

ticket manager



Clarity

Clarity Ticket Manager is a quality management tool to support the resolution of customer network faults using trouble tickets.



reduce downtime, increase billing accuracy, improve QoS

Clarity Ticket Manager is an essential tool for managing problems that occur in the network. The ability to pre-empt customer notification of faults improves the quality of service. The ability to view availability of circuits and equipment ensures more accurate billing for increased revenue. *Effective fault management* leads to reduced downtime.

features and benefits

Web Based Front Ends

Clarity Ticket Manager's *web based front end* enables customers and remote field staff to raise and view the status of faults that impact them.

Real Time Proactive Event Management

Clarity Ticket Manager allows the end-user to accept and record network problems by investigation or by automatic generation. Essential to managing problems in the network is the ability to *pre-empt a customer complaint*, thus supporting critical service level agreement commitments.

High-Level Network Management

Clarity Ticket Manager allows the user to produce statistics to measure efficiency and properly allocate resources. *High-level network management* is possible through status and fault coding. Each code is logged and time-stamped chronologically according to its status hierarchy.

value-added features

- Measurement of key performance indicators including Mean Time to Repair (MTTR) and Mean Time Between Failures (MTBF)
- Real-time collection and distribution of fault reports
- Trouble ticket grouping and filtering
- Impact analysis of faults
- Availability/outage calculations
- User-definable escalation of trouble tickets
- Definition of business rules
- Evaluation of fault severity, e.g. traffic-affecting, non traffic affecting
- Rapid automatic fault isolation
- Linking of customer to network faults
- Linking of faults with indicative alarms
- Issue and control of multiple 'element trouble tickets' per problem
- Automatic notification of key staff via email, pager, fax
- Fault prioritization based on customer/service/revenue impact
- Support of customer outage and performance monitoring
- Distributed trouble ticketing

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leverage the value of integration

Clarity Ticket Manager integrates with other modules in the Clarity product suite including:



Configuration Manager

Provides network topology for linking of network and customer faults



Service Manager

Ensures trouble tickets are managed according to the SLA associated with a service



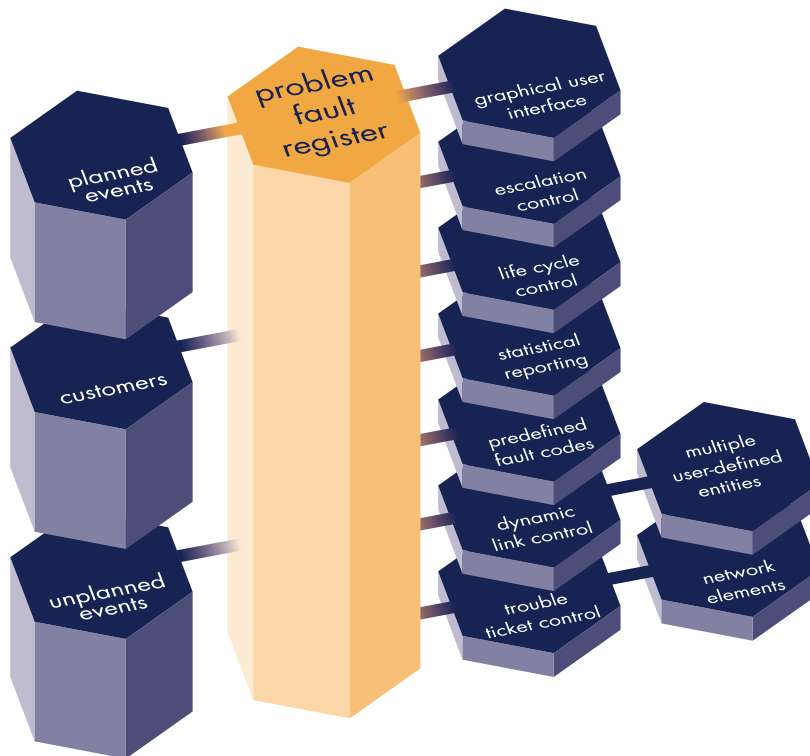
Spatial Net

When integrated with Spatial Net, Ticket Manager is able to give a spatial representation of trouble tickets.



Alarm Manager

Alarms which indicate equipment faults or alarms that are customer impacting will automatically generate trouble tickets



technical specifications

Clarity Ticket Manager uses an Oracle Database (8.1.7 or higher) with Oracle Forms Version 6i. It runs on Intel, Windows 2000 and Sun Microsystems' UNIX platform and the Solaris Operating Environment.

further information

For further information e-mail us at info@clarity.com or visit www.clarity.com