem report' button.

## Current unplanned event

An unplanned event occurs when the network outage is not scheduled or expected. We will tell you that there is an un-planned network outage currently underway which may explain your outage

The screenshot shows the CHORUS Assurance SIT interface. The top navigation bar includes the CHORUS logo, 'Assurance SIT', and a search bar. The main content area is divided into several sections:

- Service Info:** A table with columns for ASID, Address, Product Type (Basic UBA), and Customer Plan (Basic UBA 256/128 int on).
- Network Events:** A table with columns for Event ID (INC200027081901), Impact (Current), Start date (27/08/19 21:21), and End date (-). This section is highlighted with a red box.
- Diagnostics:** A section showing a test result for 'Line State Diagnosis' with a message: 'We are currently experiencing an outage and this data is not currently available. Please try again later.' This section also has a red box around the message.
- Next steps:** A section with a warning icon and the text: 'There is a network event which may explain any issues being experienced.' Below this is a 'DSL No Sync' status and a 'Link to event' button, both highlighted with red boxes. A link labeled 'here' is also present.



You can create a problem report and link it to the un-planned event to receive updates during the event lifecycle.

When creating a linked problem report we ask you to complete the same form as for a standard problem report, except you will not see any appointment setting options.

Alternatively, you can log a secondary fault if you believe that your outage is not as a result of the event.

## Recent events

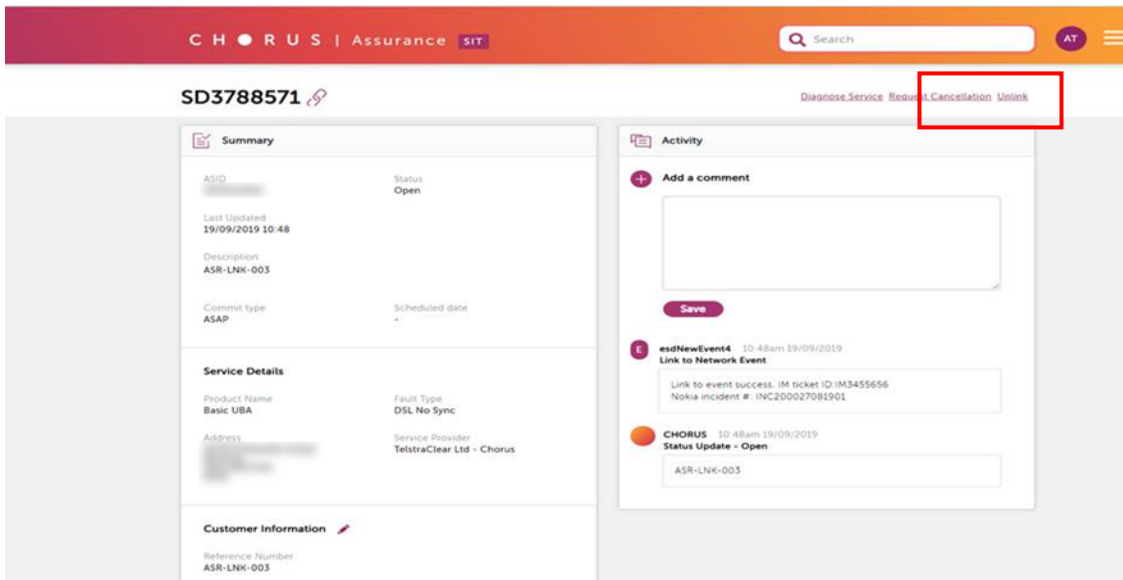
We will show you recent events that have impacted your service.

 <b>Network events</b> <span style="float: right;"><a href="#">SHOW LESS</a></span>				
Event ID INC000003416513	 Impact <b>Current</b>	Start date 17/11/18 07:28	End date -	>
Event ID INC000001245789	Impact <b>Recent</b>	Start date 15/11/18 04:30	End date 15/11/18 06:00	>
Event ID CRQ00001456	Impact <b>Planned</b>	Start date 19/11/18 7:00	End date 19/11/18 10:00	>

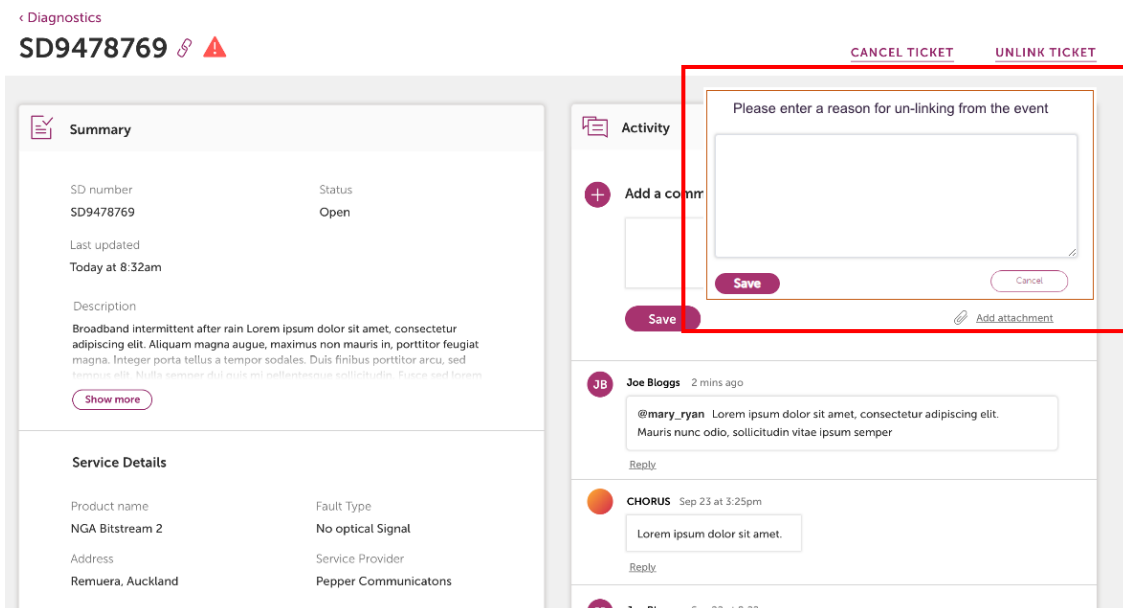
## Un-linking

You can un-link a linked problem report from an unplanned event if your problem report is not closed or pending cancel. We will ask you for a reason before submitting the request.

### Request to Unlink



### Provide a reason



## **Linking after the problem report has been submitted**

There is no automated process to link a problem report after it has been submitted but you can request Chorus Assure does this for you via the activity log.

As part of our normal trouble shooting, we may choose to link your problem report to an event, in which case the linked icon will display on the problem details page.