

# TROUBLE TICKET REPORTING TOOL

User Guide v2

# OVERVIEW & ACCOUNT SET UP

## Document Sections

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# OVERVIEW & ACCOUNT SET UP

This user guide contains essential information for CALNET 3 customers and users of the Trouble Ticket Reporting Tool (TTRT). This user guide includes a description of the features and capabilities of the TTRT highlighting the functionalities of each tab including the Dashboard and Service Desk functionality.

## Account Set Up and Login

A set of login credentials, including user name and initial password, will be sent to designated account contacts after the account is set up in Comcast systems. Typically, 2-5 business days after acknowledgment of customer order.

Below is a sample screenshot of email notification:

Dear Comcast Business Customer,

Welcome to your Enterprise Customer Care Center! Your username and a link to set your password are below:

**Username:** <variable>

**Create Password link:** [eac.comcast.com](http://eac.comcast.com) (Using this link will direct you off the CALNET website).

Screen shot below

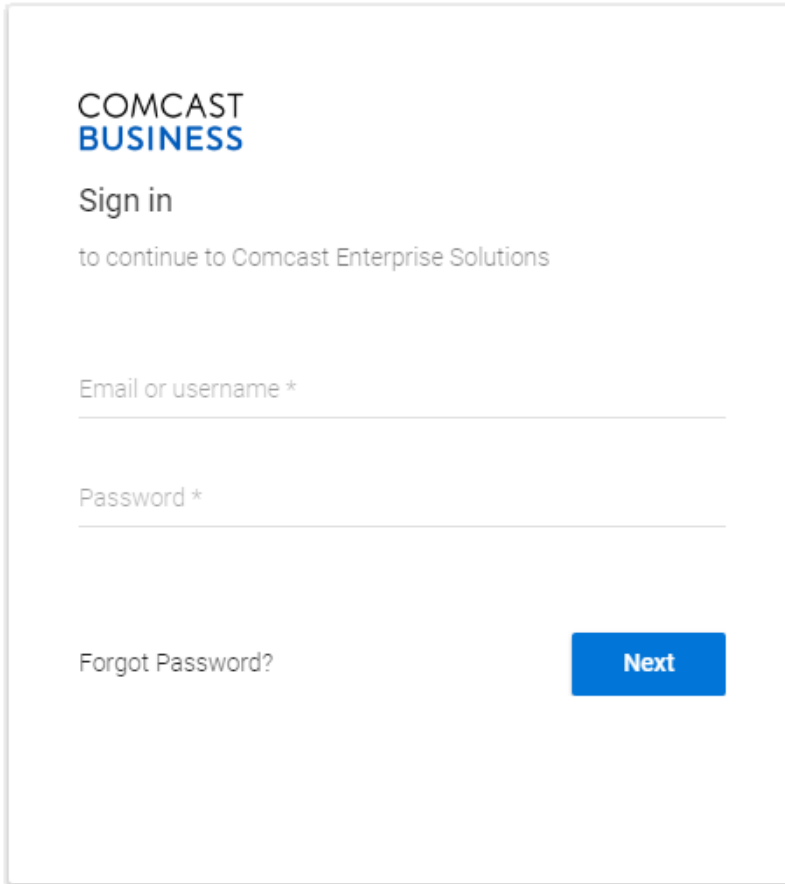
\*Please activate now. The password link will expire in 24 hours.

If you would like a demo of the Enterprise Customer Care Center, please reach out to your Account or Project Manager who will be happy to provide a walkthrough.

Thank you for choosing Comcast Business!

Once credentials are received and account is set up, the Trouble Ticket Reporting Tool (TTRT) can be accessed at [eac.comcast.com](http://eac.comcast.com) (Using this link will direct you off the CALNET website).

The following is the Home view of the TTRT.

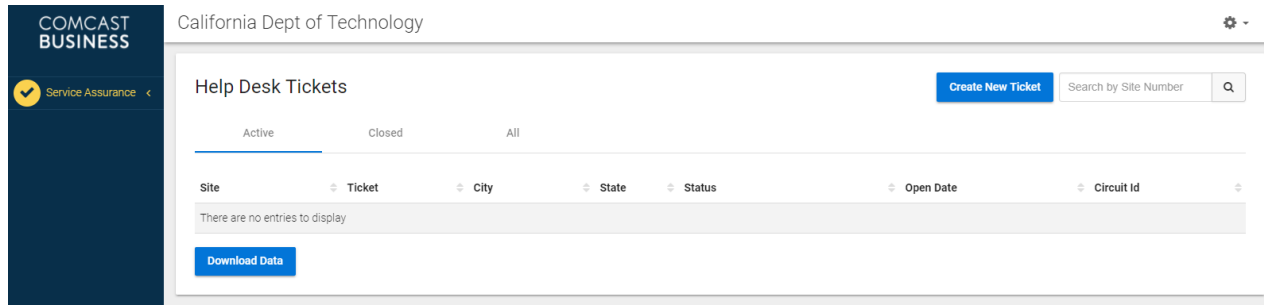


The screenshot shows a sign-in form for Comcast Business. At the top left is the Comcast Business logo. Below it is the text "Sign in" and "to continue to Comcast Enterprise Solutions". There are two input fields: "Email or username \*" and "Password \*". Below the password field is a link for "Forgot Password?". A blue "Next" button is located at the bottom right of the form.

# DASHBOARD – HELP DESK

## Dashboard

The Dashboard tab acts as a home page for the TTRT and where a trouble ticket can be opened, status reviewed and navigation to all open or closed trouble tickets.

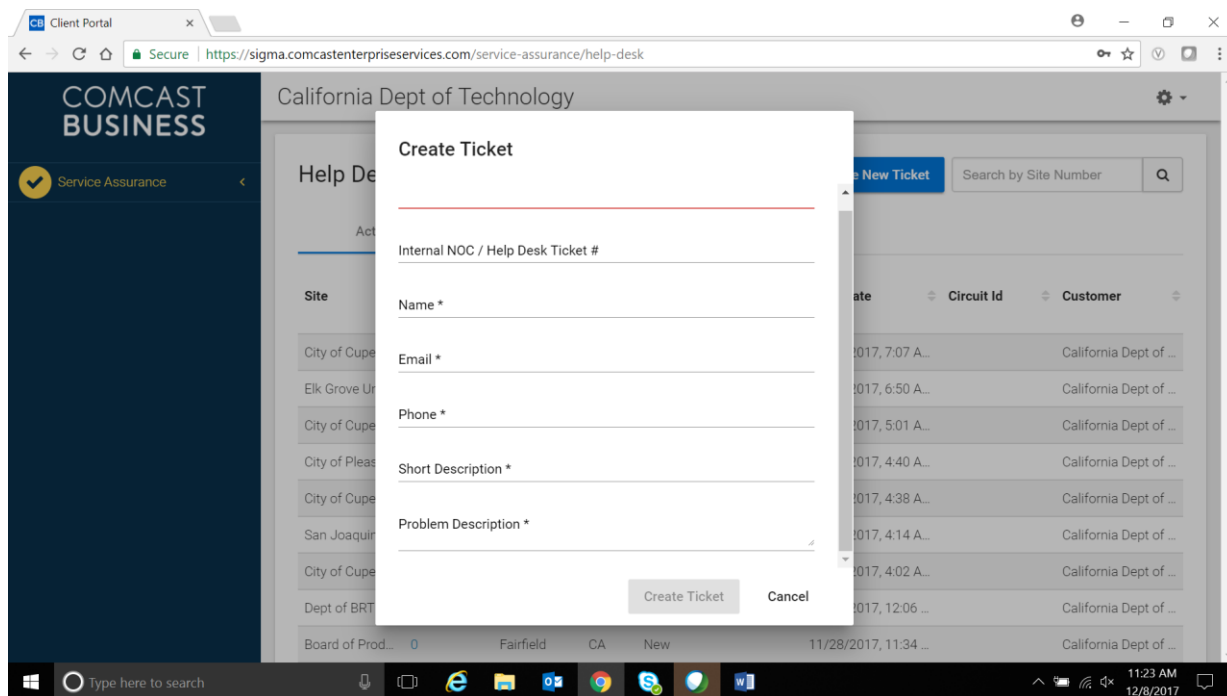


## Help Desk

The Help Desk shows three different views of trouble tickets: **Active**, **Closed** and **All**. On all views, the **Create New Ticket Button**, and **Search by Site Number** are visible.

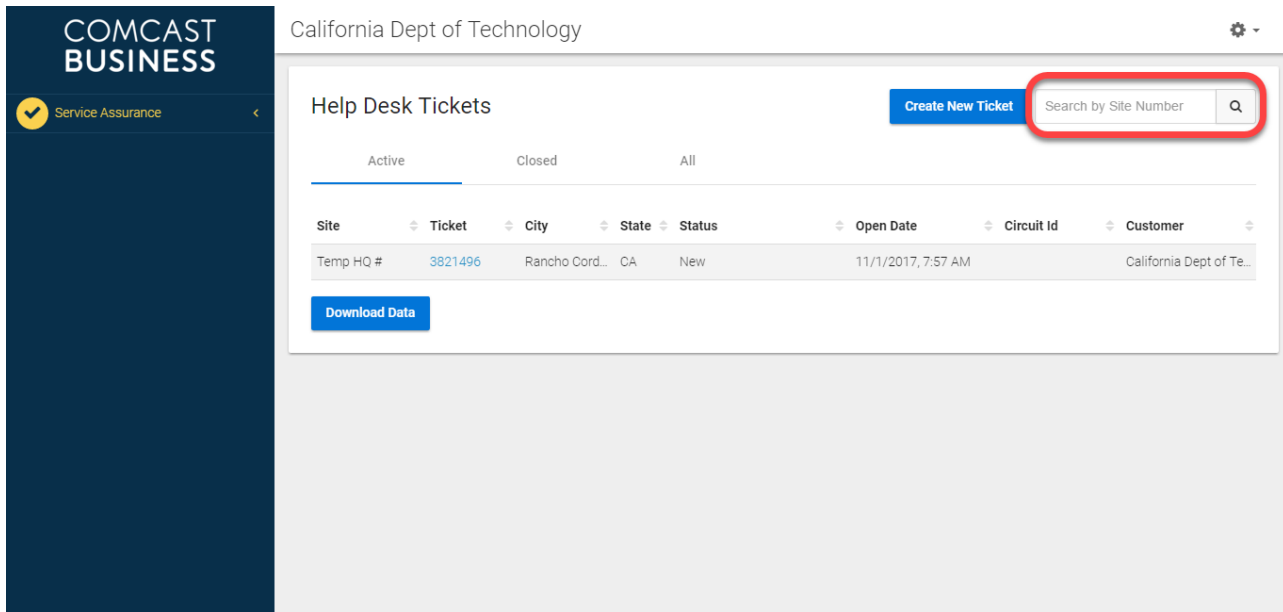
## Create a New Ticket

Users can submit service requests through the enterprise portal. To process a new service request, select the Create Ticket and fully complete all fields on the form. Once data is completed, select Create Ticket at the bottom of the form.



## Search by Site Number

The search by site number box will assist users to quickly locate a ticket based on the site number. Enter the site number and select search.

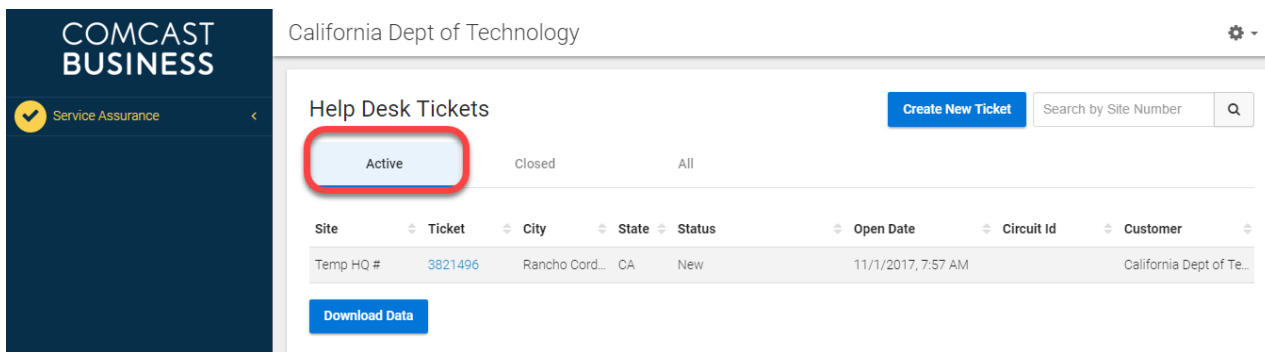


The screenshot shows the Comcast Business Help Desk Tickets interface for the California Dept of Technology. The 'Search by Site Number' input field is highlighted with a red box. The interface includes a 'Create New Ticket' button and a table of tickets.

Site	Ticket	City	State	Status	Open Date	Circuit Id	Customer
Temp HQ #	3821496	Rancho Cord...	CA	New	11/1/2017, 7:57 AM		California Dept of Te...

## Active

This sub tab displays all Help Desk tickets in active/open status by site.



The screenshot shows the Comcast Business Help Desk Tickets interface for the California Dept of Technology. The 'Active' tab is highlighted with a red box. The interface includes a 'Create New Ticket' button and a table of tickets.

Site	Ticket	City	State	Status	Open Date	Circuit Id	Customer
Temp HQ #	3821496	Rancho Cord...	CA	New	11/1/2017, 7:57 AM		California Dept of Te...

To view the ticket details, simply click on the ticket number in the list of sites. The ticket details and notes will open. The data will be similar as the Ticket Details image below. At the top right, you can select Escalate to request an immediate up to an issue. There is a “Request to Close” option to close the current active ticket.

**COMCAST BUSINESS** California Dept of Technology

Service Assurance

### Ticket Details

Request to Close

**SITE INFORMATION**

Site Number	Site Address
Temp HO #	10911 White Rock Road Rancho Cordova, CA 95670

**CUSTOMER INFORMATION**

Name	Contact	Contact Information
California Dept of Technology	Rose Roth	rose_rth@cable.comcast.com 7209764241

**SERVICE INFORMATION**

Service Type  
Managed Broadband - Circuit (Primary) (Ethernet)

**TICKET INFORMATION**

Number	Resource	Opened
3821496	N/A	11/1/2017, 7:57 AM

Status  
New

Reported Trouble  
TEST TO SEE TIME ZONE STAMP

Reported Trouble Details  
TICKET CREATED TO TEST TIME ZONE STAMP - NO NEED TO CONTACT ME

**STOP CLOCK INFORMATION**  
No stop clock history found for ticket

**ADDITIONAL TICKET HISTORY**

11/2/2017, 6:31 AM	okay to close - time zone / stamp issue verified and being reviewed by system dev teams. Thank you
11/1/2017, 12:27 PM	test3
11/1/2017, 8:29 AM	test2
11/1/2017, 8:27 AM	Test to see time zone stamp.

## Closed

This sub tab displays all closed trouble tickets by site. By selecting this site, you can read the notes from the ticket to find the issue root cause, any corrective action and when the ticket was closed. Closed trouble tickets will stay in the portal throughout the life of the account.

The screenshot shows the Comcast Business Help Desk Tickets interface for the California Dept of Technology. The 'Closed' tab is selected and highlighted with a red box. The table below lists several closed tickets.

Site	Ticket	City	State	Status	Open Date	Circuit Id	Customer	Close Date
Temp HQ #	3750082	Rancho C...	CA	Closed	10/10/2017, 11:52...	test	California Dept of...	10/10/2017, 12:0...
Temp HQ #	3707641	Rancho C...	CA	Closed	9/26/2017, 12:46 ...		California Dept of...	10/6/2017, 8:13 ...
Temp HQ #	3719728	Rancho C...	CA	Closed	10/2/2017, 5:43 PM		California Dept of...	10/2/2017, 5:44 ...
Temp HQ #	3706983	Rancho C...	CA	Closed	9/26/2017, 6:58 AM		California Dept of...	9/26/2017, 9:12 ...
Temp HQ #	3697375	Rancho C...	CA	Closed	9/22/2017, 12:25 ...		California Dept of...	9/23/2017, 5:23 ...
Temp HQ #	3696991	Rancho C...	CA	Closed	9/22/2017, 8:18 AM		California Dept of...	9/22/2017, 10:55...

## All

This sub tab displays all help desk tickets in any status (Active, Closed, Reopened, etc.) listed by site number.

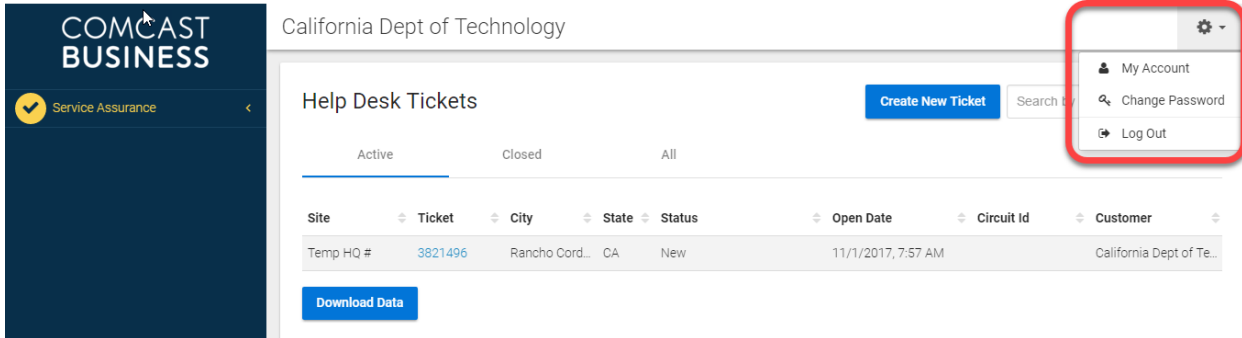
The screenshot shows the Comcast Business Help Desk Tickets interface for the California Dept of Technology. The 'All' tab is selected and highlighted with a red box. The table below lists all tickets, including one that is 'New'.

Site	Ticket	City	State	Status	Open Date	Circuit Id	Customer	Close Date
Temp HQ #	3821496	Rancho C...	CA	New	11/1/2017, 7:57 AM		California Dept of...	
Temp HQ #	3750082	Rancho C...	CA	Closed	10/10/2017, 11:52...	test	California Dept of...	10/10/2017, 12:0...
Temp HQ #	3719728	Rancho C...	CA	Closed	10/2/2017, 5:43 PM		California Dept of...	10/2/2017, 5:44 ...
Temp HQ #	3707641	Rancho C...	CA	Closed	9/26/2017, 12:46 ...		California Dept of...	10/6/2017, 8:13 ...
Temp HQ #	3706983	Rancho C...	CA	Closed	9/26/2017, 6:58 AM		California Dept of...	9/26/2017, 9:12 ...
Temp HQ #	3697375	Rancho C...	CA	Closed	9/22/2017, 12:25 ...		California Dept of...	9/23/2017, 5:23 ...
Temp HQ #	3696991	Rancho C...	CA	Closed	9/22/2017, 8:18 AM		California Dept of...	9/22/2017, 10:55...



# ACCOUNT SETTINGS

Individual users who are authorized to make account setting changes will find a menu in the upper right. Select the tool wheel and the following options will be available: My Account, Change Password, Manage Accounts, and Log Out.

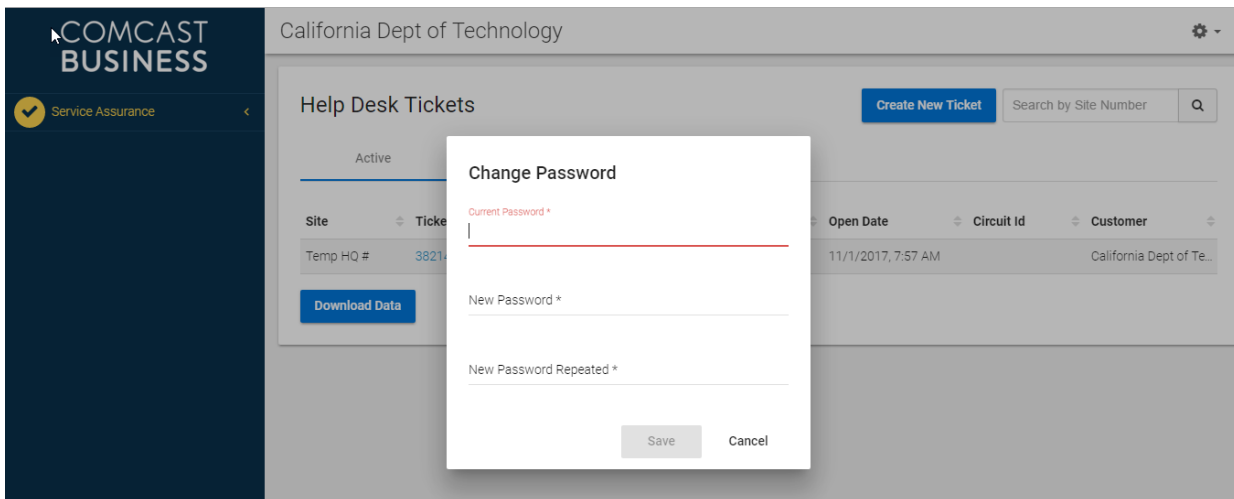


## My Account

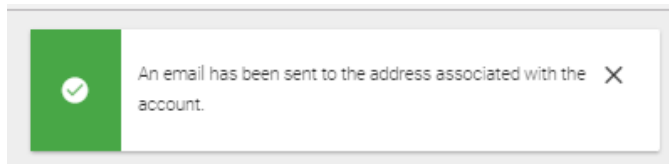
This section will allow you to update your account with a new email or contact information. Select Save to ensure changes are saved.

## Change Password

This section will allow you to update your account password and change it as needed. You will need the current password to update to a new password.



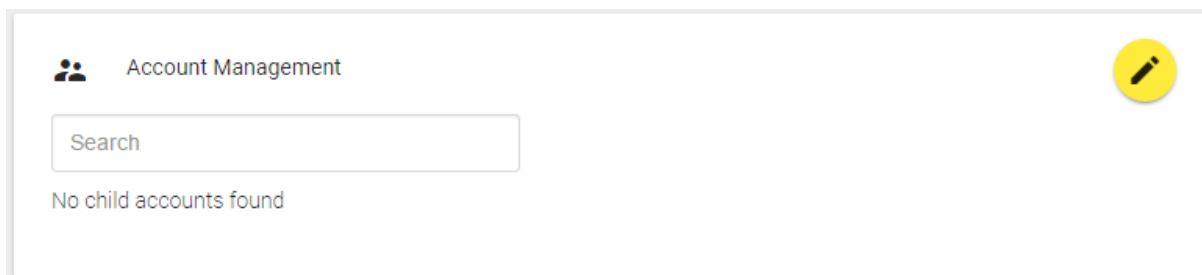
If you have forgotten your password, you can go back to the portal login page. Select at the bottom the **Forgot Password** link. The site will redirect you to a new page where you can enter your Login ID and select Next. An email will be sent to the email address in your account profile. The Comcast Account team does not have access to any customer password.



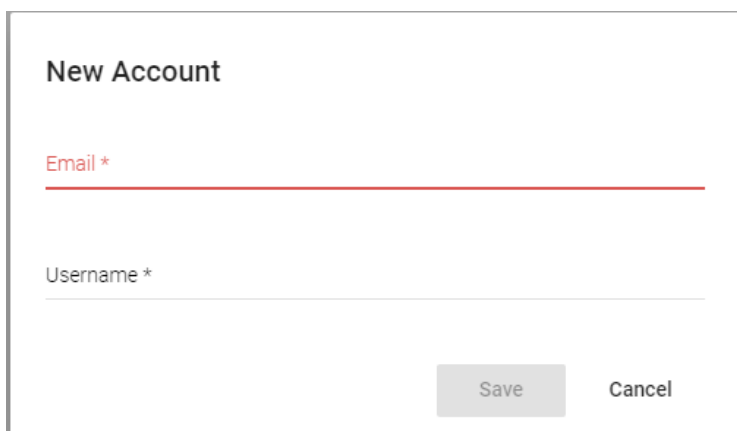
## Manage Accounts

This section will allow you to create and manage any sub account users. If you have sub accounts created, you can select that account to edit the account, set a new password or delete the account. Each company should have a portal administrator who will be responsible for all account profiles.

To add a sub account, you can select the yellow pencil icon located on the right of the screen.



A new window will appear to create the new user account. Complete the information and save. This account should now appear in your user account list. **Please Note:** There is no limit to the number of users that can be created as a sub account.

A form titled "New Account" with two input fields. The first field is labeled "Email \*" and the second is labeled "Username \*". At the bottom of the form, there are two buttons: "Save" and "Cancel".

# FREQUENTLY ASKED QUESTIONS

**Q:** Where can I create a new Help Desk ticket for service issues at a customer site?

**A:** Select the Service Assurance tab → Help Desk tab → Create New Ticket

**Q:** Where can I view all Help Desk tickets in active/open status by customer site?

**A:** Select the Service Assurance tab → Help Desk tab → Active

**Q:** Where can I view all closed Help Desk tickets with Root Cause & Work Notes by customer site?

**A:** Select the Service Assurance tab → Help Desk tab → Closed → Click Ticket number to view Ticket Details