

Service Monitor

in "Firmenkundenportal"



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Locations



Specifically select the locations for which you need more information: those marked in green for your active inventory; those marked in turquoise for commissioned products that are still in the process of being connected.

The screenshot shows the 'Locations' page with a map of Germany and a list of locations on the left. The list includes:

- 13405 Berlin Kurt-Schumacher-Damm 1 (blue circle icon)
- 40549 Düsseldorf Ferdinand-Braun-Platz 1 (blue circle icon)
- 30179 Hannover Vahrenwalder Str. 236 (blue circle icon)
- 40885 Ratingen Rehhecke 50 (blue circle icon)
- 71111 Waldenbuch Hans-Heinrich-Ehler-Weg 14/2 (blue circle icon)
- 46519 Alpen Burgstr. 15 (green circle icon)
- 18209 Bad Doberan Verbindungsstr. 10 (green circle icon)
- 83435 Bad Reichenhall Ludwigstr. 6 (green circle icon)

Two callout boxes provide details:

- Location View (Blue Circle):** By clicking on one of the connected (●) locations, all orders are displayed in the list view. The callout shows a list with three entries: 13405 Berlin, 40549 Düsseldorf, and 30179 Hannover.
- Location View (Green Circle):** By clicking on one of the active (●) locations, your inventory is displayed in the list view. The callout shows a list with three entries: 46519 Alpen, 18209 Bad Doberan, and 83435 Bad Reichenhall.



Locations – Filter



Specifically narrow down the selection of locations through a precise search.

Search by Location

Search for your locations here. Possible search criteria are: ZIP code, city, street, house number.

Location Filter

Click on the filter buttons to open the filter menu. Here, you can select what the locations are supposed to be filtered by.

The screenshot displays the 'Locations' application interface. At the top, there is a navigation bar with the 'Locations' menu highlighted. Below the navigation bar, there is a search bar with the placeholder text 'enter zip code, street or city' and a magnifying glass icon. To the left of the search bar, there is a 'Status' filter dropdown menu. Below the search bar, there is a table of locations with columns for 'Location' and 'Actions'. The 'Location' column contains the following entries:

Location	Actions
13405 Berlin Kurt-Schumacher-Damm 1	...
40549 Düsseldorf Ferdinand-Braun-Platz 1	...
30179 Hannover Vahrenwalder-Str. 236	...
40885 Ratingen Rehhecke 50	...
71111 Waldenbuch Hans-Heinrich-Ehler-Weg 14/2	...
46519 Alpen Burgstr. 15	...
18209 Bad Doberan Verbindungsstr. 10	...
83455 Bad Reichenhall Ludwigstr. 6	...

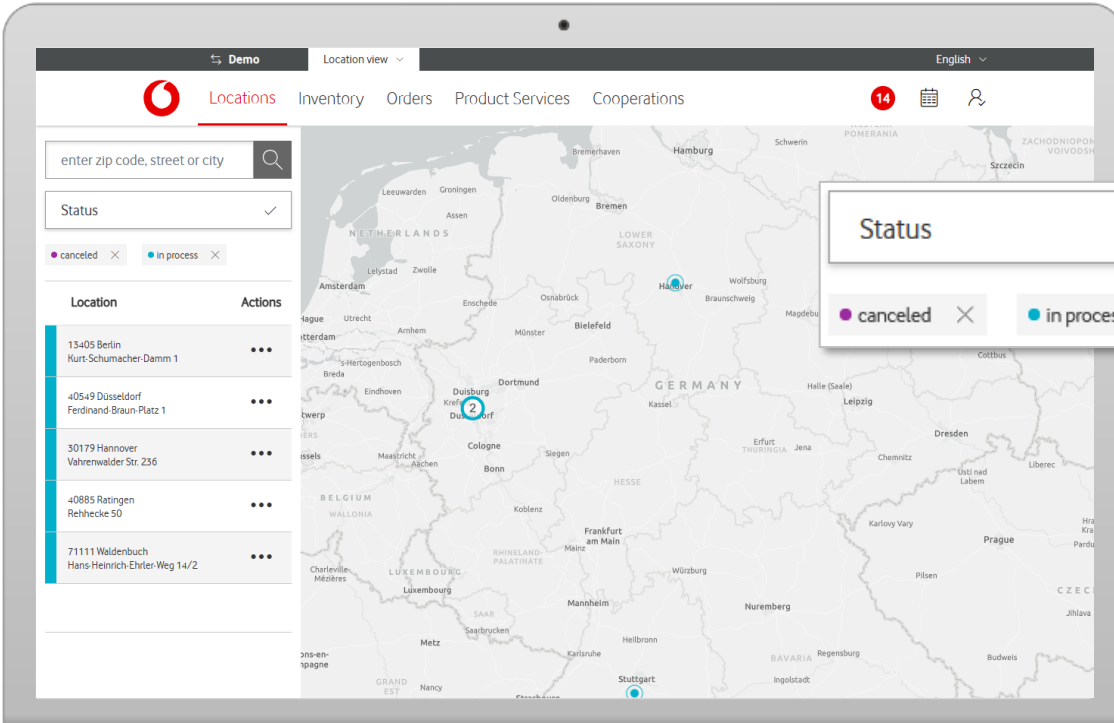
The 'Actions' column contains three dots for each location. A red box highlights the search bar and the 'Status' filter dropdown menu. A red arrow points from the search bar to the 'Status' filter dropdown menu. A red box also highlights the search bar and the 'Status' filter dropdown menu. A magnifying glass icon is positioned over the search bar. The background of the application shows a map of Europe with various locations marked by colored dots and numbered circles.



Locations – Filter



Specifically narrow down the selection of locations through a precise search.



Status ✓

● canceled ✕ ● in process



Location Filter

By clicking on the X, you remove the filter. The display then refreshes automatically.



Locations – Navigation



Locations

Inventory

Orders

Product Services

Select the active fixed-network products for which you require further information.

The screenshot shows a web application interface for managing locations. On the left, there is a sidebar with a search bar and a list of locations. The main area displays a map of Europe with several location markers. A callout box highlights a 'Show on map' button for a specific location.

Location	Actions
46519 Alpen Burgstr. 15	...
18209 Bad Doberan Verbindungsstr. 10	... Show on map
83435 Bad Reichenhall Ludwigstr. 6	...
02625 Bautzen Wiltthener Str. 32	...
12105 Berlin Attilastr. 61-67	...
12105 Berlin Attilastr. 61-67	...
12107 Berlin Lankwitzer Str. 19	...

Show map

Clicking on "Show on map", the service monitor navigates to your selected location on the map.



Locations – Active Inventory



Locations

Inventory

Orders

Product Services

Select the active fixed-network products for which you require further information.

The screenshot shows a web application interface for 'Locations'. The top navigation bar includes 'Locations', 'Inventory', 'Orders', and 'Product Services'. A search bar with '89' and a user profile icon are also present. The main area features a map of Europe with several location markers, some of which are highlighted in green. A list of active inventory items is displayed on the left side of the map. A tooltip is shown over one of the markers, displaying the following information:

77855 Achern Schleif 5	...
86551 Aichach Am Plattenberg 1	...
F-4711 Albertville Rue de Paris 12	...

Location View

Clicking on one of the active (●) locations, shows your inventory in the list view.



Locations – Active Inventory



Locations

Inventory

Orders

Product Services

Select a specific individual inventory to receive more info.

Demo Location view English

Locations Inventory Orders Product Services Cooperations

10115 Berlin, Chausseestr. 128a

Inventory

Product	Connection information	Commissioning date	Actions
Company Net Festanschluss 50 Mbps basic	blnesmbms3	05.01.2023	...
Company Net Festanschluss 50 Mbps basic			...
Vodafone - IP Anlagen-Anschluss IP Anlagenanschluss	+49 30 283993 00-99		...
Vodafone - IP Anlagen-Anschluss IP Anlagenanschluss	+49 30 5879998 00-99	05.01.2023	...
Vodafone - IP Anlagen-Anschluss IP Anlagenanschluss		05.01.2023	...

List View

All active inventory for this location at a glance.

Actions

By clicking on the three dots, you will see all the actions available to you.

Details

Click on one of the products for detailed product information.



Locations – Active Inventory



'Inventory Information' gives you a detailed overview of your inventory.

Product Information

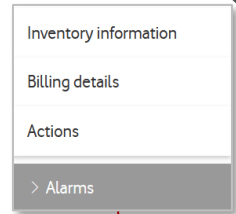
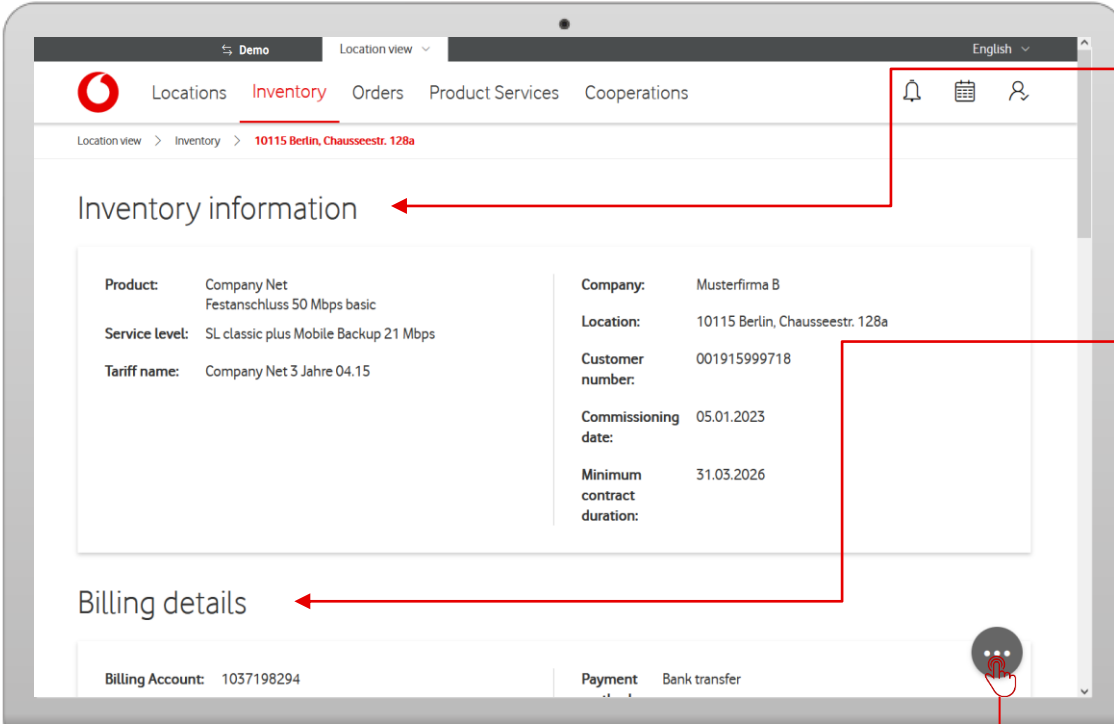
Shows the order-specific detailed information about your inventory.

Billing Details

Shows detailed information about your account.

Navigation

Click on the three dots to open the navigation menu. Click again to close the menu.



Locations – Active Inventory



In the inventory information you get a detailed view of your respective inventory.

Technical Information

Router duevodapa6000

VPN: vodapa
Service ID: 0000000451993959
Bandwidth: 100 Mbps

Model: Cisco C1111-4PLTEA
Maximum number of voice channels: 650

Interface name	Connectivity	IP address range	IP gateway address
Vlan1	primary (direkt)	192.168.1.188/30	192.168.1.189

Technical Information

Shows the technical information about your inventory.

Actions



Service Request
Send us your order changes
[> Create Service Request](#)



Looking Glass
Analyze your network connectivity
[> Go to Looking Glass](#)



Easy Ticket
Create new tickets or check the status
[Go to Easy Ticket portal](#)

Actions

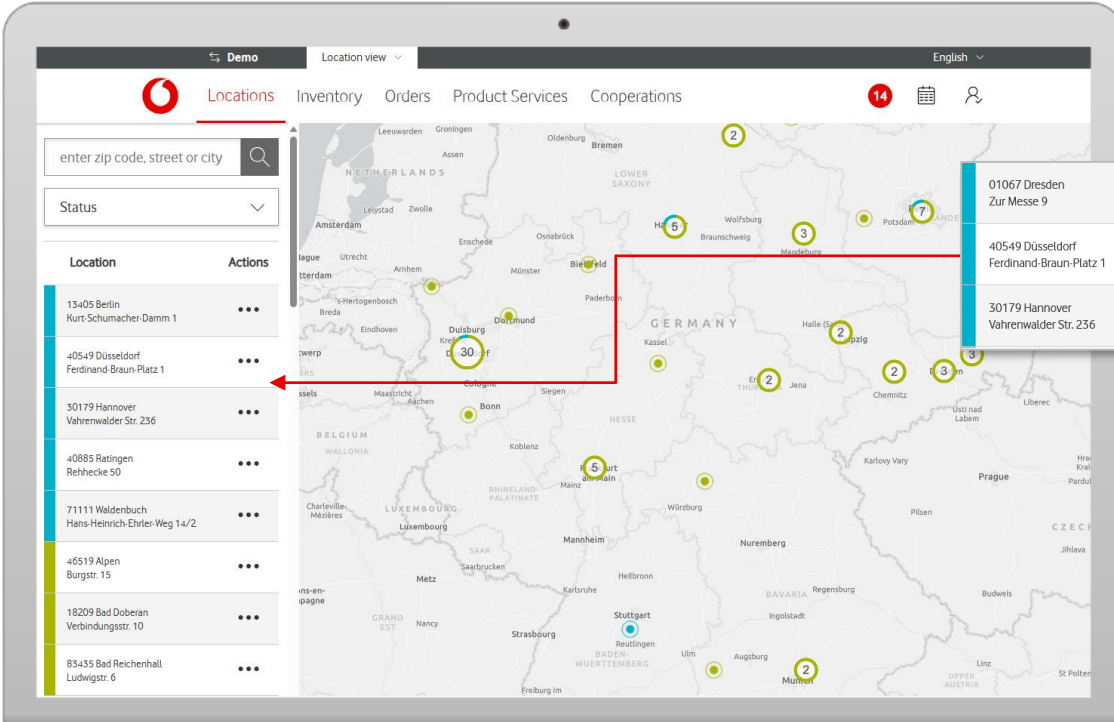
Here, you will find the different available actions.



Locations – Orders



Select specific locations with your orders to always be up-to-date on the current status of the connection.



Location View

Clicking on one of the connected (●) locations displays all orders in the list view.



Locations – Orders



Select specific individual orders to get more information.

List View

This shows the inventory for this location..

Service Request

You can also contact us directly by clicking on "Service Request".

Details

Clicking on one of the orders will show you detailed information about your order.

Demo Location view English

Locations Inventory Orders Product Services Cooperations

Kelsterbach

65451 Kelsterbach, Langer Kornweg 34 h+i

Orders

Order number	Product	Status info	Last Changes	Service Request
PDTP-2205001 ARK2022050001, position 1	Vodafone Business Internet Connect 100 Mbps Anschluss Basic	Start of order processing	26.05.2021	
PDTP-2205002 ARK2022050002, position 1	Vodafone Business Internet Connect 100 Mbps Anschluss Basic	Start of order processing	26.05.2021	
PDTP-2205003 ARK2022050003, position 1	Vodafone Business Internet Connect 100 Mbps Anschluss Basic	Start of order processing	26.05.2021	
PDTP-2205004 ARK2022050004, position 1	Vodafone Business Internet Connect 100 Mbps Anschluss Basic	Start of order processing	26.05.2021	

Inventory

Product	Connection information	Commissioning	Actions
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Locations – Orders



Order information provides a detailed view of your respective order.

The screenshot shows a web application interface with a navigation bar at the top containing 'Locations', 'Inventory', 'Orders', 'Product Services', and 'Cooperations'. The 'Orders' tab is active. Below the navigation bar, the breadcrumb path is 'Location view > Orders > 01139 Dresden, Peschelstraße 33'. The main content area is titled 'Order information' and contains a table with the following data:

Product: TEST_Produkt_Billing_Name_1 TEST_SERVICE_NAME	Company: Musterfirma B
Order: PDTP-3887001 ARC2302388701, Position 1	Location: 01139 Dresden, Peschelstraße 33
Order type: New connection	Customer number: 001915999718
	Service ID: 8820230238870001

Below the table, there is a section titled 'For a successful connection please make these preparations:' with a red button labeled 'Checklist of obligations to cooperate'. At the bottom of the interface is a milestone overview consisting of a horizontal line with seven circular icons above it. The first four icons are red with white checkmarks, and the fifth icon is a red circle with three white dots. The remaining two icons are grey circles.

Order Information

Here you will find your inventory data.

Milestone Overview

The progress of your order appears in this overview.



Locations – Orders



Order information provides a detailed view of your respective order.

Order Information

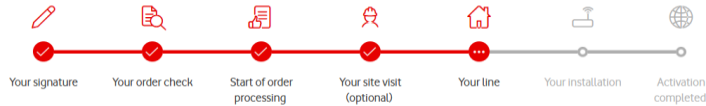
Jump to your obligations to see in which manner you need to cooperate for us to process your order.

Milestone Details

These Details provide more granular information pertaining to your milestones.

For a successful connection please make these preparations:

Checklist of obligations to cooperate



Detailed order progress



Your signature

13.11.2020

Thank you for your order.



Your order check

10.12.2020

We have checked your order.



Start of order processing

14.01.2021

Your order is now being processed. Your Vodafone contact will inform you about the next steps.



Locations – Orders



Locations

Inventory

Orders

Product Services

The order information also states your obligations to cooperate.

Checklist of your obligations to cooperate

Important note on your obligations to cooperate: For a successful connection, please make these preparations in time before your connection date. Otherwise, there may be delays in the connection.

 [Information sheet obligations to cooperate](#)



In-house cabling

Consistent in-house cabling is done before delivery

[Download fibre optic in-house cabling](#)



Power supply

Sufficient number of 230V sockets is available and located in the immediate vicinity of the router or modem



Space for hardware

There is sufficient space in the cabinet



Availability of your contact persons

Specified contact persons are informed about upcoming on-site appointments and accompany the technician in the specified time window



Access to your premises

Access to the termination point line technology (APL) and installation location are guaranteed



Technician notice sign

The technician information sign is clearly visible in the entrance area.

[Download technician notice sign](#)

Obligations to Cooperate

This states the details of your obligations to cooperation under the milestone "Start of order processing". You can also download the documents in PDF format.



Calendar

You can find your calendar in the menu bar.

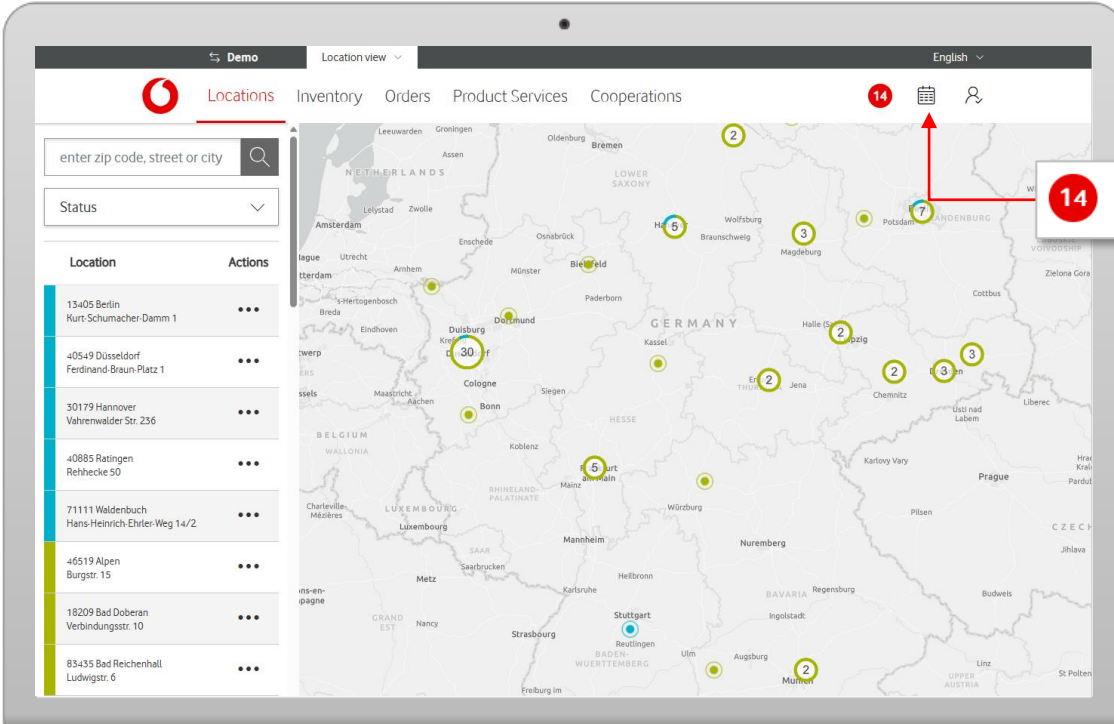


Locations

Inventory

Orders

Product Services



Calendar

Click on the calendar icon to open the calendar view.



Calendar



Locations

Inventory

Orders

Product Services

Calendar view shows your upcoming appointments.

Calendar

Days with a red dot mark appointments. Click on the day to view the appointments.

The screenshot displays a software interface with a map of Europe and a calendar overlay. The map shows various locations marked with colored circles and numbers. The calendar overlay shows the month of October 2022, with a red dot on the 18th indicating an appointment. A red arrow points from the red dot on the 18th to a detailed view of the appointment for Tuesday, 18. October 2022.

Location view

enter zip code, street or c

Status

Location	Actions
01067 Dresden Zur Messe 9	...
40549 Düsseldorf Ferdinand-Braun-Platz 1	...
30179 Hannover Vahrenwalder Str. 236	...
47441 Moers Neuer Wall 26	...
47441 Moers Steinstr. 10a	...
40878 Ratingen D2-Park 5	...
46519 Alpen Burgstr. 15	...

Thu, 6. October 2022

Mo	Tu	We	Th	Fr	Sa	Su
26	27	28	29	30	01	02
03	04	05	06	07	08	09
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	01	02	03	04	05	06

Thu, 18. October 2022

Moers, 47441 Neuer Wall 26
Order: PDTP-0718805
Your line
Company Dialog ADSL Regio 6000 (Annex-J)

Ratingen, 40878 D2-Park 5
Order: PDTP-0716492
Your installation
Company Dialog ADSL Regio 16000 (Annex-J)

Sun, 26. February 2023



Notifications



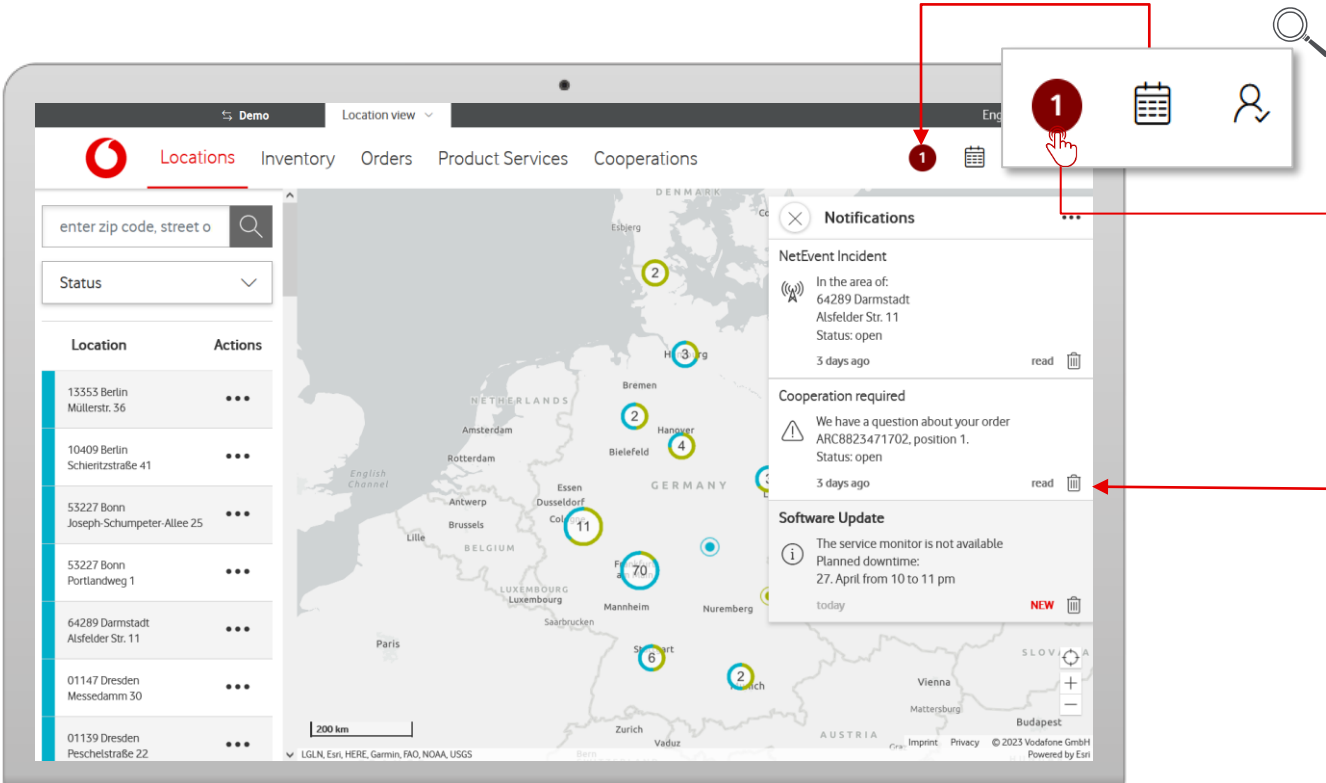
Locations

Inventory

Orders

Product Services

Your notifications will be shown in the menu bar.



Notifications

By clicking on the notification symbol, an overlay with notifications appears. New notifications are indicated by a red circle and the number of new messages.

Notifications

The Notification Center shows your current notifications. By clicking on an entry, a window with detailed information opens.



Notifications



Locations

Inventory

Orders

Product Services

The Notification Center shows all received notifications.



Manage Inbox

Clicking on the three dots icon opens up a list of options, allowing you to mark or delete messages.

Delete

Delete individual notifications by clicking on the bin icon.

Mark as „Read“

Click on the message to mark it as read.

The screenshot shows the application's main interface. At the top, there's a navigation bar with 'Locations', 'Inventory', 'Orders', 'Product Services', and 'Cooperations'. Below this is a search bar and a location list table. The central part is a map of Europe with various location markers. On the right, a 'Notifications' panel is open, displaying three notifications. A context menu is overlaid on the top notification, showing options: 'Mark all as read', 'Delete all notifications', and 'Notification settings'. Red arrows and hand icons indicate the actions described in the text boxes: clicking the three dots icon to open the context menu, clicking the bin icon to delete a notification, and clicking the notification itself to mark it as read.

Location	Actions
13353 Berlin Müllerstr. 36	...
10409 Berlin Schientzstraße 41	...
53227 Bonn Joseph-Schumpeter-Allee 25	...
53227 Bonn Portlandweg 1	...
64289 Darmstadt Alsfelder Str. 11	...
01147 Dresden Messedamm 30	...
01139 Dresden Peschelstraße 22	...

Notifications

- NetEvent Incident**
In the area of:
64289 Darmstadt
Alsfelder Str. 11
Status: open
3 days ago
- Cooperation required**
We have a question about your order
ARC8823471702, position 1.
Status: open
3 days ago
- Software Update**
The service monitor is not available
Planned downtime:
27. April from 10 to 11 pm
today



Notification Settings



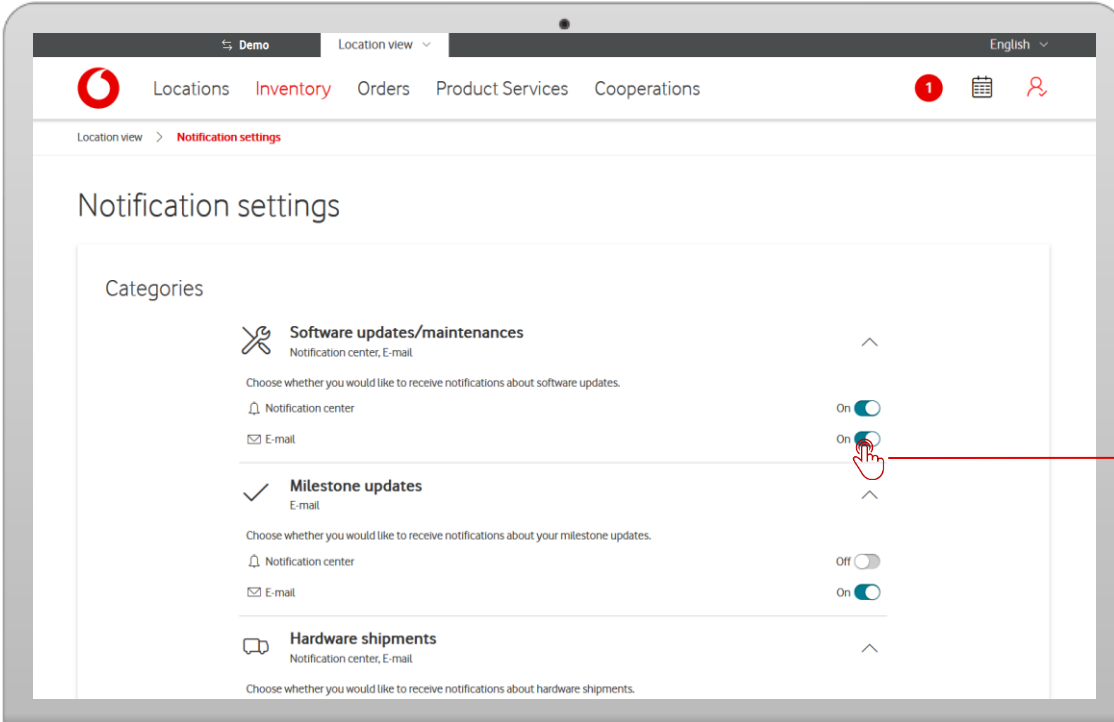
Locations

Inventory

Orders

Product Services

Notification Settings allow you to personalize your notifications.



Notification Settings

Click on the slider to activate or deactivate the notifications for the selected category.



Inventory



Inventory shows an overview of all active fixed network products at your locations. For more information, select individual products.

The screenshot displays the 'Inventory' page in a web application. At the top, there is a navigation menu with 'Locations', 'Inventory' (highlighted), 'Orders', 'Product Services', and 'Cooperations'. Below the navigation, there is a search bar and a '.CSV export' button. A table lists various network products with columns for 'Connection information', 'Location', 'Commissioning date', and 'Actions'. A 'Status' filter dropdown is open, showing options for 'active', 'canceled', and 'inactive'. A red arrow points from the 'List Filter' callout to the 'Status' dropdown. Another red arrow points from the '.CSV export' button to the '.CSV Export' callout.

Connection information	Location	Commissioning date	Actions
	25917 Achtrup Hochstrasse 51	10.03.2023	...
Company Net Festanschluss 100 Mbps basic blnesbms1	10115 Berlin Chausseestr. 128/129	05.01.2023	...
Company Net Festanschluss 100 Mbps basic	10115 Berlin Chausseestr. 128/129	05.01.2023	...
Vodafone-Sprache Primärmultiplexanschluss (DSS1) pauschal	10115 Berlin Chausseestr. 128/129	05.01.2023	...
Company Net Festanschluss 50 Mbps basic blnesbms3	10115 Berlin Chausseestr. 128a	05.01.2023	...
Company Net Festanschluss 50 Mbps basic	10115 Berlin Chausseestr. 128a	05.01.2023	...
Vodafone - IP Anlagen-Anschluss IP Anlagenanschluss +49 30 283993 00-99	10115 Berlin Chausseestr. 128a	05.01.2023	...

List Filter

Filter the inventory list here according to your specifications.

.CSV Export

Allows you to download the entire inventory list, including detailed information.



Inventory



Inventory shows an overview of all active fixed network products at your locations. For more information, select individual products.

Connection information	Location	Commissioning date	Actions
	25917 Achtrup Hochstrasse 51	10.03.2023	...
Company Net Festanschluss 100 Mbps basic blnesbms1	10115 Berlin Chausseestr. 128/129	05.01.2023	...
Company Net Festanschluss 100 Mbps basic	10115 Berlin Chausseestr. 128/129	05.01.2023	...
Vodafone-Sprache Primärmultiplexanschluss (DSS1) pauschal	10115 Berlin Chausseestr. 128/129	05.01.2023	...
Company Net Festanschluss 50 Mbps basic blnesbms3	10115 Berlin Chausseestr. 128a	05.01.2023	...
Company Net Festanschluss 50 Mbps basic	10115 Berlin Chausseestr. 128a	05.01.2023	...
Vodafone - IP Anlagen-Anschluss IP Anlagenanschluss +49 30 283993 00-99	10115 Berlin Chausseestr. 128a	05.01.2023	...

List Search

Searches the inventory list according to your specifications. For more detailed information about the search and the search criteria, hover over the i-symbol.



Inventory



Inventory shows an overview of all active fixed network products at your locations. For more information, select individual products.



The screenshot shows the 'Inventory' page in a web application. At the top, there are navigation tabs: 'Locations', 'Inventory' (which is underlined), 'Orders', and 'Product Services'. Below the navigation, there's a search bar and a '.CSV export' button. The main content is a table with the following columns: 'Product', 'Connection information', 'Location', 'Commissioning date', and 'Actions'. The table contains several rows of product data. A red box highlights the first two rows of the table. A red arrow points from the 'List View' callout to the first row. Another red arrow points from the 'Actions' callout to the three dots in the 'Actions' column of the second row. A third red arrow points from the 'Details' callout to the three dots in the 'Actions' column of the third row. The table data is as follows:

Product	Connection information	Location	Commissioning date	Actions
TEST_Produkt_Billing_Name_1 TEST_SERVICE_NAME		25917 Achtrup Hochstrasse 51	10.03.2023	...
Company Net Festanschluss 100 Mbps basic	blnesmbms1	10115 Berlin Chausseestr. 128/129	05.01.2023	...
Company Net Festanschluss 100 Mbps basic		10115 Berlin Chausseestr. 128/129	05.01.2023	...
Vodafone-Sprache Primärmultiplexanschluß (DSS1) pauschal		10115 Berlin Chausseestr. 128/129	05.01.2023	...
Company Net Festanschluss 50 Mbps basic	blnesmbms3	10115 Berlin Chausseestr. 128a	05.01.2023	...
Company Net Festanschluss 50 Mbps basic		10115 Berlin Chausseestr. 128a	05.01.2023	...
Vodafone - IP Anlagen-Anschluss IP Anlagenanschluss	+49 30 283993 00-99	10115 Berlin Chausseestr. 128a	05.01.2023	...

List View

Shows your inventory for this location.

Actions

Clicking on the three dots shows all available action options.

Details

Click on your product for detailed inventory information.



Inventory



The detail view shows all information about your inventory services.

Product Information

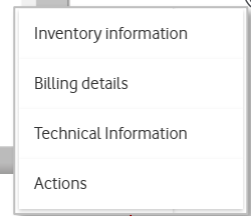
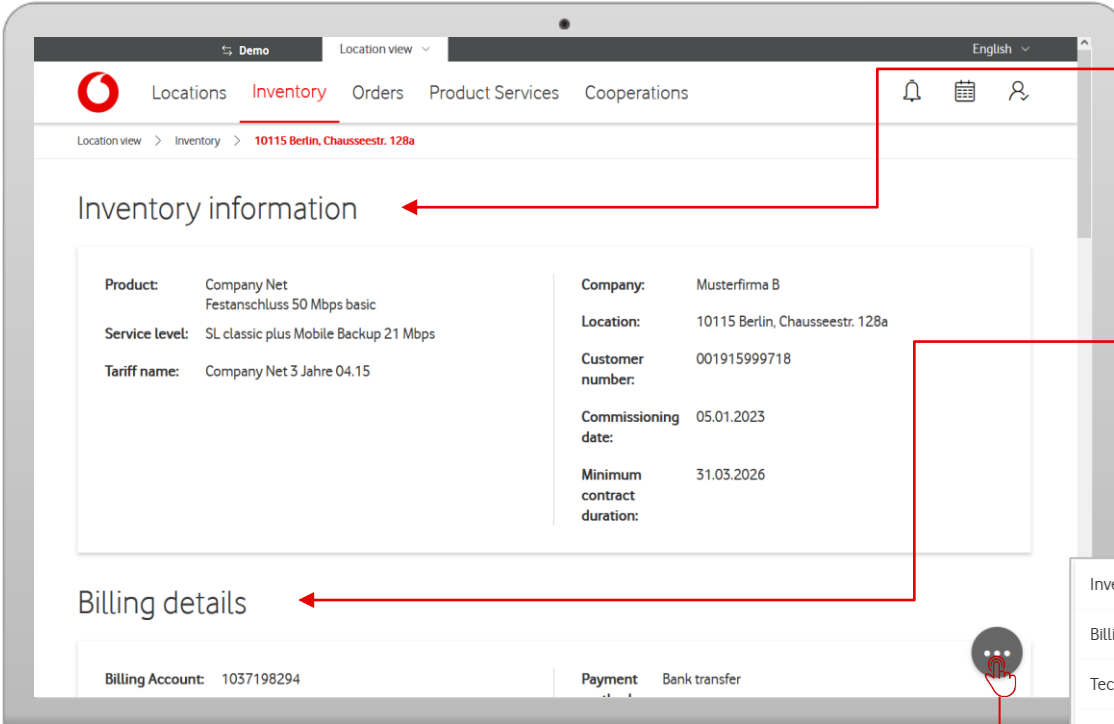
Shows the order-specific detailed information about your inventory.

Billing Details

Shows detailed information about your account.

Navigation

Click on the three dots to open the navigation menu. Click again to close the menu.



Inventory



In the detail view, you get info about your inventory services and can call up individual actions.

Technical Information

Shows the technical information about your inventory.

Actions

Here, you will find the different available actions.

Technical Information

Router frgvodapa8001

VPN: vodapa **Model:** Cisco CB81G

Service ID: 0000000408325055

Interface name	Connectivity	IP address range	IP gateway address
Vlan1	primary (direkt)	192.168.0.28/30	192.168.0.29

Actions

Service Request
Send us your order changes
[> Create Service Request](#)

Looking Glass
Analyze your network connectivity
[> Go to Looking Glass](#)

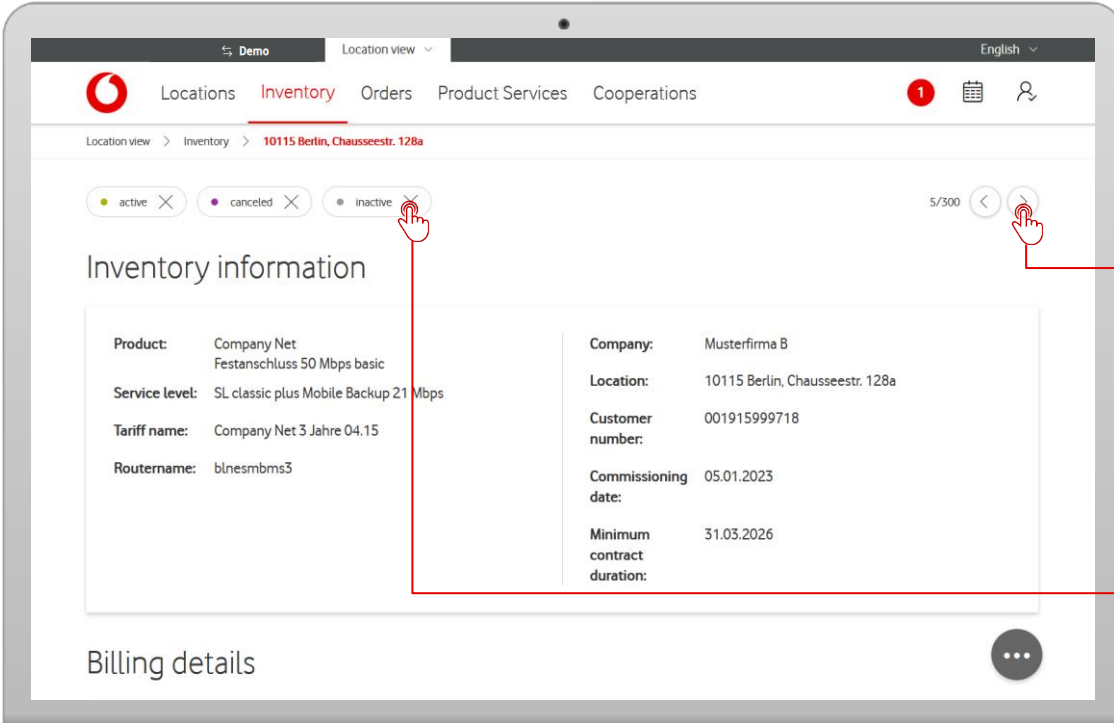
Easy Ticket
Create new tickets or check the status
[Go to Easy Ticket portal](#)



Inventory



In the detail view you can cycle through your inventory services.



Navigation arrows
Navigate towards the last or next detail view.

Filter
Your selected filters. With one click you remove them again.



Inventory – Service Request



Locations

Inventory

Orders

Product Services

Via Service Request, contact us directly if you have a question or concern.

Info

Depending on your contract, charges may apply for a service request.

Service Request

Select the appropriate option from various service request types. Request types can be product-dependent.

Form Fields

Fill in the required fields to submit the form.

Demo Location view English

Locations Inventory Orders Product Services 60

Location view > Inventory > 46519 Alpen, Burgstr. 15 > Service Request

Service Request

Company Dialog pauschal flat (ADSL, 6 M)

Note
You do not have the permission to create (submit) a service request.

Service Request Type *

Others

Contact person * Weber, Florian

Callback number *

desired date



Orders



Orders shows an overview of all products that are connected at your location. For more information, select individual orders.

Product	Status info	Last Changes	Location	Service Request
any Net Festanschluss 100 Mbps basic	Project order	Not specified	13553 Berlin M\"{u}lterstr. 36	
ARC2302417801, position 1	Start of order processing	03.11.2024	10409 Berlin Schieritzstra\"{u}e 41	
PDTP-0636522	Project order	Not specified	53227 Bonn Joseph-Schumpeter-Allee 25	
PDTP-0636444	Project order	Not specified	53227 Bonn Portlandweg 1	
ARS2023013915, position 1	Start of order processing	18.11.2021	64289 Darmstadt Alsfelder Str. 11	
ARS2023013915, position 2	Start of order processing	18.11.2021	64289 Darmstadt Alsfelder Str. 11	
ARS2023013915, position 3	Start of order processing	18.11.2021	64289 Darmstadt Alsfelder Str. 11	
ARS2023013915, position 4	Start of order processing	18.11.2021	64289 Darmstadt Alsfelder Str. 11	

List Filter

Filters the order list according to your specifications.

.CSV Export

Allows you to download the entire inventory list, including detailed information.



Orders



Orders shows an overview of all products that are connected at your location. For more information, select individual orders.

The screenshot displays the 'Orders' section of a web application. At the top, there's a navigation bar with 'Locations', 'Inventory', 'Orders' (highlighted), 'Product Services', and 'Cooperations'. Below this, a search bar contains the text 'Search' and a magnifying glass icon. To the left of the search bar is a 'Status' dropdown menu with options: 'in process' (selected), 'active', and 'inactive'. Below the dropdown are 'Apply' and 'Reset' buttons. A table of orders is visible below the search bar. The table has columns for 'Product', 'Status info', 'Last Changes', 'Location', and 'Service Request'. The first row shows 'Company Net Festanschluss 100 Mbps basic' with status 'Project order' and location '13553 Berlin Mlterstr. 36'. Subsequent rows show 'Start of order processing' for various locations in Berlin and Bonn.

Product	Status info	Last Changes	Location	Service Request
Company Net Festanschluss 100 Mbps basic	Project order	Not specified	13553 Berlin Mlterstr. 36	
ARC2302417801, position 1	Start of order processing	03.11.2024	10409 Berlin Schieritzstrae 41	
PDTP-0636522	Project order	Not specified	53227 Bonn Joseph-Schumpeter-Allee 25	
PDTP-0636444	Project order	Not specified	53227 Bonn Portlandweg 1	
ARS2023013915, position 1	Start of order processing	18.11.2021	64289 Darmstadt Alsfelder Str. 11	
ARS2023013915, position 2	Start of order processing	18.11.2021	64289 Darmstadt Alsfelder Str. 11	
ARS2023013915, position 3	Start of order processing	18.11.2021	64289 Darmstadt Alsfelder Str. 11	
ARS2023013915, position 4	Start of order processing	18.11.2021	64289 Darmstadt Alsfelder Str. 11	

List-Search

Search through the order list according to your wishes. For more detailed information on the search and the search criteria, move the mouse pointer over the i symbol



Orders



Orders shows an overview of all products that are connected at your location. For more information, select individual orders.

Order number	Product	Status info	Last Changes	Location	Service Request
PDTP-2205001 ARK2022050001, position 1	Vodafone Business Internet Connect 100 Mbps Anschluss Basic	Start of order processing	26.05.2021	65451 Kelsterbach Langer Kornweg 34 hH	
PDTP-2205002 ARK2022050002, position 1	Vodafone Business Internet Connect 100 Mbps Anschluss Basic	Start of order processing	26.05.2021	65451 Kelsterbach Langer Kornweg 34 hH	
PDTP-2205003 ARK2022050003, position 1	Vodafone Business Internet Connect 100 Mbps Anschluss Basic	Start of order processing	26.05.2021	65451 Kelsterbach Langer Kornweg 34 hH	
PDTP-2205004 ARK2022050004, position 1	Vodafone Business Internet Connect 100 Mbps Anschluss Basic	Start of order processing	26.05.2021	65451 Kelsterbach Langer Kornweg 34 hH	

List View

Shows all orders for this location.

Service Request

Please contact us directly if you have any questions. Just click on 'Service Request'.

Details

For detailed order info, click on the respective order.



Orders



Order information provides a detailed view of your respective order.

The screenshot shows a web application interface for 'Orders'. At the top, there is a navigation bar with 'Locations', 'Inventory', 'Orders' (highlighted), and 'Product Services'. Below the navigation bar, the breadcrumb path is 'Location view > Orders > 01139 Dresden, Peschelstraße 33'. The main content area is titled 'Order information' and contains a table with the following data:

Product: TEST_Produkt_Billing_Name_1 TEST_SERVICE_NAME	Company: Musterfirma B
Order: PDTP-3887001 ARC2302388701, Position 1	Location: 01139 Dresden, Peschelstraße 33
Order type: New connection	Customer number: 001915999718
	Service ID: 8820230238870001

Below the table, there is a section titled 'For a successful connection please make these preparations:' with a red button labeled 'Checklist of obligations to cooperate'. At the bottom, there is a progress bar with seven icons: a pencil, a speech bubble, a document, a person, a house, a plug, and a globe. The first four icons have red checkmarks, and the fifth icon has a red circle with three dots, indicating the current step.

Order Information

Here you will find your inventory data.

Milestone Overview

Here you find an overview of the progress of your order.



Orders



Order information provides a detailed view of your respective order.

Order Information

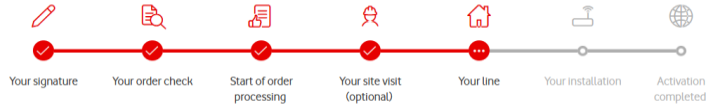
Jump to your obligations to see in which manner you need to cooperate for us to process your order.

Milestone Details

These Details provide more granular information pertaining to your milestones.

For a successful connection please make these preparations:

Checklist of obligations to cooperate



Detailed order progress

Your signature
13.11.2020
Thank you for your order.

Your order check
10.12.2020
We have checked your order.

Start of order processing
14.01.2021
Your order is now being processed. Your Vodafone contact will inform you about the next steps.



Order information also shows your obligations to cooperate or hardware shipping.

The screenshot displays a user interface for order management. At the top, it says "For a successful connection please make these preparations:" followed by a red box labeled "Checklist of obligations to cooperate". Below this is a progress bar with six steps: "Your signature" (checked), "Your order check" (checked), "Start of order processing" (checked), "Your line" (active, indicated by a red dot and a red line), "Your installation" (not started), and "Activation completed" (not started). Below the progress bar is a section titled "Detailed order progress" with a sub-section "Hardware shipping details". This section contains the following information: "Your hardware was shipped on: 18.01.2022", "Your hardware: CPE", "Shipping service provider: DPD", and "Trackingcode: 01378975622455". At the bottom of this section, there is a message: "You can view more shipping details via the link." followed by a search icon and the text "Shipment tracking". A red hand cursor is pointing at the "Shipment tracking" link. Red lines connect the "Hardware shipping details" section to the "Hardware shipping" callout box and the "Shipment tracking" link to the "Shipment tracking" callout box.

Hardware shipping

Here you can find details about the shipping status of your hardware.

Shipment tracking

You can view details of your shipment via "Shipment tracking".

Orders



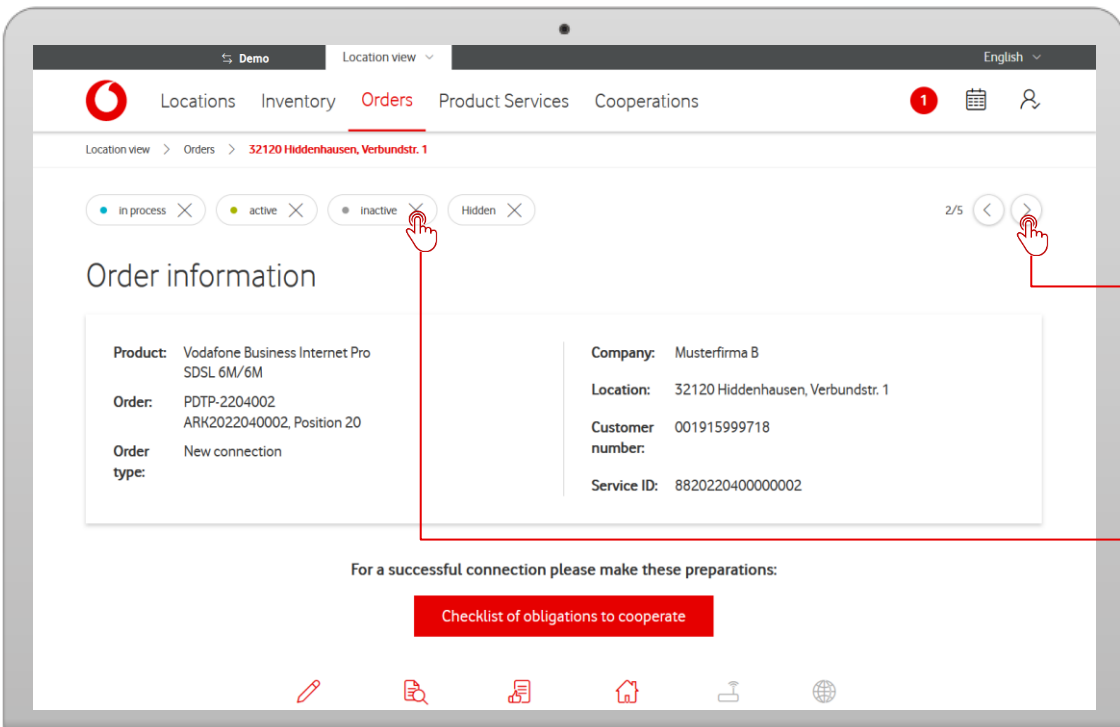
Locations

Inventory

Orders

Product Services

In the detail view you can cycle through your orders.



Navigation arrows

Navigate towards the last or next order.

Filter

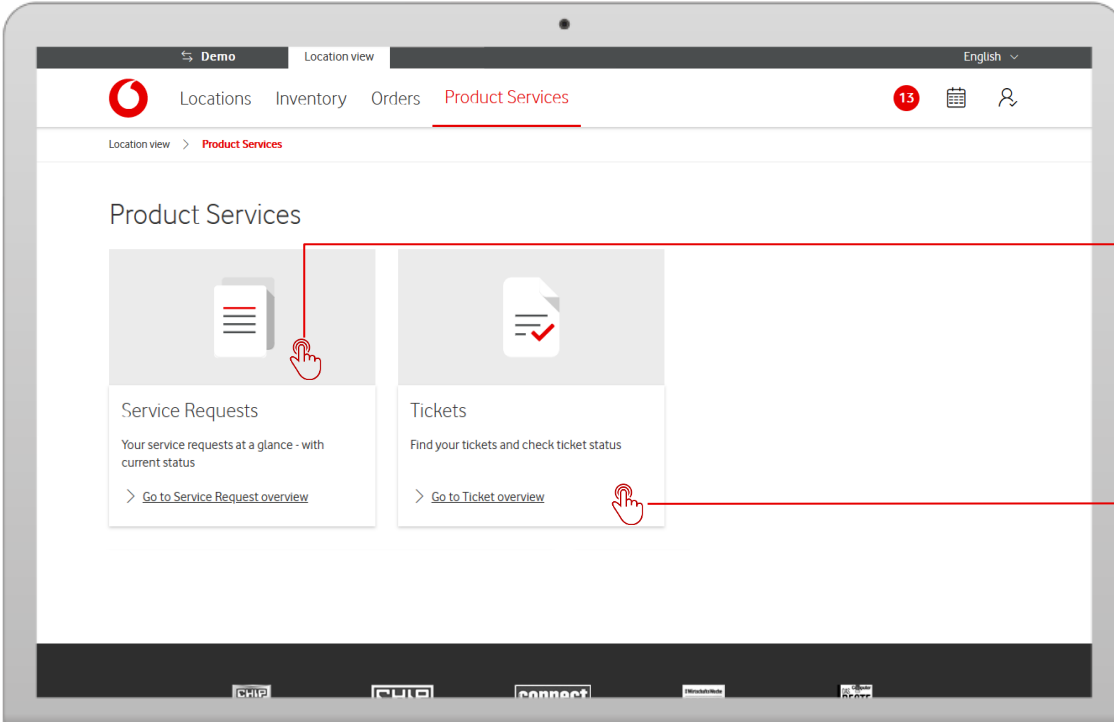
Your selected filters. You can remove them again with a click.



Product Services



Product Services shows an overview of your service requests and reported tickets.



Service Request
Click here to go to the Service Request overview.

Tickets
See your tickets here.



Product Services - Service Requests



If you have submitted service requests to us, you will find an overview for all locations here.



List View

Shows all service requests for your locations. Clicking on a request takes you to a detailed view for that request.

The screenshot shows a web interface for 'Product Services' with a navigation menu (Locations, Inventory, Orders, Product Services) and a breadcrumb trail 'You are here: Product Services / Service Requests'. A table displays a list of service requests. A callout box highlights a row with a hand cursor icon, indicating that clicking on a request leads to a detailed view.

Date	Request ID	Type	Status	Creator
13.01.22 17:26	ARC8793590351	Others	sent	Max@mustermann.de
25.06.21 12:41	ARC8793590114	Others	sent	Max@musterfrau.de
22.03.21 15:19	ARC8793590043	Call forwarding	sent	Max@mustermann.de



Product Services - Service Requests



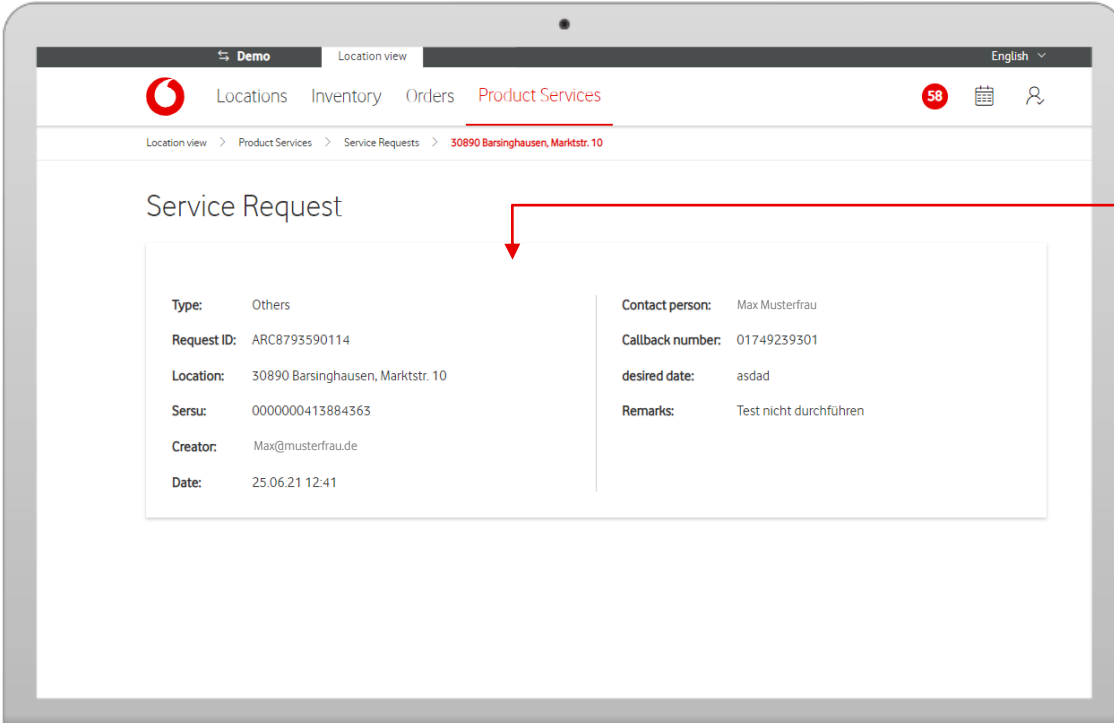
Locations

Inventory

Orders

Product Services

If you have submitted service requests to us, you will find an overview for all locations here.



Request Overview

Shows all available information about submitted service request.



Product Services – Tickets



An overview of all disruption tickets you have submitted.

Ticket ID	Product name	Location	Problem description	Status	Date of incident	Connection identification
TA0000016064117	Vodafone Company Net MPLS	40549 Düsseldorf Ferdinand-Braun-Platz 1	Verbindungsaufbau	closed	07.05.2022 01:45	duvodgmb2 800
TA0000016064118	Vodafone Company Net MPLS	40549 Düsseldorf Ferdinand-Braun-Platz 1	Verbindungsaufbau	closed	07.05.2022 01:45	duvodgmb2 800
TA0000016055407	Vodafone Company Net MPLS	52349 Düren Wirtelstr. 34	Abbrüche	closed	03.05.2022 01:34	duvodapa60 00
TA0000016040642	Vodafone Company Net MPLS	12555 Berlin Bahnhofstr. 33-36	Verbindungsaufbau	closed	23.04.2022 09:48	access.arcor/dsl_binvodap a8002.cdc.bn gvodapa.de
TA00000160357101	Vodafone Company Net MPLS	52349 Düren Wirtelstr. 34	Verbindungsaufbau	closed	21.04.2022 09:05	duvodapa60 00
TA0000016024257	Arcor - Company Net MPLS	16761 Hennigsdorf Havelpassage 9	Verbindungsaufbau	Technician assigned	13.04.2022 10:29	henvodapa35 00

List View

Shows all tickets for your locations.

Details

Click on your product for detailed ticket info.

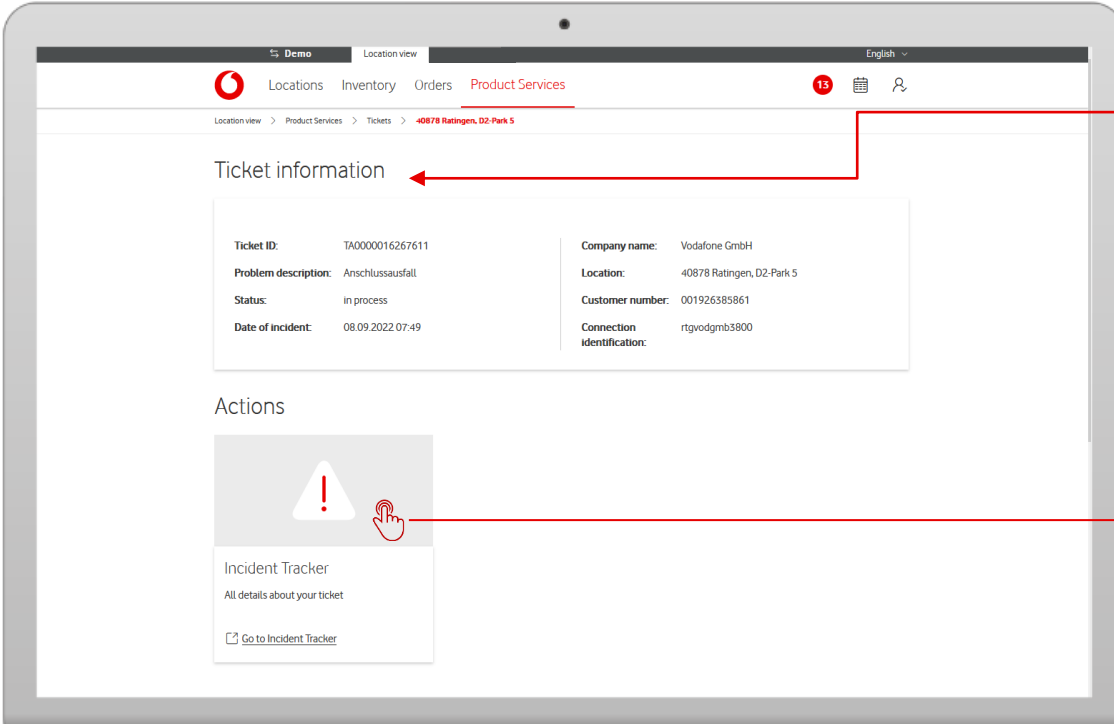
Easy Ticket

Click on the + to open a new tab that takes you to the Easy Ticket Portal. There you can create incident tickets.



Product Services – Tickets

An overview of all disruption tickets you have submitted.



Ticket Information

Here you can find all details about your ticket.

Incident Tracker

Use the incident tracker to track the status of your ticket.



User Management



Notice:

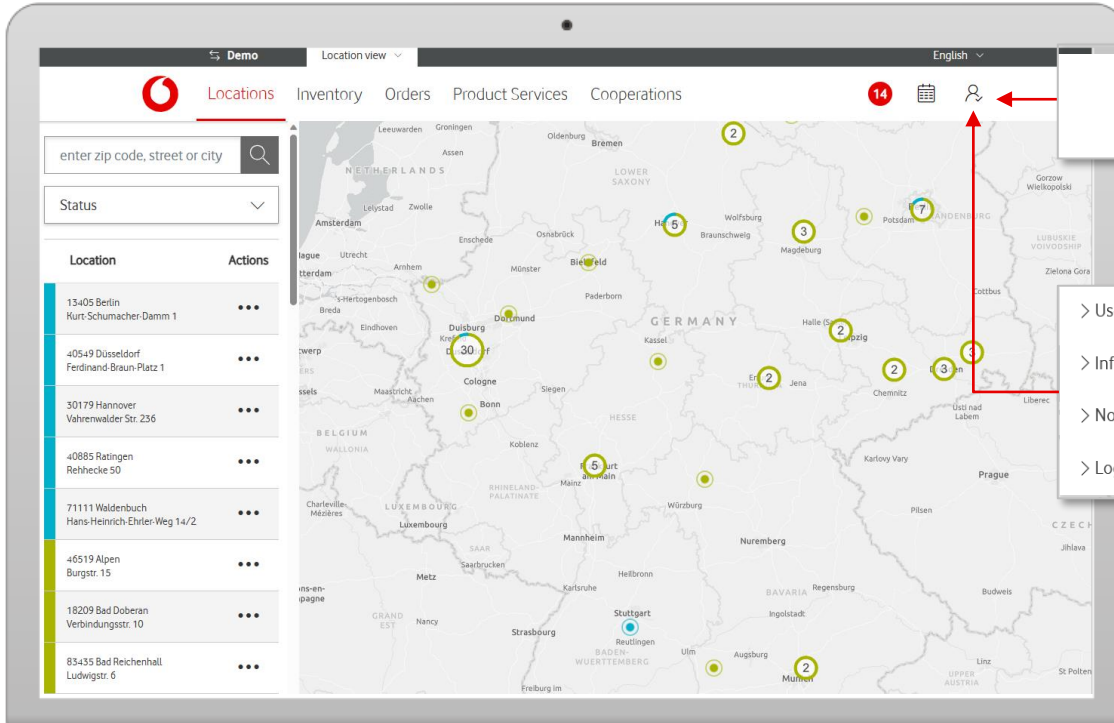
The following slides show the options menu of a user with admin rights.

In this chapter you will learn how to add, edit and delete users.



User Management

In the profile settings you can manage your users.



Profil Settings

Click on the icon to open your profile settings.

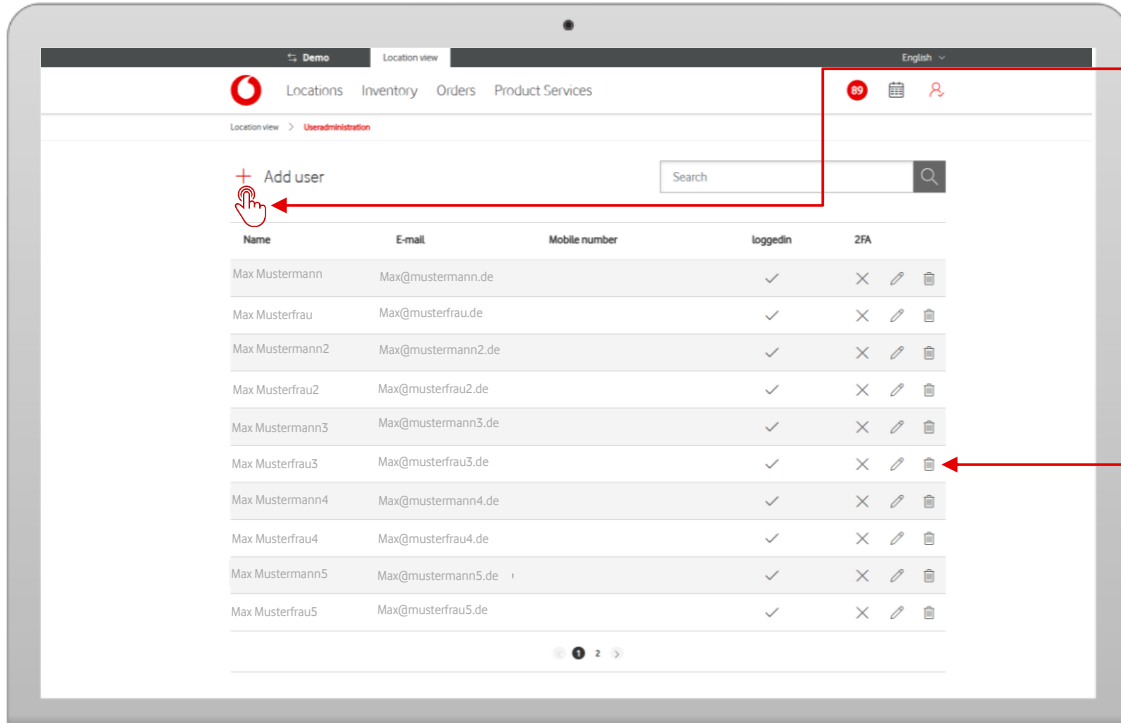
User Management

Clicking here takes you to user management.



User Management - Add User

Add new users to your organization.



Add User

Just click on the plus icon.

Info

Logged in:

X = not logged in

✓ = logged in at least once

Two-factor authentication

(2FA):

X = 2FA not assigned

✎ = 2FA assigned

🗑️ = edit user

🗑️ = delete user



User Management - Add User

Add new users to your organization.

The screenshot shows the 'Add user' form in a web application. The form includes fields for First name, Last name, E-mail, Mobile number, and Organisation Unit. There are also checkboxes for 'Two-factor authentication', 'Assignment' (AA Demo AG), and 'Admin rights'. A 'Send' button and a 'Cancel' button are at the bottom. Three callout boxes with red arrows point to specific parts of the form: '2FA' points to the 'Two-factor authentication' checkbox, 'Locations' points to the 'Assignment' section, and 'Admin Rights' points to the 'Admin rights' checkbox. A 'Please note' box is also present.

2FA

Assign 2FA to the user.

Locations

Here you can assign groups of customer numbers to users. The user sees all locations for these customer numbers.

Admin Rights

This is where you set up admin rights for your user.

Please note: An added user with admin rights can only add further users for his unlocked customer numbers.



User Management - Add User

Add new users to your organization.



The screenshot shows a web application interface for user management. At the top, there are navigation tabs: Locations, Inventory, Orders, and Product Services. Below this, the current view is 'Useradministration'. A '+ Add user' button is visible on the left. A modal window titled '+ Add user' is open, showing a search bar and a table with columns: Name, E-mail, Mobile number, loggedin, and 2FA. The modal table contains two rows: 'Max Mustermann' and 'Max Musterfrau'. The main table below the modal has columns: Name, E-mail, Mobile number, and action icons (checkmark, X, pencil, trash). The main table contains 15 rows of user data. A red arrow points from the '+ Add user' button to the modal window. Another red arrow points from the pencil icon in the modal table to the 'Edit User' text box. A third red arrow points from the trash icon in the modal table to the 'Delete User' text box.

Name	E-mail	Mobile number	loggedin	2FA
Max Mustermann	Max@mustermann.de		✓	✗
Max Musterfrau	Max@musterfrau.de		✓	✗
Max Mustermann2	Max@mustermann2.de		✓	✗
Max Musterfrau2	Max@musterfrau2.de		✗	✗
Max Mustermann3	Max@mustermann3.de		✓	✗
Max Musterfrau3	Max@musterfrau3.de		✓	✗
Max Mustermann4	Max@mustermann4.de		✓	✗
Max Musterfrau4	Max@musterfrau4.de		✓	✗
Max Mustermann5	Max@mustermann5.de		✓	✗
Max Musterfrau5	Max@musterfrau5.de		✗	✗

Edit User

By clicking on the pencil icon, you can edit the user.

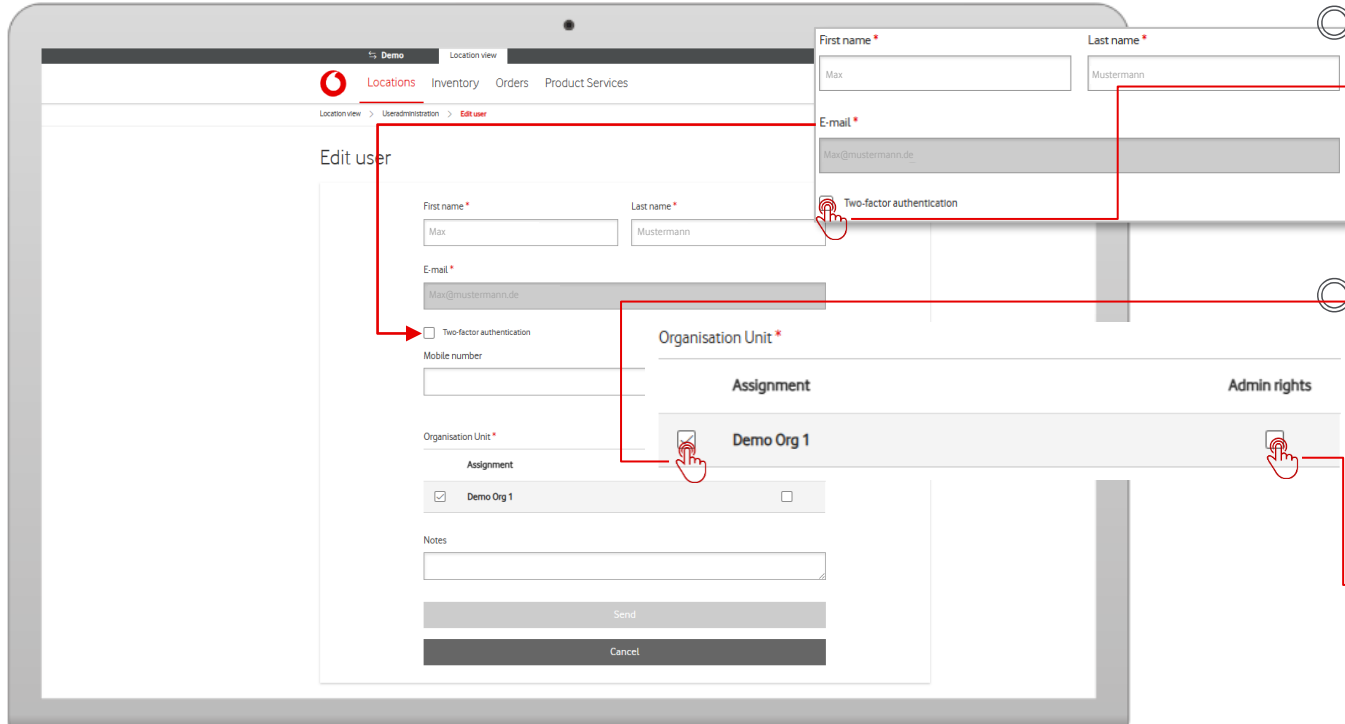
Delete User

By clicking on the trash icon, you can delete the user.



User Management - Edit User

Edit users of your organization.



2FA
Assign 2FA to the user.

Organization Units
You can assign groups of customer numbers to users. The user sees all locations for these customer numbers.

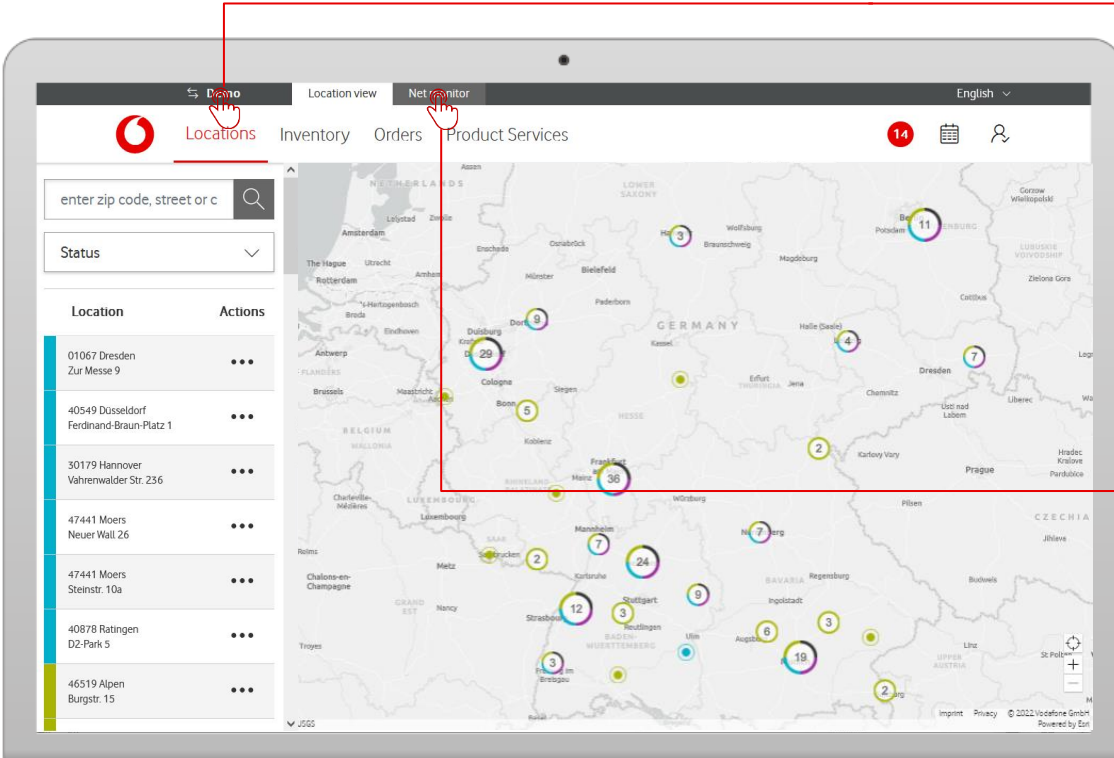
Admin Rights
This is where you set up admin rights for your user.
Please note: An added user with admin rights can only add further users for his unlocked customer numbers.



Change Customer



Use a precise search to specifically narrow down the selection of locations.



Change Customer

Access customer selection by clicking on the tab of the currently active selected customer.

Change App

Clicking on this tab lets you switch to different applications.



Change Customer



Do you have access to multiple customers? Clicking on the customer's name in the top line lets you switch to the view of another customer.

Change Customer

In the search bar, browse the customer list and select your customer from the list.

Change customer



demo



- AA Demo AG
 - AA1 Demo
 - AA2 Demo
 - Demo
 - Demo Bestellcenter
 - Demo BICAB
- 1 2 >
- Select

