

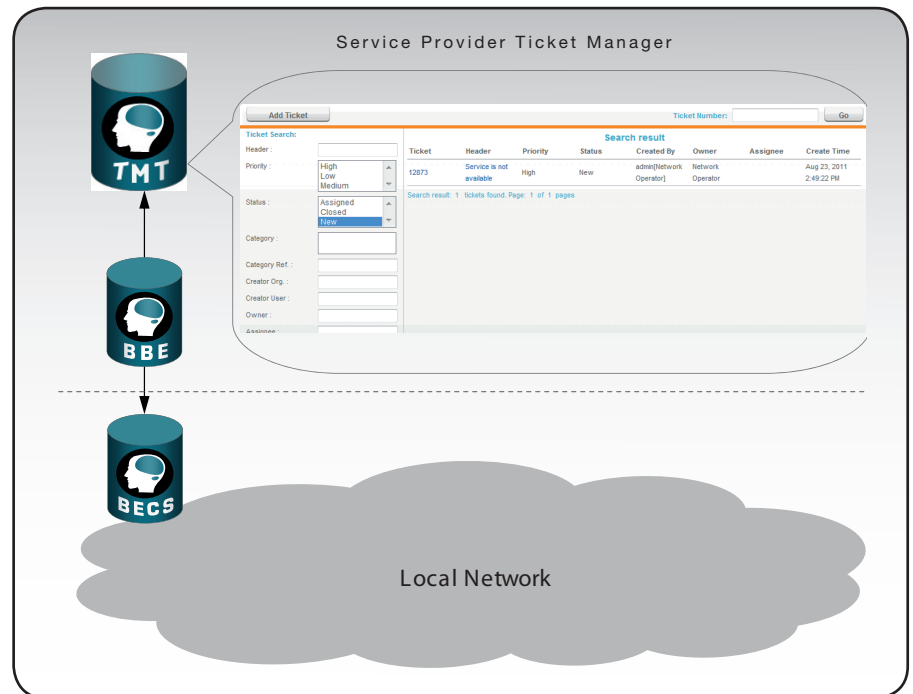
# BBE-Ticket Management Tool

Broadband Business Engine - Ticket Management Tool

Track and report changes to network services

## Key benefits:

- Support for both internal and external tickets
- Time reporting per ticket
- Flexible category management
- Detailed statistics and reporting
- Seamlessly integrated with other modules in BBE product family



## Ticket Management Tool

Broadband Business Engine Ticket Management Tool (BBE-TMT) is an application within the BBE product family. The TMT enables the users of BBE to keep track of both internal and external tickets.

BBE-TMT keeps track of correspondence (tickets) between Service Providers and Network Operator regarding individual cases, such as service updates or new product launches. It can also be used to keep track of internal activities, such as network maintenance, or as a trouble ticketing tool to keep track of, and follow up on, customer problems.

BBE-TMT is an integrated application in the BBE framework, and therefore gives authorized users of BBE an up-to-date view on customer problems and network maintenance.

## Ticket Management

Tickets are managed from the **Ticketing** menu, but they can also be accessed directly from the customer view in the Subscriber Management Tool (BBE-SMT), where all tickets related to a customer are stored.

Tickets include those related to a specific customer, product, specific delivery address, and/or customized categories defined by the Network Operator.

A customized category can be anything from "CPE replacements" to "SIP proxy" and these categories can then be used to generate statistics.

## Ticket Statistics

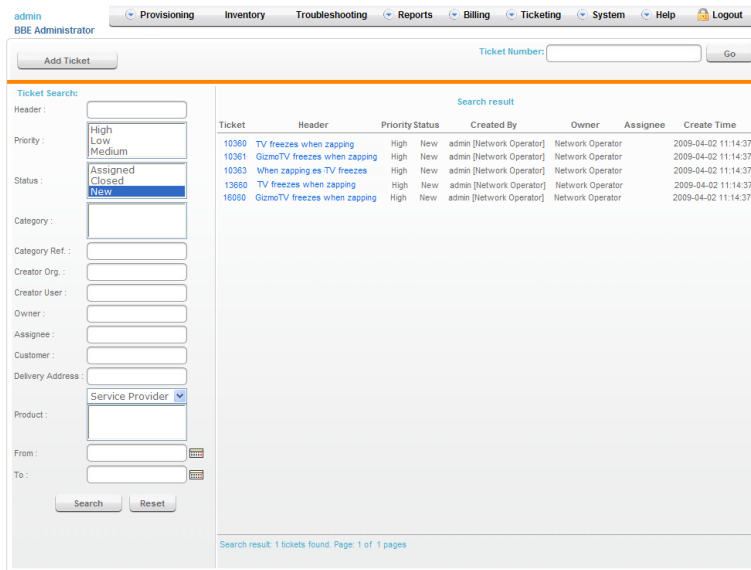
BBE-TMT includes a report generator that is used to produce many different types of detailed statistics reports. Some examples of reports are:

- customer complaints per product and/or location
- CPE replacements per location and frequency
- time reporting per ticket

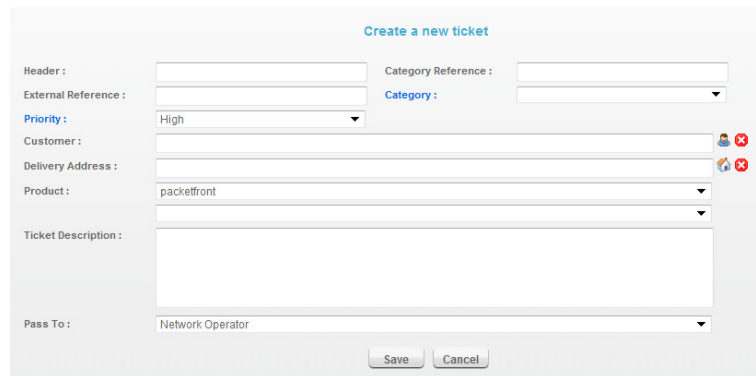
The report generator provides flexibility to retrieve tracking statistics from the network, improving service efficiency, customer satisfaction and ultimately, profitability.

These reports can be exported as a comma separated text file (.CSV).

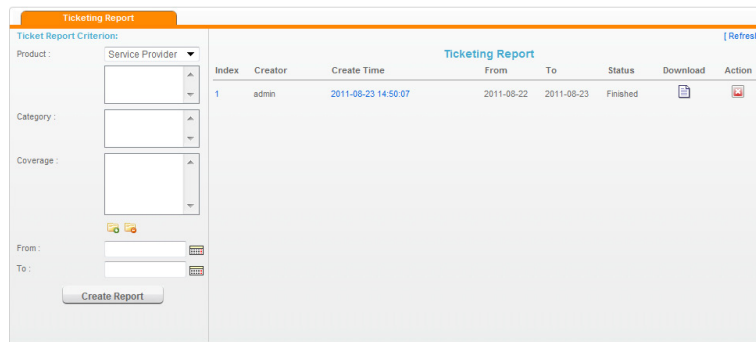
Manage reported cases in the **Tickets** page. This page includes a search pane and a browse pane to quickly locate specific tickets.



Add, modify, or delete tickets in the **Add Ticket** page.



Retrieve statistics about tickets in the **Reports** page.



**Technical requirements**

BBE - Core

Version 1.8 or later