

B. Test Results: Trouble Analysis Facilitation Interface (TAFI) Functional Test of Resale Lines (M&R-12)

1.0 Description

The objective of the TAFI Functional Test of Resale Lines was to validate the existence of TAFI trouble reporting and screening functionality for telephone number (TN) assigned resale service customers in accordance with the *CLEC TAFI User Guide (User Guide)*. This test cycle was executed in BellSouth's TAFI production environment by exercising a defined set of functions associated with trouble management activities against resale test bed accounts. Scenarios testing these functions were executed via a LAN-to-LAN connection and via dial-up access in order to evaluate differences in system response times associated with the methods of access.

The functional elements specifically targeted by this test include the entry and resolution of trouble reports, query and receipt of status reports, access to test capabilities, access to trouble history, and error conditions. TAFI functionality was evaluated in conjunction with the documentation provided addressing its use. In addition, TAFI usability was considered as part of this test.

2.0 Methodology

This section summarizes the test methodology.

2.1 Business Process Description

See Section VI, "M&R Overview" for a description of BellSouth's TAFI interface.

2.2 Scenarios

TAFI functionality was tested by manually processing Maintenance and Repair (M&R) related scenarios in TAFI via both dial-up and LAN-to-LAN connections. The transactions used in this evaluation were chosen to test the applicable TAFI functions across the line types specified in Table VI-2.1 and were not intended to demonstrate statistical significance. The following table lists the scenarios used to test each of the functions included in the TAFI functionality test.

Table VI-2.1: TAFI Functional Scenarios

Scenario Number	Scenario Description
1	Business customer with resale POTS line is experiencing problems with their three-way calling vertical feature.
2	Business customer with resale POTS line is experiencing problems with their call waiting

Scenario Number	Scenario Description
	vertical feature.
3	Business customer with resale POTS line is experiencing problems with their call forwarding and three- way calling vertical features.
4	Business customer with resale POTS line is hearing other conversations on their line.
5	Residential customer with resale POTS line is hearing a roaring sound on their line as well as experiencing no dial tone at times.
6	Business customer with resale POTS line is experiencing problems with their call forwarding and three- way calling vertical features.
7	Residential customer with resale POTS line is getting a wrong number when making an outgoing call.
8	Business customer with resale POTS line is experiencing troubles with their three-way calling vertical feature as well as transmission problems.
9	Residential customer with resale POTS line is experiencing problems with their speed calling vertical feature.
10	Business customer with resale POTS line is experiencing a problem with their inside wiring or jack.
11	Business customer with resale POTS lines is experiencing troubles with incoming calls on two lines.
12	Business customer with resale POTS lines is experiencing transmission troubles on two lines.
13	Business customer with resale POTS lines is experiencing trouble making outgoing calls on two lines.
14	Business customer with resale POTS lines is experiencing physical trouble on two lines.
15	Business customer with resale POTS lines is experiencing dial tone related troubles on two lines.
16	Business customer with resale POTS lines is experiencing troubles with incoming calls on two lines.

2.3 Test Targets & Measures

The test targets were TAFI and the *CLEC TAFI User Guide* (Issue 1, March, 2000 and Issue 2, April, 2000). The *CLEC TAFI User Guide* is provided to CLEC personnel attending BellSouth's CLEC TAFI training class. It is also available online at the BellSouth Interconnection site at http://www.interconnection.bellsouth.com/guides/guides_p.html. This manual is both a training tool and a reference tool. The TAFI training provided to the CLECs is a two-day course with a standard charge for each participant.

Processes, sub-processes, and evaluation measures are summarized in the following table. The last column, “Test Cross-Reference,” indicates where the particular measures are addressed in Section 3.1 “Results & Analysis.”

Table VI-2.2: Test Target Cross-Reference

Process	Sub-Process	Evaluation Measure	Test Cross-Reference
Trouble reports	Create trouble report	Presence of Functionality Accuracy of Response TAFI Usability	M&R-12-1-1 M&R-12-1-1 M&R-12-3-1
	Modify trouble report	Presence of Functionality Accuracy of Response TAFI Usability	M&R-12-1-2 M&R-12-1-2 M&R-12-3-2
	Create repeat report	Presence of Functionality Accuracy of Response TAFI Usability	M&R-12-1-3 M&R-12-1-3 M&R-12-3-3
	Create subsequent report	Presence of Functionality Accuracy of Response TAFI Usability	M&R-12-1-4 M&R-12-1-4 M&R-12-3-4
	Enter Multiple Trouble Reports (MTRs)	Presence of Functionality Accuracy of Response TAFI Usability	M&R-12-1-5 M&R-12-1-5 M&R-12-3-5
	Enter and Retrieve Trouble Reports from Queues	Presence of Functionality Accuracy of Response Timeliness of Response TAFI Usability	M&R-12-1-6 M&R-12-1-6 M&R-12-2-1 M&R-12-3-6
	Execute Supervisor Functions	Presence of Functionality Accuracy of Response Timeliness of Response TAFI Usability	M&R-12-1-7 M&R-12-1-7 M&R-12-2-2 M&R-12-3-7
	Close Trouble Report	Presence of Functionality Accuracy of Response TAFI Usability	M&R-12-1-8 M&R-12-1-8 M&R-12-3-8

Process	Sub-Process	Evaluation Measure	Test Cross-Reference
	Cancel Trouble Report	Presence of Functionality Accuracy of Response TAFI Usability	M&R-12-1-9 M&R-12-1-9 M&R-12-3-9
Access to test capability	Initiate port and loop-port test	Presence of Functionality Accuracy of Response Timeliness of Response TAFI Usability	M&R-12-1-10 M&R-12-1-10 M&R-12-2-3 M&R-1-3-10
	View port and loop-port test results	Presence of Functionality Accuracy of Response Timeliness of Response TAFI Usability	M&R-12-1-11 M&R-12-1-11 M&R-12-2-3 M&R-12-3-11
Downstream System Reports	Retrieve LMOS recent status report	Presence of Functionality Accuracy of Response Timeliness of Response TAFI Usability	M&R-12-1-12 M&R-12-1-12 M&R-12-2-4 M&R-12-3-12
	Obtain customer line record (BOCRIS)	Presence of Functionality Accuracy of Response Timeliness of Response TAFI Usability	M&R-12-1-13 M&R-12-1-13 M&R-12-2-5 M&R-12-3-13
	Obtain Predictor results	Presence of Functionality Accuracy of Response Timeliness of Response TAFI Usability	M&R-12-1-14 M&R-12-1-14 M&R-12-2-6 M&R-12-3-14
	View DLR (Display Line Record)	Presence of Functionality Accuracy of Response Timeliness of Response TAFI Usability	M&R-12-1-15 M&R-12-1-15 M&R-12-2-7 M&R-12-3-15
	View SOCS pending order	Presence of Functionality Accuracy of Response Timeliness of Response TAFI Usability	M&R-12-1-16 M&R-12-1-16 M&R-12-2-8 M&R-12-3-16

Process	Sub-Process	Evaluation Measure	Test Cross-Reference
Access error reports	Host request errors	Presence of Functionality Accuracy of Response TAFI Usability	M&R-12-1-17 M&R-12-1-17 M&R-12-3-17
Trouble history	Retrieve Trouble History	Presence of Functionality Accuracy of Response Timeliness of Response TAFI Usability	M&R-12-1-18 M&R-12-1-18 M&R-12-2-9 M&R-12-3-18
General	TAFI Usability	TAFI Usability	M&R-12-3-19

2.4 Data Sources

The data for M&R12 were collected during participation in a TAFI training course, through interviews with BellSouth personnel, through reviews of BellSouth documentation, and through the execution of functional test scenarios in BellSouth's TAFI production environment. The data collected for M&R12 are summarized in the table below.

TableVI-2.3: Data Sources for TAFI Functional Test

Document	File Name	Location in Work Papers	Source
BellSouth Residential Repair Center Interview Summaries and Approvals	No Electronic Copy	M&R-1-A-2	BLS/KCI
BellSouth Business Repair Center Interview Summaries and Approvals	No Electronic Copy	M&R-1-A-3	BLS/KCI
TAFI Online Help	No Electronic Copy	M&R-12-A-3	BLS
Excerpts of TAFI Architecture from the CLEC TAFI Specifications document	No Electronic Copy	M&R-1-A-5	BLS
Functional Test Approach Statements	No Electronic Copy	M&R-12-A-5	KCI
Functional Test Logs: LAN-to-LAN	No Electronic Copy	M&R-12-A-6	KCI
Functional Test Logs: Dial-Up	No Electronic Copy	M&R-12-A-7	KCI
Functional Test Logs: SOCS	No Electronic Copy	M&R-12-A-8	KCI

Document	File Name	Location in Work Papers	Source
Screen Prints: LAN-to-LAN	No Electronic Copy	M&R-12-A-9	KCI
Screen Prints: Dial-Up	No Electronic Copy	M&R-12-A-10	KCI
Screen Prints: SOCS	No Electronic Copy	M&R-12-B-11	KCI
Legacy Access Times for CLEC TAFI and BLS TAFI Report (April 2000)	No Electronic Copy	M&R-12-B-12	BLS
<i>CLEC TAFI User Guide</i> (Issue 1)	Clec101g.pdf	M&R-8-A-16	BLS
<i>CLEC TAFI User Guide</i> (Issue 2)	Clec_trn.pdf	M&R-8-A-16	BLS
<i>CLEC TAFI User Guide</i> (Issue 3)	Gtaff001.pdf	M&R-8-A-16	BLS

2.4.1 Data Generation/Volumes

This test relied on the results expected as a result of the examination of the *CLEC TAFI User Guide* and the submission of trouble-related transactions through the TAFI interface. This test did not rely on volume testing.

2.5 Evaluation Methods

In preparation for the functional testing of resale lines, information gathered during the interviews with BellSouth Customer Service Associates (CSAs), Maintenance Administrators (MAs), and management personnel from the Residential Repair Center (RRC) and Business Repair Center (BRC) was reviewed. This test cycle was executed by exercising a defined set of TAFI functions associated with trouble management activities against test bed accounts¹. The *CLEC TAFI User Guide* and M&R test bed data were used to manually process the 16 test scenarios, using TAFI, as documented in Section 2.2. During testing, other functionality such as edit rules and designed errors (e.g., invalid entries, cancels, and repeat troubles) were checked. These 16 scenarios comprised the input used to test the 19 functions defined in Table VI-2-2 on business and residential resale lines.

The following steps outline the test approach.

1. The *CLEC TAFI User Guide* was reviewed to determine how to process each of the functional tests associated with the 16 M&R scenarios defined in Section 2.2.

¹See Section IV, “Pre-Ordering, Ordering & Provisioning Overview” for a description of the test bed used for this evaluation.

2. Paper-based Functional Test Approach Statements including expected results for each scenario were completed using the *CLEC TAFI User Guide*. As part of this process, KCI considered the usability of the *CLEC TAFI User Guide*, commenting on attributes such as ease of use and clarity. As each M&R scenario was used to test multiple functions, multiple Approach Statements were often created for each scenario.
3. The statements created in Step 2 were used to provide the key data entered in the TAFI system during test execution. However, due to the decision tree logic embedded in TAFI, the exact data required to perform some of the functions could not be predetermined for the Functional Test Approach Statements by referencing the user manual. Therefore, the *User Guide* was actively utilized in conjunction with the data from the paper forms during test execution.
4. In order to prevent technicians from being inappropriately dispatched and interrupting BellSouth operations, KCI, with BellSouth's concurrence, took the following steps for each trouble report created:
 - The phrase *TST TCKT DN DISP / PLS IGNR* was placed in the narrative section of each trouble report.
 - The commitment time was set at a date one month out.
 - The CLEC contact number posted on each report was 404-954-5715, a working number that connected to a KCI tester's desk.
5. During test execution, Functional Test Logs were utilized to document steps taken by KCI, as well as system responses. Appropriate categories of evaluation criteria were considered as these system responses and comments were recorded.
6. As part of the data entry process in Step (3), TAFI fields were validated to ensure that invalid data were flagged, and that required fields were populated.

2.6 Analysis Methods

The M&R-12 TAFI Functional Test of Resale Lines included a checklist of evaluation criteria developed by KCI during the initial phase of the BellSouth - Georgia OSS Evaluation. These evaluation criteria provided the framework of norms, standards, and guidelines for the TAFI Functional Test of Resale Lines.

The data collected from transaction processing were analyzed relative to the evaluation criteria referenced above.

3.0 Results Summary

This section identifies the evaluation criteria and test results.



3.1 Results & Analysis

The results of this test are presented in the table below. Definitions of evaluation criteria, possible results, and exceptions are provided in Section II.

Table VI-2.4: Evaluation Criteria and Results - Presence of Functionality

Test Cross-Reference	Evaluation Criteria	Result	Comments
M&R-12-1-1	The user is able to enter a trouble report using TAFI and receive a satisfactory response.	Satisfied	TAFI was used to create 30 trouble tickets and responded as expected 30 times.
M&R-12-1-2	The user is able to modify a trouble report using TAFI and receive a satisfactory response.	Satisfied	"Modify" is not a formal function available in TAFI. Rather, modifications to a trouble ticket are performed through the creation of a subsequent report or through edit functions in the trouble report screen during initial trouble report creation. Edit rules, in terms of required fields, were specifically tested in six scenarios and six satisfactory responses were received. In order to test this function, KCI entered data into fields incorrectly. In these instances, TAFI automatically flagged the field tested with the cursor and provided an instructive comment in the status field. Similarly, KCI left some required fields blank in order to test TAFI. As described above, TAFI flagged the required field with the cursor and provided instructive commentary in the status field. In all instances where modifications were made, TAFI responded as expected.
M&R-12-1-3	The user is able to create a repeat report using TAFI and receive a satisfactory response.	Satisfied	TAFI was used to create 16 repeat reports and responded as expected in 14 instances. In two instances, slight discrepancies relative to the expected results were noted due to special circumstances. According to the <i>CLEC TAFI User Guide</i> , TAFI automatically denotes a report as a repeat if there has been another trouble reported on the line within the

Test Cross-Reference	Evaluation Criteria	Result	Comments
			last 30 days. However, in both instances, a trouble was entered and closed; yet in follow-up entries of the same telephone number (TN), the reports were not recognized as repeat reports. This occurred because the tickets had been closed by the user, as prompted by TAFI, prior to trouble report creation. As an actual trouble ticket was never created in the LMOS system, no record of a prior trouble existed to denote the 'new' reports as repeat reports.
M&R-12-1-4	The user is able to create a subsequent report using TAFI and receive a satisfactory response.	Satisfied	TAFI was used to create 30 subsequent reports and responded as expected 30 times.
M&R-12-1-5	The user is able to enter multiple trouble reports (MTRs) using TAFI and receive a satisfactory response.	Satisfied	<p>TAFI was used to enter 12 multiple trouble reports for accounts experiencing problems on multiple lines using the new method detailed in the <i>CLEC TAFI User Guide</i> (Issue 2, April 2000). Of the 12 multiple trouble report transactions attempted, six were submitted successfully while six were unsuccessful. For each of the six unsuccessful transactions, KCI was able to create the "parent" ticket but unable to link the "child" report to the parent. LMOS errors and other messaging indicating that no links existed were received. As a result, KCI issued Exception 50.</p> <p>In response to this exception, BLS included additional information in Issue 3 of the <i>CLEC TAFI User Guide</i>, dated May 2000, stating under what circumstances the MTR function is not appropriate.</p> <p>A review of the <i>CLEC TAFI User Guide</i> (Issue 3, May 2000) revealed that additional language explaining these points to the TAFI user has been incorporated as indicated by BLS.</p> <p>See Exception 50 for additional information on this issue. This</p>

Test Cross-Reference	Evaluation Criteria	Result	Comments
			exception is closed.

Test Cross-Reference	Evaluation Criteria	Result	Comments
M&R-12-1-6	The user is able to enter and retrieve trouble reports from the queue in TAFI and receive a satisfactory response.	Satisfied	TAFI was used to enter 14 trouble reports into the queue, 11 manually and three automatically. 14 reports were successfully removed from the queue, 12 manually and two automatically.
M&R-12-1-7	The user is able to execute supervisor functions within TAFI and receive a satisfactory response.	Satisfied	TAFI was used to execute supervisor functions such as reviewing and reassigning queued reports on four lines and responded as expected for each line.
M&R-12-1-8	The user is able to close a trouble report using TAFI and receive a satisfactory response.	Satisfied	TAFI was used to close 35 trouble tickets and responded as expected 35 times. ²
M&R-12-1-9	The user is able to cancel a trouble report using TAFI and receive a satisfactory response.	Satisfied	TAFI was used to cancel 32 trouble tickets and responded as expected 32 times.
M&R-12-1-10	The user is able to conduct a port and loop-port test (also known as Mechanized Loop Tests (MLT)) using TAFI and receive a satisfactory response.	Satisfied	TAFI was used to conduct 18 Mechanized Loop Tests (MLT) and responded as expected 18 times. MLTs are not run for subsequent reports, which is indicated on page 194 of the <i>User Guide</i> (Issue 3 May, 2000).
M&R-12-1-11	The user is able to view port and loop-port test (MLT) results using TAFI and receive a satisfactory response.	Satisfied	TAFI was used to view 18 MLT test results and responded as expected 18 times.
M&R-12-1-12	The user is able to retrieve a LMOS recent status report and receive a satisfactory response.	Satisfied	TAFI was used to retrieve eight LMOS recent status reports and retrieved eight reports as expected.

² KCI was unable to close six additional trouble tickets using the TAFI application during functional testing. Instead, these tickets were manually closed by calling the BellSouth Resale Maintenance Center (BRMC). As described in Exception 10 (M&R 1-1-8), which is now closed, TAFI cannot be used to cancel/close subsequent trouble reports that were in dispatched status. Each of these six trouble tickets were subsequent trouble reports in dispatched status.

Test Cross-Reference	Evaluation Criteria	Result	Comments
M&R-12-1-13	The user is able to obtain customer line record information (BOCRIS CSR) using TAFI and receive a satisfactory response.	Satisfied	TAFI was used to view 12 BOCRIS CSR reports and responded as expected 12 times.
M&R-12-1-14	The user is able to obtain Predictor results using TAFI and receive a satisfactory response.	Satisfied	TAFI was used to obtain Predictor results in 11 instances and responded as expected 11 times. Predictor is not run for subsequent reports, which is indicated on page 194 of the <i>User Guide</i> (Issue 3 May, 2000).
M&R-12-1-15	The user is able to view Display Line Record (DLR) information using TAFI and receive a satisfactory response.	Satisfied	TAFI was used to view eight DLR reports and responded as expected eight times.
M&R-12-1-16	The user is able to view SOCS pending order information using TAFI and receive a satisfactory response.	Satisfied	Initially, the retrieval of SOCS pending service order information using TAFI produced inconsistent results using both UNE and resale lines. As a result of these inconsistencies, KCI issued Exception 36. BLS provided KCI with two responses in addition to participating in a series of real time dialogues to determine the specific nature of the inconsistencies and to provide the details as to under what specific circumstances a TAFI user can use this function. KCI was able to successfully view 16 of 23 pending service orders during retest activities. Of the seven total inconsistent responses, reasonable explanations have been provided for all but two. See Exception 36 for additional information on this issue. This exception is closed.

Test Cross-Reference	Evaluation Criteria	Result	Comments
M&R-12-1-17	The user is able to view and resend transactions that incurred host request errors using TAFI and receive a satisfactory response.	Satisfied	TAFI was used to resend three transactions that had incurred host request errors and received three satisfactory responses.
M&R-12-1-18	The user is able to retrieve trouble history using TAFI and receive a satisfactory response.	Satisfied	TAFI was used to retrieve trouble history in twelve instances and responded as expected twelve times.

Table VI-2.5: Evaluation Criteria and Results - Timeliness Evaluation³

Test Cross-Reference	Evaluation Criteria	Result		Comments
		LAN-to-LAN	Dial-Up	
M&R-12-2-1	The user receives timely responses when entering and retrieving trouble reports from the queue in TAFI.	Satisfied	Satisfied	Trouble reports were placed in queue virtually instantaneously. Trouble reports were removed from queue virtually instantaneously. There was no significant time difference between a LAN-to-LAN and dial-up connection.
M&R-12-2-2	The user receives timely responses when executing TAFI supervisor functions.	Satisfied	Satisfied	The supervisor was able to reassign trouble reports from the queue virtually instantaneously. Trouble reports were transferred to the new user in 39 seconds using a dial-up connection and 1:28 for LAN-to-LAN.

³ BellSouth does not provide standard service quality measurements (SQMs) that are applicable to the functions evaluated. Although BellSouth does not provide a standard SQM for any of the functions listed above, they do monitor legacy access times for both CLEC and BellSouth Retail TAFI users on a monthly basis. KCI compared the response times recorded during functional testing for DLETH, DLR, Predictor, CRIS, LMOS and SOCS to the April 2000 Legacy Access Times Reports provided by BLS in order to provide a baseline. KCI did not, however, validate the BellSouth retail numbers provided.. KCI's response times experienced for these specific functions were generally consistent with the BellSouth reported timeliness responses recorded for both CLEC and BellSouth Retail TAFI users for April 2000, the time period during which TAFI functional testing took place. BellSouth states in the *CLEC TAFI End-User Training and User Guide* that an MLT test will take two to three minutes. This statement was used as a benchmark for timeliness assessment of MLTs.

Test Cross-Reference	Evaluation Criteria	Result		Comments
		LAN-to-LAN	Dial-Up	
				The time difference between a LAN-to-LAN and dial-up connection does not negatively impact dial-up users.
M&R-12-2-3	The user receives timely responses from the MLT test.	Satisfied	Satisfied	MLT results were received in a time period ranging from 39 to 58 seconds for LAN-to-LAN access and from 37 to 58 seconds for Dial-Up access. There was no significant time difference between a LAN-to-LAN and dial-up connection. MLT results were received in less than the 2-3 minutes stated in the CLEC TAFI End-User Training Manual (Issue 1, March 2000).
M&R-12-2-4	The user receives timely responses when retrieving a LMOS recent status report using TAFI.	Satisfied	Satisfied	LMOS recent status reports were retrieved almost instantaneously. There was no significant time difference between a LAN-to-LAN and dial-up connection.
M&R-12-2-5	The user receives timely responses when obtaining customer line record information using TAFI.	Satisfied	Satisfied	BOCRIS customer line information was retrieved almost instantaneously. There was no significant time difference between a LAN-to-LAN and dial-up connection.
M&R-12-2-6	The user receives timely responses when obtaining Predictor results using TAFI.	Satisfied	Satisfied	Predictor results were available in a time period ranging from 33 to 38 seconds for LAN-to-LAN access, and between 34 seconds and 1:18 for dial-up access. Because it is not necessary for a customer to remain on the phone while Predictor is being run, the results above are not considered productivity impacting.
M&R-12-2-7	The user receives timely responses when retrieving DLR information using TAFI.	Satisfied	Satisfied	DLR information was retrieved within 10 seconds. There was no significant time difference between a LAN-to-LAN and dial-up connection.
M&R-12-2-8	The user receives timely	Satis	Satis	SOCS pending service order

Test Cross-Reference	Evaluation Criteria	Result		Comments
		LAN-to-LAN	Dial-Up	
	responses when retrieving SOCS pending order information using TAFI.	-fied	-fied	information was retrieved almost instantaneously. There was no significant time difference between a LAN-to-LAN and dial-up connection.
M&R-12-2-9	The user receives timely responses when retrieving trouble history using TAFI.	Satis-fied	Satis-fied	DATH trouble history reports were retrieved virtually instantaneously for dial-up access and within five seconds for LAN-to-LAN access. Five of the six DLETH trouble history reports were retrieved within 10 seconds while one DLETH report was retrieved within 11 seconds. The time difference between a LAN-to-LAN and dial-up connection does not negatively impact the dial-up users.

Table VI-2.6: Evaluation Criteria and Results - Usability

Test Cross-Reference	Evaluation Criteria	Result	Comments
M&R-12-3-1	TAFI is a user-friendly system for creating trouble reports.	Satisfied	Overall, TAFI is easy to use as a system for creating trouble reports. TAFI has a pick and choose design that utilizes a guided menu referred to as "flows." In addition, TAFI will not allow a trouble report to be submitted until all required fields are completed. If a user attempts to submit a ticket without completing the necessary fields, an error message is displayed and the cursor is moved to the required field to be populated. Because different fields are required depending on the trouble type, this feature helps to reduce the complexity of the create process. However, KCI noted the following minor issues that impact TAFI's usability in trouble report creation:

Test Cross-Reference	Evaluation Criteria	Result	Comments
			<ul style="list-style-type: none"> The lack of a "miscellaneous" flow to follow for unusual calls can confuse an inexperienced TAFI user. Prompts directing the TAFI user to use the F9 key to open the Access and Commitments (A/C) window during the creation of some trouble reports are communicated inconsistently. In some instances, TAFI instructs the user to obtain the customer's access information and provides a prompt to use the F9 key to do so. In other instances, no prompt is provided. Thus, an inexperienced user could easily complete the trouble call without collecting necessary data from the customer. While entering some trouble reports, the user is unable to access the Access and Commitments window using F9 until the end of the flow, when TAFI presents a message stating, "Advise customer to hang-up." Without the ability to access F9 at the most logical time, there is a high likelihood of trouble call completion before key information is obtained. <p>While this lack of prompts and blocking mechanism have been addressed to some degree in TAFI 2000.2, KCI continued to experience this issue during the testing of scenarios in 2000.2.</p>
M&R-12-3-2	TAFI is a user-friendly system for modifying trouble reports.	Satisfied	<p>Modifying a trouble report in TAFI is relatively straightforward. However, the edit rules for modifying fields are inconsistent. For example, the Commitment field requires the user to first delete the contents in order to replace a character, while the narrative field allows the user to overwrite the contents or insert text.</p>

Test Cross-Reference	Evaluation Criteria	Result	Comments
			This ability to overwrite the contents of the narrative field could cause a TAFI user to delete the auto-filled trouble description.
M&R-12-3-3	TAFI is a user-friendly system for creating repeat reports.	Satisfied	TAFI automatically creates a repeat trouble report if a trouble ticket is entered for a TN for which a trouble report has been created and closed within the last 30 days.
M&R-12-3-4	TAFI is a user-friendly system for creating subsequent reports.	Satisfied	TAFI automatically creates a subsequent trouble report when the TAFI user enters a TN for which a pending trouble ticket exists.
M&R-12-3-5	TAFI is a user-friendly system for entering multiple trouble reports (MTR).	Satisfied	The method for entering a MTR consists of entering a Parent (P) or Child (C) in the MTR field of the Access and Commitments window and a TN in the link field of the trouble report screen. With the use of instructions provided in the <i>CLEC TAFI User Guide</i> (EP_-Issue 2 April 2000), the process is logical and straightforward to perform.
M&R-12-3-6	TAFI is a user-friendly system for entering and retrieving trouble reports from the queue.	Satisfied	Trouble reports are queued using the F8 function key, and are retrieved by highlighting and selecting the report in the user's queue. While the instructions to retrieve items from the queue are available as a prompt on the TAFI screen, the system provides no information regarding how to queue the report. This information is, however, clearly provided in the <i>User Guide</i> , and the function is easy to perform.
M&R-12-3-7	TAFI is a user-friendly system for executing supervisor functions.	Satisfied	Supervisor functions are executed through the use of function keys. Details regarding the function keys and their associated tasks are provided on the TAFI screen, as well as in the <i>User Guide</i> . During functional testing in M&R-1 as well as functional testing in M&R-12, the supervisor chose F5 to reassign queued reports to another user. TAFI responded with an

Test Cross-Reference	Evaluation Criteria	Result	Comments
			<p>unfiltered list of all in-session TAFI users from which to select, rather than with a filtered list of internal CLEC users. As a result, KCI issued Exception 37.</p> <p>BLS responded that this was a result of a system error and would be addressed in TAFI R2000.3 scheduled for June 1, 2000. Retest activities conducted on July 25 in TAFI R2000.3.1.1 indicated that this issue has been successfully addressed. See Exception 37 for additional information on this issue. This exception is closed.</p>
M&R-12-3-8	TAFI is a user-friendly system for closing trouble reports.	Satisfied	<p>Trouble reports are closed using a Front End Close Out option or an override option, both accessed via the F12 key.</p> <p>In addition, because TAFI is a logic-driven system, it can automatically offer a close recommendation, which the user can easily accept.</p>
M&R-12-3-9	TAFI is a user-friendly system for canceling trouble reports.	Satisfied	Trouble reports can be cancelled by using the F12 key override option.
M&R-12-3-10	TAFI is a user-friendly system for initiating port and loop-port (MLT) tests.	Satisfied	TAFI automatically initiates MLT tests when appropriate.
M&R-12-3-11	TAFI is a user-friendly system for viewing port and loop-port (MLT) test results.	Satisfied	MLT test results are available using the F11 key.
M&R-12-3-12	TAFI is a user-friendly system for retrieving a LMOS recent status report.	Satisfied	The report is available using the F11 key.
M&R-12-3-13	TAFI is a user-friendly system for obtaining customer line record information.	Satisfied	The Business Office Customer Record Inquiry System (BOCRIS), which accesses customer line record information, is available using the F11 key.
M&R-12-3-14	TAFI is a user-friendly system for obtaining	Satisfied	Predictor test results are available using the F11 key.

Test Cross-Reference	Evaluation Criteria	Result	Comments
	Predictor results.		
M&R-12-3-15	TAFI is a user-friendly system for viewing DLR information.	Satisfied	DLR information is available using the F11 key.

Test Cross-Reference	Evaluation Criteria	Result	Comments
M&R-12-3-16	TAFI is a user-friendly system for viewing SOCS pending order information.	Satisfied	SOCS pending order information is available using the F11 key.
M&R-12-3-17	TAFI is a user-friendly system for viewing and resending trouble reports that incurred host request errors.	Satisfied	Trouble reports are viewed and resent using function keys. Prompts describing the tasks associated with relevant function keys are available on the TAFI screen.
M&R-12-3-18	TAFI is a user-friendly system for retrieving trouble history.	Satisfied	Trouble history reports are available using the F11 key.
M&R-12-3-19	TAFI is a user-friendly system for handling non-designed UNE M&R issues.	Satisfied	<p>TAFI is a logical system for administering trouble reports for non-designed UNEs. It also acts as a central repository of useful information for users, such as status reports, test results, and trouble history. TAFI provides hot keys and utilizes function keys in order to provide information with a minimal number of keystrokes.</p> <p>However, TAFI contains numerous undocumented messages as well as messages intended for BellSouth personnel. These messages can cause a CLEC to misdirect its customer or report a trouble incorrectly.</p> <p>Based on the existence of these messages, KCI issued Exception 13, which focused on five specific messages.</p> <p>In response to the exception, BLS committed to modify TAFI to address some of these issues in the 2000.2 and 2000.3 TAFI releases, scheduled for April 15, 2000 and September 2000, respectively. In addition, BLS stated that the Customer Proprietary Network Information (CPNI) messaging had been fixed in TAFI 2000.1, released in January 2000.</p> <p>KCI's retesting activities revealed that, while only one of the two CPNI messages has been addressed, an explanation of the other message is</p>

Test Cross-Reference	Evaluation Criteria	Result	Comments
			<p>provided on page 31 of the <i>CLEC TAFI User Guide</i> (Issue 2, April 2000). Retesting activities and resale functional testing conducted in TAFI 2000.2 have shown that the remaining four messages have been addressed.</p> <p>See Exception 13 for additional information on this issue. This exception is closed.</p>