SMS/800

User Guide: General Procedures

SMS/800

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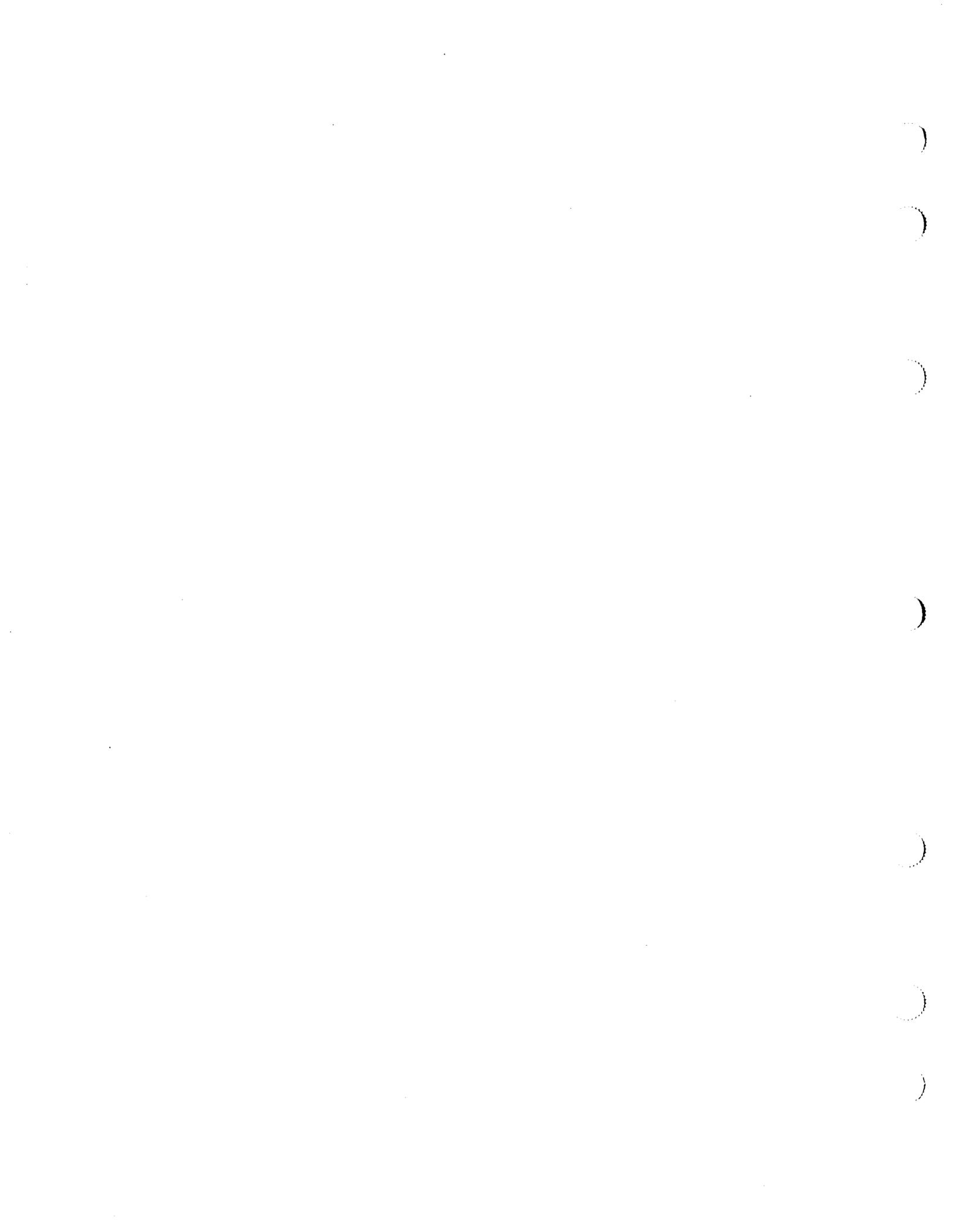
Performance from Experience

780-004-220   018

SMS/800

800 Service Management System

User Guide: General Procedures

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Revision Marking Page

Revisions to this document are marked in the following manner:

1. Where material has been added or changed, the exact location of the change is marked by a vertical black bar (I) in the outer margin next to the change.

2. Where material has been deleted, a vertical black bar (I) is placed in the outer margin adjacent to the area where the material was formerly located.

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4. Where a figure, exhibit, or table has been changed, a vertical black bar (I) appears in the outer margin adjacent to the caption.

SMS/800 Release 11.0

Documentation Change Summary

The following table summarizes the changes in technical content made to this document for SMS/800 Release 11.0. Changes are marked by a diffmark "I" in the right margin.

NOTE: Corrections of typographical errors and minor re-wording of sentences for clarity are also diffmarked, but are not included in this summary.

Page	Type of Change	Description
36	Modification	SMS Password Change: A new password must contain at least one alphabetic and one numeric or special character.

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Documentation Change Summary

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User Guide: General Procedures

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1. INTRODUCTION

1.1 PURPOSE AND SCOPE

This User Guide provides procedures and descriptive information for using the 800 Service Management System (SMS), features common to all users. It provides help in getting started with SMS and also serves as a reference guide for the basic operating principles.

Included in this Guide are:

- An Introduction

- General principles of operation

- Logon, logoff and password change procedures

- Help feature

- Mailbox feature

- Reports feature

- A Glossary of terms used in this Guide

Instructions and descriptions for functions not listed here are presented in the following documents, which are available only to those entities permitted authorized logon access to the SMS/800:

- BR 780-004-221, *800 SMS User Guide: 800 Service Management*

- BR 780-004-222, *800 SMS User Guide: 800 Network Management* (Restricted)

- BR 780-004-223, *800 SMS User Guide: SCP Administration* (Restricted)

- BR 780-004-224, *800 SMS User Guide: SMS Administration*

1.2 USING THIS GUIDE

The following conventions are used in this and other 800 SMS User Guides to make it easier to locate information and understand the instructions:

- The instructional sections provide step-by-step procedures for using features. Text to be typed on the screen is shown in upper case letters in boldface courier type, **LIKE THIS**.

- The name of a key on the keyboard is shown in uppercase letters in square brackets. Example: [TAB] for the Tab key.

- The name of a data field is shown in uppercase letters.

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- In figures of sample SMS screens, text printed in boldface type is text that is highlighted on your terminal display.

- Screen messages and prompts are shown in upper case courier type, `LIKE THIS`.

1.3   COMMON TERMS USED FOR SMS/800™[1]

Table 1 lists common terms used throughout the SMS/800 User Guides when describing SMS procedures and features:

Table 1. Common Terms Used for SMS/800

Term	Definition
Command	An instruction you issue to SMS.
Data	Information. Two kinds of data may be present on an SMS screen: data automatically generated by SMS and data you have typed.
Display	When used as a noun, display refers to the physical viewing area on your video terminal. All data is shown on the display. When used as a verb, display means to appear or be shown, as in, "The Logon screen is displayed."
Record	A body of information having a unique identity. A Customer Record contains all the relevant information identified by a particular DIAL#, the effective date and time.
Key	Information which identifies a record. Typical key information is the DIAL# and the effective date and time (EFF DATE<TIME>) for a record. When all necessary keys are used, only one (unique) record is identified.
Screen	The body of data seen on the display. In SMS, each screen has an abbreviated three-character name. Each screen is associated with the function it performs, such as the Call Processing screen which handles all aspects of defining call routing (processing) information.
Page	A page is 24 lines of data, with up to 80 horizontal characters. Some of the screens contain more than one page of data. You can view portions, or pages of a screen.
Menu	A menu is one type of screen in SMS. It is a list of available features or options.

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1.   SMS/800 is a trademark of Ameritech Services, Inc., Bell Atlantic NSI Holdings, Inc., BellSouth Telecommunications, Inc., Pacific Bell, Southwestern Bell Telephone Company, Telesector Resources Group, Inc., US WEST Communications, Inc.

Table 1. Common Terms Used for SMS/800

Term	Definition
Unprotected field	An area on the screen in which to type. The data in a field is part of a record. For example, in Customer Administrative Data, one of the unprotected fields is the customer listing name. Another field is the listing address.
Protected field	An area on the screen which is protected by SMS from change or overtyping. Usually a protected field contains information automatically created by SMS, such as the current date.
FID	Field Identifier which tells the kind of information needed in the field. It is displayed to the left of the field, or at the top of a column in a table arrangement. (Example: The FID for customer listing address is LA).

2. GENERAL PRINCIPLES OF OPERATION

The SMS/800 User Guides are designed for users familiar with IBM® 3270-type terminals.[2] Depending on which terminal is used at your location, the name of a key used in the 800 SMS User Guides and the way it is shown on your keyboard may differ.

The 800 SMS User Guides use [ENTER] for an execute function. Some terminals may also have the label S/R, SEND or SEND/RECEIVE on the key. It functions the same way as [ENTER].

Most of the keys used in SMS are common to the majority of keyboards, such as the [TAB], [BACKTAB] and [NEW LINE] or [RETURN]. If you are uncertain as to which keys to use, the System Administrator should be able to help.

Your terminal is connected to the central SMS computer system by direct connection or through regular telephone lines using a dial up procedure. Instructions for establishing the connection to SMS and for logging on are discussed in Sections 3 and 4.

2.1 USER INTERACTION WITH SMS

You (and your terminal) have an interactive relationship with SMS. You are in control of this interaction because you always initiate the contact or communication.

The primary means of communicating with SMS is to send commands, or instructions to SMS. All commands and any other data entered on the screen are sent to SMS when you press the [ENTER] key. When SMS receives a command, it attempts to carry it out, or execute it.

In order to do so, the system checks for errors or conflicts between the entries in the Command field, the Control field and PF Keys. It then validates all the information sent. The validation process is one that checks for errors or conflicts in the data. SMS sends message(s) back to your terminal to let you know the results of validation.

When SMS sends a message to your terminal, all the previously displayed data is redisplayed on your screen along with the message. If there were errors in the input data, SMS returns an error message and highlights the field in error. If there are no errors, SMS returns a message of confirmation to let you know your command was carried out.

Each time SMS responds to your action (i.e., by displaying a new screen, validated data, or a message), you are alerted with a beep tone.

The important things to remember about your interaction with SMS are:

- Commands and data typed on the screen are sent to SMS when you press [ENTER].

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2. IBM is a registered trademark of International Business Machines Corporation.

- SMS sends messages back to your terminal after it receives the data and validates it. You are alerted by a beep tone.

- If you attempt to enter more than one command prior to a system response, your keyboard is locked until it processes your first request. Your next request can be entered only after the response is returned from the first request. This is done to help alleviate confusion when you may be unsure if you have/have not sent a command and proceed to send it again.

- Errors are highlighted on the screen.

2.2 SMS/800 COMMANDS

A command is the instruction you send to SMS in order to carry out a function. There are two types of commands:

- Three-character screen names

- Single-character commands

2.2.1 Three-character Screen Names

Each of the screens in SMS has an abbreviated name based on the title of the screen. The name for the Mailbox Menu, for example, is MBM.

Using screen names, you type the three-character name to request any SMS screen. SMS finds that screen and sends it to your terminal display.

One of the advantages of screen names is that you may request the display of any screen from another screen without having to view a menu. This means you can go from one feature such as mailbox, straight to another feature such as Report Request when you know the three-character screen names. Using screen names saves time and keystrokes in your daily operations.

2.2.2 Single-Character Commands

Single-character commands are used to perform a variety of functions.

Table 2 lists the single-character commands. Each is discussed in more detail in other sections of this User Guide or in BR 780-004-221 *User Guide: 800 Service Management.*

Table 2. Single-Character Commands

Command	Name	Description
A	Append	Used when an additional page is needed on which to enter more data.
C	Copy	Used to copy lines or columns of data on the screen. Copy may also be used to copy a portion of a record.
D	Delete	Used to delete a part of the screen such as a line, a group of lines, or a column. Delete may also be used to delete a portion of a record or an entire record. One way delete is used is to delete mail messages in the Mailbox feature.
L	Locate	Used to search for specific data. SMS searches for the target you specify in the KEY field.
?	Help	Used to access help information on SMS.
I	Insert	Used to insert additional lines or columns on the screen.
T	Transfer	Used like the copy command, except that the original material is removed.
M	Menu	Used to return to the previous menu level in SMS. (See pages 9-16 regarding SMS screen hierarchy).
Q	Quit	Used to end a session on SMS.
S	Save	Used to instruct SMS that the data you are sending is to be saved.
U	Update	Used to perform all validations on data and store the record.

2.3 SMS/800 SCREENS

Most of the screens in SMS share the characteristics discussed in this section.

Figure 1 shows a typical SMS/800 screen (without actual data):

```
                          SMS-800              NOW: 03/03/93 10:00A/C
                     XXX - SCREEN TITLE


                        [Data Key Area]


                   [Data Entry/Display Area]








     CMD: _____   KEY: _____   [Page Info]
     (Message Area)
```

Figure 1. Sample Screen Format

2.3.1 Screen Identification Area

The first three lines of the screen carry SMS identification, the title of the screen with its screen name and the current date and time.

The three-character screen name preceeds the screen title and is highlighted (shown here in bold type).

The current date and time are displayed, with an A for A.M. time or P for P.M. time. (NOTE: 12:00P is used for noon and 12:00A for midnight). The C following the hour denotes the central time zone.

SMS runs on the prevailing Central Time, which is Central Standard Time or Central Daylight Savings Time, depending on the time of year. The federal government determines the exact date and time of the transition to and from Daylight Saving time each year.

In certain fields of the SMS screens, users may enter time data in their local time by specifying their time zone (e.g., /E for the eastern time zone). This time data is sent to SMS when you press [ENTER] and the time is converted to the prevailing Central time (for example, an entry of 10:00A/E will be converted to 09:00A/C by SMS).

2.3.2   Data Key Area

The data key area shows specific information associated with the current data. The information shown depends on the screen you have accessed.

2.3.3   Data Entry/Display Area

This area is where you type data for SMS, make selections, or update existing information.

2.3.4   Command (CMD) and KEY Fields

Commands are entered on the bottom left of the screen in the CMD field. After SMS has completed a successful validation (no errors were found) and has executed the command you entered in the CMD field, the CMD field willl be empty with the cursor ready for another command.

To the right of the CMD field is the KEY field. This field is for additional data that might be needed for command execution. A key is a qualifier to help identify a particular data base record.

2.3.5   Page Information

Page information is at the bottom right of the screen. Certain screens may display a page number and total number of pages, like: PG 1 of 3. Other screens may indicate that more pages are present by the word MORE or that this is the last page of data by the word END.

2.3.6   Message Area

The area below the CMD and KEY fields is reserved for the status and error messages from SMS.

2.4 PAGING & SCROLLING THROUGH SCREENS

Since SMS has multi-page screens, a way is provided to page through a multi-page display.

To understand the SMS paging rules, think of the display area (80 columns wide x 24 lines) as a window through which you view the data. Figure 2 shows how a multi-page screen might be viewed through the window.

The dotted portion shows the initial viewing area. This is the portion seen when the screen is first accessed.

There may be additional data below what you see and/or to the right of what you see.
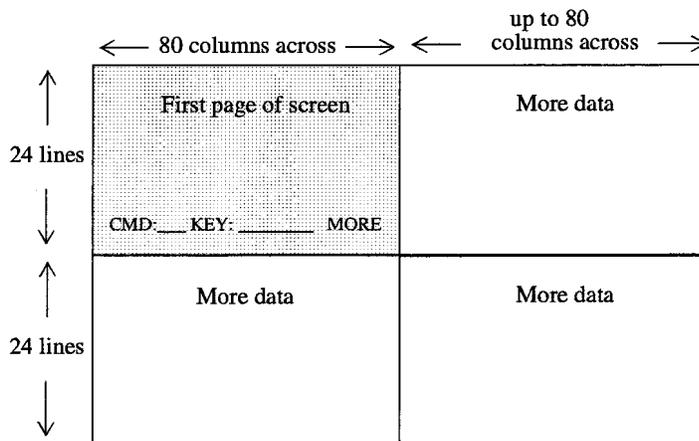
Figure 2. Viewing a Multi-page Screen

SMS uses some of the Program Function [PF] keys on your keyboard to let you display pages on your screen. Table 3 lists the keys used for paging and scrolling:

Table 3. [PF] Function Keys for Paging & Scrolling

Key	Function
[PF1]	Page forward
[PF2]	Page backward
[PF3]	Page forward through time
[PF4]	Page backward through time
[PF9]	Scroll left
[PF10]	Scroll right

When any of the paging or scrolling keys are used, SMS performs a validation on the current screen. You may not proceed to another page until the validation is complete and data is correct.

2.4.1   [PF1] – Page Forward

Use [PF1] to page forward through a multi-page screen. On most multi-page screens, the last line of data on the current page is carried over to the next page. Also, if the next page has the same column headers, they are repeated. When the last page of data is reached, END is displayed at the bottom right of the screen.

If you are on the last page of a multi-page screen and press [PF1], SMS redisplays the first page. The message area shows:

9016 PAGE FORWARD HAS REACHED END. 1ST PAGE REDISPLAYED.

If [PF1] is used when only one page of data exists, then SMS returns the following message:

9020 THIS IS THE ONLY PAGE THAT EXISTS.

If [PF1] is pressed when you are on the last page of a multi-unit table item and a unit with a later effective date exists, then the system displays this unit with the message:

9182 FIRST PAGE OF NEXT FUTURE UNIT IS DISPLAYED.

If [PF1] is pressed when you are on the last page of a multi-unit table item and a unit with a later effective date does not exist, then the system displays the first page of the table unit with the earliest effective date with the message:

9183 FIRST PAGE OF EARLIEST UNIT IS DISPLAYED.

2.4.2   [PF2] – Page Backward

Use [PF2] to page backward through a multi-page screen, like turning back the page in a book. When the previous page has the same column headings, they are repeated.

If you are on the first page of a multi-page screen and press [PF2], SMS displays the last page of data along with this message:

9013 PAGE BACKWARD HAS WRAPPED AROUND. LAST PAGE REDISPLAYED.

If [PF2] is used when only one page of data exists, then SMS returns the following message:

9020 THIS IS THE ONLY PAGE THAT EXISTS.

If you are on the first page of a multi-unit table item and press [PF2], then the system displays the last page of the previous unit with the message:

9184 LAST PAGE OF NEXT PREVIOUS UNIT IS DISPLAYED.

If you are on the first page of the earliest unit in a multi-unit table item and press [PF2], then the system displays the last page of the latest unit with the message:

9185 LAST PAGE OF LATEST UNIT IS DISPLAYED.

2.4.3 [PF3] - Page to Next Unit of Data

Use [PF3] to page to the next unit of data with a later effective date.

If you press [PF3] when you are viewing the latest unit of data (the unit of data with the latest effective date), then the system displays the first page of the earliest unit of data (the unit of data with the earliest effective date) with the following message:

9180 FIRST PAGE OF EARLIEST UNIT IS DISPLAYED. DISPLAY HAS WRAPPED AROUND.

If [PF3] is used when only one unit of data exists, the system returns the following message:

1050 CANNOT MOVE OFF THIS UNIT. THIS IS THE ONLY UNIT THAT EXISTS.

2.4.4 [PF4] - Page to Previous Unit of Data

Use [PF4] to page to the next unit of data with an earlier effective date.

If you press [PF4] when you are viewing a unit of data with the earliest effective date, then the system displays the first page of the latest unit of data (the unit of data with the latest effective date) along with the following message:

9181 FIRST PAGE OF LATEST UNIT IS DISPLAYED. DISPLAY HAS WRAPPED AROUND.

If [PF4] is used when only one unit of data exists, then the system returns the following message:

1050 CANNOT MOVE OFF THIS UNIT. THIS IS THE ONLY UNIT THAT EXISTS.

2.4.5 [PF10] - Scroll Right

Use [PF10] to scroll one column of data to the right of your display when the page is wide and extends beyond the right boundary.

If you press [PF10] when there is no more data available to the right of your display area, SMS returns this message:

9705 NO MORE DATA TO THE RIGHT. PF10 IS IGNORED.

2.4.6 [PF9] - Scroll Left

Use [PF9] to scroll one column of data to the left of your display when the display extends beyond the left boundary.

If you press [PF9] when there is no more data available left of your display area, SMS returns this message:

```
9706 NO MORE DATA TO THE LEFT. PF9 IS IGNORED.
```

2.5   TYPES OF SMS SCREENS

There are six types of screens in SMS, arranged in a hierarchy as shown in Figure 3.
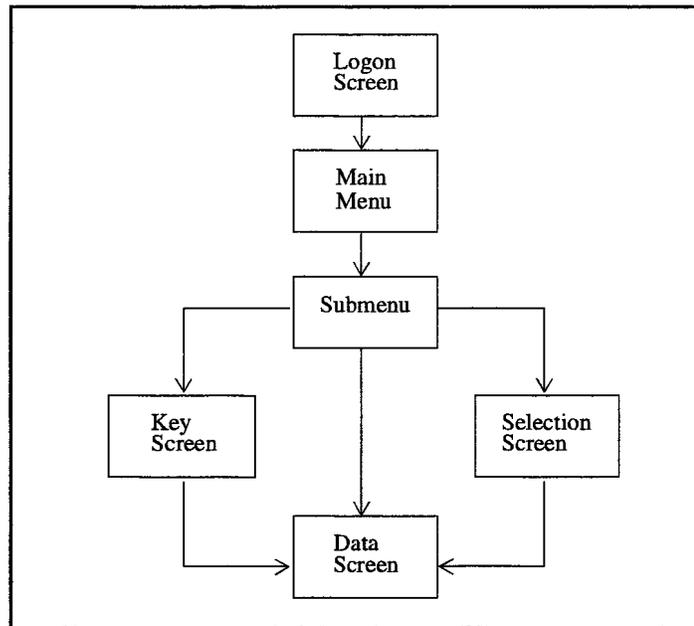
Figure 3. Hierarchy of SMS Screens

The chart shows the order in which screens are encountered in SMS.

The logon screen is the first of the SMS screens.

Following logon, there are two levels of menu: first the SMS Main Menu from which you select a feature, then a submenu listing all functions for the selected feature.

Once you have selected from the submenu, you are presented with one of the following:

1. Key Screen

2. Selection Screen

3. Data Screen

A Key Screen or Selection Screen is an intermediate screen on which additional Key data is requested, or a selection must be made in order to access the data screen.

As you gain experience with SMS, you will access data screens using screen names, without having to move downward through the screen hierarchy using menus.

2.5.1　Logon Screen

The Logon screen is the first SMS screen to appear (Figure 4). When this screen is present you can enter your logon id and password for SMS. The procedures for IMS and SMS Logon are in Sections 3 and 4.

```
              SERVICE MANAGEMENT SYSTEM      NOW: 12/04/93 10:30A/C




                        PLEASE ENTER

                    LOGON ID: _____

                    PASSWORD:



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                        ALL RIGHTS RESERVED
  CMD: _____    KEY: _____
```

Figure 4. Logon Screen

2.5.2　Main Menu (MMM)

When your logon ID and password are accepted by SMS and you have not entered a specific command on the Logon screen, the Main Menu (MMM) appears, as shown in Figure 5.

```
                         SMS-800                    NOW: 12/04/93 10:30A/C

                     MMM  -   MAIN MENU


                 TO ACCESS                    ENTER CMD

        NUMBER ADMINISTRATION MENU                NUM
        CUSTOMER RECORD MENU                      CRM
        SCP ADMINISTRATION MENU                   PAM
        NETWORK MANAGEMENT MENU                   NWM
        NETWORK TABLES MENU                       NTM
        ORGANIZATIONAL TABLES MENU                OTM
        CUSTOMER RECORD TABLES MENU               CTM
        SERVICE MAINTENANCE MENU                  SMM
        SECURITY MENU                             SEM
        REPORT MENU                               REM
        MAILBOX MENU                              MBM
        CARRIER MENU                              CAM
        GI ADMINISTRATION MENU                    GAM
        MASS CHANGE MENU                          MCM

   CMD: _____    KEY: _____

```

Figure 5. Main Menu (MMM)

The Main Menu is a list of the menus for each SMS feature that you can use. The Main
Menu that you see might not show all the features listed on this example. Features you are
not responsible for or cannot access are not listed on your version of the menu.

Below the screen title and three-character name are two column headings. The headings
inform you that TO ACCESS one of the feature menus in the list, you ENTER CMD (enter
the command) listed in the right-hand column. For example, to access the Mailbox Menu,
enter **MBM** in the CMD field and press [ENTER].

2.5.3   Submenus

Each menu listed on the Main Menu ends with the letter M, to indicate that it is a menu.
These menus are knows as submenus.

For example, Figure 6 shows the CRM (Customer Record Menu) submenu.

```
                          SMS - 800                 NOW: 02/22/93 12:00P/C

                    CRM - CUSTOMER RECORD MENU

         TO ACCESS                   ENTER CMD           ENTER KEY

    CUSTOMER RECORD INCLUDES:
         * CUSTOMER ADMINISTRATIVE DATA    CAD      DIAL#,(EFF DATE, TIME, PART)
         * CALL PROCESSING                 CPR      DIAL#,(EFF DATE, TIME, SECTION)
         * LABEL DEFINITIONS               LAD      DIAL#,(EFF DATE, TIME, TYPE)

       CUSTOMER RECORD SELECTION           REC      DIAL#,(EFF DATE, TIME)

       CALL SAMPLING                       CAS      DIAL#

       SUMMARY OF CARRIER APPROVAL STATUS  SAP      EFF DATES,(APPROVAL, CIC, OK)

       DETAIL OF CARRIER APPROVAL STATUS   DAP      DIAL#,(EFF DATE, TIME)



    CMD: _____    KEY: _____
```

Figure 6. Customer Record Menu (CRM)

Notice the ENTER KEY column which appears on the submenu (but not on the Main Menu). This column shows the keys needed to access a unique data base record.

The keys that are not in the parentheses are required keys. You need to enter that key information to access the record, otherwise SMS will not have enough information to carry out the command. Keys within the parentheses are optional and may not have to be entered in order for SMS to complete the command.

2.5.4   Key Screen

To access a screen from a submenu, you usually enter the three-character screen name in the CMD field and enter the screen keys in the KEY field.

However, if you forget to enter the necessary keys or if key(s) are incorrect, SMS knows it doesn't have all the information needed to process the command. Instead, it presents you with a *key screen,* which is an intermediate screen to help you enter all the correct keys.

There are four different instances in which a key screen appears:

- If you enter a three-character screen name in the command field, but fail to enter key(s) that are required

- If you request a record you are not allowed to view

- If you enter key(s) that fail validation (i.e., the required keys are missing or incorrect)

- If the key(s) you entered does not match any record in the database and creation of a new record is inappropriate

If a key screen is presented, there is explanatory information on the screen to help you. Figure 7 shows one type of key screen in SMS. This is a key screen in which more than one key is needed, i.e., a multiple-key key screen.

```
                          SMS - 800              NOW: 12/15/93 10:09A/C

                CAD - CUSTOMER ADMINISTRATIVE DATA

DIAL#: 800-456-1000                       EFF DATE<TIME>: _____  _____

                      PART: _____


            ENTER THE ABOVE KEYS TO ACCESS THE CAD SCREEN.

        KEY FIELD          EXAMPLE              RESTRICTION

        DIAL#           800-555-1212    ALWAYS REQUIRED
        EFF DATE        12/10/93        -
        TIME            02:15A/C        00, 15, 30, 45 FOR MINUTES
        PART            #INFO           BASIC, #INFO, AREAS, DAINFO, CARRS




CMD: CAD____   KEY: _____
8600 TO CREATE A NEW "CAD", PLEASE ENTER THE EFF DATE<TIME>.
```

Figure 7. Customer Administrative Data (CAD) Key Screen

Another type of key screen is the single-key key screen, such as the one in Figure 8. It is similar to the multiple-key key screen, except that it includes the data entry/display area of the screen with all entry fields protected and blank.

On any key screen, you can type the necessary key(s) in either the KEY field or you may tab to the displayed key field and enter the data there.

Also, on the key screen, the screen name you typed remains visible in the CMD field, indicating the command has not yet been carried out. Do not retype the screen name. When you enter the key(s) needed and press [ENTER], SMS executes the command and searches for the screen you requested.

The key screen will include a message or other helpful information to guide you in entering the necessary keys.

If you do not recall which keys are needed to access a record, you can access the key screen by typing only the screen name in the CMD field without key(s) in the KEY field.

```
                              SMS - 800              NOW: 03/17/93 10:00A/C
                                                     LAST: -
                          CAS - CALL SAMPLING                    BY: -

                          DIAL#: 800-699-2933


                          * SAMPLING PARAMETERS *


          SAMPLING START DATE: _____   TIME: _____
                   STOP  DATE: _____   TIME: _____

          SAMPLING RATE (%): ____

          SCOPE:       _ IN AREA        _ IN & OUT OF AREA

          SAMPLE TYPE: _ CALL DATA      _ CALL & ANSWER DATA


   CMD: _____   KEY: _____  PG 1 OF 2
   9711 ENTER SAMPLING PARAMETERS & SELECT AT LEAST 1 REPORT FROM THE NEXT PAGE.
```

Figure 8. Call Sampling (CAS) Key Screen

2.5.5   Selection Screen

Sometimes the keys associated with a record are not specific enough to identify a unique record. When this happens, a selection screen will be shown instead. The command you issued remains in the CMD field.

You may also request a selection screen in order to choose a particular record more easily. When you request a selection screen specifically, the command (screen name) is cleared from the CMD field.

The selection screen lists records that match the entered keys and you can select the one you want.

Figure 9 shows the most common selection screen, the Customer Record Selection (REC) screen.

On a selection screen, type **x** in the field to the left of the desired item. The command entered in the CMD field affects the selected item.

NOTE: "**x**" is the only allowable entry in a selection field.

```
                              SMS - 800            NOW: 02/22/93 12:00P/C

                    REC - CUSTOMER RECORD SELECTION

DIAL#:  800-765-4321                          EFF DATE<TIME>: -      -

           EFF DATE <TIME>      CR STATUS    APPROVAL    EXISTING SCREENS

     _     02/10/93   8:00A/C    FAILED      DENIED      CAD, CPR, LAD
     _     02/11/93   3:15A/C    OLD         GRANTED     CAD
     _     02/18/93  12:00P/C    ACTIVE      GRANTED     CAD*COPIED*, CPR
     _     02/19/93   4:00P/C    SAVED       N/A         CAD
     _     02/20/93   2:15P/C    FAILED      N/A         CAD
     _     02/26/93   4:45P/C    PENDING     NOT REQ     CAD
     _     02/27/93   9:45A/C    MUST CHECK  N/A         CAD*COPIED*, CPR, LAD
     _     02/28/93  10:30A/C    MUST CHECK  N/A         CAD, CPR




CMD: _____   KEY: _____
9707 MORE THAN 1 MATCH FOUND.   SELECT 1 BY ENTERING "X" IN FRONT.
```

Figure 9. Customer Record Selection (REC)

2.5.6 Data Screen

The last or bottom level in the SMS hierarchy is the Data Screen. A Data Screen shows a data base record.

When creating a new record, you type the new information in the fields of a data screen. Each field has a field identifier (FID) to indicate the kind of information to enter. Usually, you will enter data from a Service Order (SO) or an 800 Supplemental Form (800/SF).

Figure 10 is an example of a blank Customer Administrative Data (CAD) screen on which basic customer and billing information is entered.

On data screens, some additional information is provided by SMS. In the upper left corner is the five-character RESP ORG (responsible organization) code. The first two characters are the *entity* code. The entity code plus the third and fourth characters represent the TELCO. The last character denotes the customer record administration organization.

The organization identified by the RESP ORG has control over the entire customer record. If you are not in the organization that owns the record (where the record originated), you may be able to view the CAD screen and other screens of the customer record, but you do not have authority to enter, change or delete information.

Below the RESP ORG is the CR STATUS (customer record status) field. This field shows whether the customer record is invalid, active, etc. For a listing and definition of each CR STATUS, see BR 780-004-221, *User Guide: 800 Service Management.*

In the upper right of the screen is the NOW date and time field and the LAST field, which shows the date and time the CAD was last changed. The BY field shows the logon ID of the user who made the last entry or change.

```
RESP ORG : BANJ1               SMS - 800            NOW: 02/22/93 11:15A/C
CR STATUS: -                                        LAST: -
APPROVAL : -        CAD - CUSTOMER ADMINISTRATIVE DATA      BY: -
DIAL#: 800-765-4321                       EFF DATE<TIME>: 02/26/93 02:00A/C
                              PART:  BASIC

SO: _____    SF: _____        DD: 02/26/93    HOLD-DD: N
ACTION : N            CUST: _____     AGENT: _____        TELCO: BANJ
NCON: B. CASEY                      NPHONE: 222-5338
LISTING: __ DAU: N  DATYPE: N   RCC: N                   IC/EC: _____
LN: _____
LA: _____
RAO: ____     BILLTN: _____    REFERRAL: _    END INTERCEPT: _____
INTRALATA CARRIERS: _____ _____ _____ _____ _____ _____
INTERLATA CARRIERS: _____ _____ _____ _____ _____ _____
AREAS-NETWORK: __ STATE: __ AREA CD: ___ ___  LATA: ___ ___ ___ AOS LBL: _____
      TEL#          CITY      UTS #LNS LSIS  LSO   FSO   STN    SFG   HML OTC
_____ _____ ___ ____ ____ _____ _____ _____ _____ ____ _
_____ _____ ___ ____ ____ _____ _____ _____ _____ ____ _

NOTES: _____

CMD: _____    KEY: _____
```

Figure 10. Customer Administrative Data (CAD Basic)

2.6   CURSOR MOVEMENT

Unprotected fields in which you enter data have underscores indicating the number of characters that fit. The characters you type overlay the underscores. If your entry fills the entire field, the cursor automatically moves to the next unprotected field.

The field identifiers (FIDs) showing what kind of data should be typed in a field, are protected from overtyping. The screen identification area at the top of the page and the message area are also protected data. Although you can move your cursor to any area of the screen using the cursor arrows, you won't be able to type if you are located in a protected area. The keyboard locks if you attempt to type in a protected area and the characters typed do not display. Press [RESET] to unlock the keyboard and resume.

To be sure you are in an unprotected field for typing, move to each field using the [TAB] key. When you press [TAB], the cursor moves to the first position of the next unprotected field. If you reach a field you don't want to change, tabbing leaves the data unchanged.

The cursor moves from left to right and top to bottom to each unprotected field when you use [TAB]. For example, if your cursor is located at the CMD field and you press [TAB], it moves to the beginning of the KEY field. If you press [TAB] when in the KEY field, the cursor moves to the first unprotected field on the page if the KEY field is the last unprotected field on the screen or to the PAGE number if this is a multi-page table.

If your terminal has a [REVERSE TAB] or [BACK TAB], it may be used to tab backwards through fields.

To move the cursor directly to the first unprotected field on the page, press [HOME].

To move the cursor to the first field on the next line, press [NEW LINE].

Remember:

* Use [HOME] to move the cursor to the first entry field on the page.

* If you completely fill a field with typing, the cursor automatically moves to the next unprotected field.

* Use [TAB] to move to the next field when you have not filled a field with characters.

* Skip over a field by using [TAB].

2.7 THE DIFFERENT KINDS OF FIELDS

SMS uses several different types of unprotected fields and each has a special purpose. The different types of fields are:

A. Required Fields

B. Optional Fields

C. The CMD (Command) Field

D. Key Fields

E. Control Fields

F. Select Fields

Each type of field is described below.

2.7.1 Required Fields

A required field is one in which data is needed so SMS can proceed with a function. Certain data screens contain required fields for information. The underscores for a required field are highlighted before you have made an entry. After validation, if the data is valid, the entries return to normal intensity.

2.7.2 Optional Fields

Optional fields are data fields which, if left empty, may not affect processing and may not cause errors. You can enter data, but the command can be executed if you do not.

2.7.3   The CMD (Command) Field

Three-character screen names and most single-character commands can be entered in the command field (CMD) located near the bottom of each screen.

Only one three-character screen name or one one-character command can be entered in the CMD field at one time.

2.7.4   Key Fields

The KEY field is to the right of the CMD field. Required keys are not enclosed in parentheses on a submenu. Optional keys are enclosed in parentheses and may be entered if desired. When required key(s) and all optional key(s) are correctly entered, the Customer Record Selection (REC) screen or a KEY screen are not needed and are not displayed. See Part 2.9 for the correct way to enter multiple keys.

2.7.5   Control Fields

A control field is a special field that appears only in the data entry/display area of a screen. It is a single-character field shown to the left of a line item on the screen, as in Figure 11, or at the top of a column.

```
RESP ORG : BANJ1               SMS - 800          NOW: 02/24/93 12:00P/C
CR STATUS: PENDING                                LAST: 02/22/93 02:53P/C
APPROVAL : AWAIT         LAD - LABEL DEFINITIONS          BY:

DIAL#: 800-799-1234                          EFF DATE<TIME>: 02/26/93 02:00A/C

                          _ TYPE: AREA CD

     CTRL        LABEL     DEFINITION

      _        _____    ___  ___  ___  ___  ___  ___  ___  ___  ___

      _        _____    ___  ___  ___  ___  ___  ___  ___  ___  ___

      _        _____    ___  ___  ___  ___  ___  ___  ___  ___  ___

      _        _____    ___  ___  ___  ___  ___  ___  ___  ___  ___

      _        _____    ___  ___  ___  ___  ___  ___  ___  ___  ___


CMD: _____    KEY: _____
```

Figure 11. Screen with Control Fields: Label Definitions (LAD)

A single-character command entered in a control (CTRL) field gives you control over a portion of data (i.e. a line or column). These commands when entered in the CTRL field,

are generally used for editing text on the screen. For example, a CTRL field for a line of data permits you to enter a command to delete that line only. This is not the same as entering the D (Delete) command in the CMD field where it instructs SMS to delete an entire record, or to delete several selected portions of data.

A few single-character commands may be used in a CTRL field, but not on all screens. The 800 SMS User Guides tell you which commands may be used on a particular screen. SMS issues an error message if a command is used inappropriately.

2.7.6 Selection Fields

Like a control field, a selection field is positioned to the left of an item. Only an X can be entered to select that item. After selecting an item or multiple items, you may enter a command in the CMD field that acts upon your selections.

On selection screens, there is a message instructing you to enter X to make selections.

Figure 12 shows the Customer Record Selection (REC) Screen, from which you can select a particular record.

```
                              SMS - 800              NOW: 02/22/93 12:00P/C

                   REC - CUSTOMER RECORD SELECTION

DIAL#: 800-765-4321                        EFF DATE<TIME>: -      -

        EFF DATE <TIME>     CR STATUS    APPROVAL    EXISTING SCREENS

    _   02/10/93   8:00A/C   FAILED      DENIED      CAD, CPR, LAD
    _   02/11/93   3:15A/C   OLD         GRANTED     CAD
    _   02/18/93  12:00P/C   ACTIVE      GRANTED     CAD*COPIED*, CPR
    _   02/19/93   4:00P/C   SAVED       N/A         CAD
    _   02/20/93   2:15P/C   FAILED      N/A         CAD
    _   02/26/93   4:45P/C   PENDING     NOT REQ     CAD
    _   02/27/93   9:45A/C   MUST CHECK  N/A         CAD*COPIED*, CPR, LAD
    _   02/28/93  10:30A/C   MUST CHECK  N/A         CAD, CPR




CMD: _____   KEY: _____
9707 MORE THAN 1 MATCH FOUND.   SELECT 1 BY ENTERING "X" IN FRONT.
```

Figure 12. Screen with Selection Fields: Customer Record Selection (REC)

2.8 DEFAULT INFORMATION IN FIELDS

Sometimes, a field in the Data Entry/Display area contains information when a screen is first displayed. Such information is called default information because it represents the data required for that field in most cases. This saves unnecessary typing on your part when

information is standard. Default information can be changed when necessary (by overtyping it) if it is in an unprotected field.

2.9 DATA ENTRY AND FORMAT

2.9.1 Data Automatically Redisplayed in Upper Case

You may enter alphabetic data in lower or upper case. When SMS completes the validation of a screen, however, all alphabetic entries are automatically redisplayed in upper case.

2.9.2 Clearing Data from a Field

You may blank out unwanted characters from a field by using the space bar to overtype each character.

2.9.3 Correcting Typographical Errors

If you make a typographical error, you may use [BACKSPACE] and type over incorrect characters. Mistakes should be corrected prior to pressing [ENTER].

After you have pressed [ENTER], the system doesn't accept keyboard input. If you try to type, you will hear a beep.

2.9.4 Multiple Entries

Sometimes, more than one entry is needed in a field. When this happens, the entries should be separated with commas. No comma is needed after the last entry. Example:

```
CMD: REC        KEY: 800-555-1212,12/10/93,02:00A/C
```

It is also acceptable to type a space after the commas separating the entries:

```
CMD: REC        KEY: 800-555-1212, 12/10/93, 02:00A/C
```

When multiple entries are called for in the KEY field, they may be typed in any order when there can be no confusion as to which keys are which, i.e., the system has to be able to identify the different fields by length, format or content (alphabetic or numeric).

2.9.5   Responding to Prompts

Occasionally, SMS asks a question requiring a yes or no response. These questions appear in the message area and you type your response in the CMD field. For a yes response, type **Y**. For a no response, type **N**. After you type the response, send it to SMS by pressing [ENTER].

2.9.6   Precaution

Use of the CLEAR function on your 3270-type terminal must be avoided except when logging off IMS. Using CLEAR prior to SMS logoff, will cause an exit from SMS without the save prompt (DO YOU WANT TO SAVE? Y/N:), so SMS data could be lost. System problems may also result if you use CLEAR in SMS. If you inadvertently hit clear, then you must type **SMS800**, press [ENTER] and log in again when the logon screen is displayed.

2.10   SMS MESSAGES

An important part of your interaction with SMS is the messages, or feedback, SMS sends to your terminal.

There are basically three types of messages:

1. Prompts

2. Informational messages

3. Error messages

All messages are highlighted and appear in the message area, just below the CMD field.

Each message is preceded by a four-digit identification code. This numeric code can be used to obtain HELP concerning the message (see Section 7 for details on accessing Help for messages).

2.10.1   Prompts

Prompts are messages requesting a response from you.   SMS only uses Yes-No prompts. One common prompt asks you to confirm an action, such as:

1000 ARE YOU SURE YOU WANT TO DELETE? (Y/N).

Another important prompt in SMS is:

1001 DO YOU WANT TO SAVE? (Y/N).

SMS returns this prompt when you are in a customer record and attempt to leave the screen activity without having issued the S (Save) command. This prompt helps guard against lost data.

A Y (Yes) response to this prompt causes the record to be saved, providing there are no errors. An N (No) response will cause all data entries made since the last save to be lost.

2.10.2 Informational Messages

SMS displays messages to inform you that a CMD or function was successfully completed. For example, in Mailbox functions, SMS returns a message confirming the deletion.

On occasion, SMS returns a message if additional action or data is needed to complete a command. Also SMS may return a message to provide additional information. An example of a message indicating additional action is needed is

9711 ENTER SAMPLING PARAMETERS & SELECT AT LEAST ONE REPORT FROM THE NEXT PAGE.

This message occurs when requesting a call sampling study.

An example of a message providing information is

9020 THIS IS THE ONLY PAGE THAT EXISTS.

This message is displayed if you attempt to access another page when there is only one page of data.

2.10.3 Error Messages

An error message explains a problem encountered during validation. In the event that multiple errors are found, up to two messages can be shown at one time. You should correct the errors described and press [ENTER] to initiate validation again.

Two types of errors can occur:

- Processing Errors
- Data Validation Errors

Processing errors reflect conflicts in the execution of command or PF keys. Some common reasons for a processing error are:

- An invalid or unrecognized PF key or command is used.
- More than one command is present in the CMD field.
- A PF Key is used when a CMD is present.
- A command is present in a CTRL field and in the CMD field.

- A particular command or PF key is not allowed on the current screen.

Error messages for processing errors specify the problem and include corrective action. For example:

```
0108 ALLOWABLE PF KEYS ARE: PF1=PAGE FORWARD AND PF2=PAGE BACKWARD.
```

and

```
0115 CMD: ALLOWS ONLY "D", "M", "U", "Q", "?" OR SCREEN NAME.
```

SMS checks for processing errors before validating data field entries on the screen.

Data Validation Errors reflect errors associated with data field entries. Some common reasons for a data validation error are:

- An incorrect value in a field, such as an alpha entry in a field requiring a numeric value, or an incorrectly formatted entry.

- No entry in a required data field.

- An error between fields. For example, on CAD–BASIC an entry in either the SO (Service Order number) field or the SF (800 Supplemental Form) field is required. If neither field contains data, an error results.

- A value is entered that does not match valid values contained in SMS tables. For example, tables (lists) are maintained in SMS for revenue accounting office (RAO) codes, telephone companies participating in 800 number services, LATAs and their associated CCS networks, carrier codes, etc. Entries in certain fields are checked against these tables.

- Error messages for Data Validation errors specify the problem and include corrective action. For example:

```
8803 THIS NXX IS NOT AVAILABLE FOR DIAL# SERVICE. PLEASE ENTER
ANOTHER VALUE.
```

3. IMS LOGON

3.1 PROCEDURES FOR DIRECTLY CONNECTED TERMINALS

This section contains instructions for signing on to IMS in order to access SMS.

NOTE: In order to connect via a dial-up terminal, contact the SMS/800 Help Desk to obtain a Smartcard. The SMS/800 Help Desk will send you document BR 780-004-330, *Dial-up Procedures for SMS Access to the SMS/800 Data Center*, containing complete instructions for dial-up using your Smartcard. After dial-up, follow the sign-on procedures listed below.

1. Type **imse1** on the screen.

2. Press [ENTER]. The IMS logon screen, such as the one shown in Figure 13, is displayed.

```
    SOUTHWESTERN BELL AUTHORIZED USE ONLY - IMS IMSE1

DATE:  11/07/94              TIME:  12:45:46

NODE NAME:  R792B135

USERID:

PASSWORD:

USER DESCRIPTOR:
GROUP NAME:
NEW PASSWORD:

OUTPUT SECURITY AVAILABLE
```

Figure 13. IMS Logon Screen

3. Type your user ID in the USER ID field.

4. Type your password in the PASSWORD field. The password you type does not appear on the screen.

5. Note that the next two fields, USER DESCRIPTOR and GROUP NAME, *never require an entry.*

6. Press [ENTER]. If the USER ID and PASSWORD are accepted and the PASSWORD has not expired, a response appears on the screen, as shown in Figure 14:

```
┌─────────────────────────────────────────────────────────────┐
│        DFS36501 SESSION STATUS FOR IMS IMSE1                 │
│                                                             │
│    DATE:   11/07/94            TIME:  12:45:47              │
│    NODE NAME:                  R792B135                      │
│    USER:                       R792B135                      │
│    PRESET DESTINATION:                                       │
│                                                             │
│    CURRENT SESSION STATUS:                                   │
│                                                             │
│                                                             │
│    NO OUTPUT SECURITY AVAILABLE                              │
│                                                             │
│                                                             │
│                                                             │
└─────────────────────────────────────────────────────────────┘
```

Figure 14. IMS Logon Screen: After Successful Logon

Go to step 11.

7. If you have entered an incorrect USER ID, the following message appears:

   REJECTED RC =   4 - USERID IS NOT DEFINED TO RACF

   You must re-enter your logon information.

8. If you have entered an incorrect password, the following message appears:

   REJECTED RC =   8 - INCORRECT PASSWORD ENTERED

   You must re-enter your logon information.

9. *If your password has expired:*

   A password automatically expires when it has been in use more than 30 days. (If this is the first time you have logged on, you will have used a password assigned to you by the system administrator. This password expires immediately after you use it the first time.)

   If your password has expired, the entry in the USER ID field will automatically be cleared and the following message will appear:

   REJECTED RC =   12 - PASSWORD HAS EXPIRED

   You must re-enter your logon information and enter a new password, as follows:

   • Type your USER ID.

   • Type your old PASSWORD.

   • Type a new PASSWORD of your choosing in the NEW PASSWORD field. The PASSWORD you select should be something you can remember easily, but it must conform to the following rules:

     — must be 6-8 characters in length

— must begin with an alphabetic character (either upper or lower case)

— cannot be the same as your LOGON ID

— cannot be the reverse of your LOGON ID

— cannot be a circular shift of your LOGON ID (For example, if your LOGON ID is BANJ1DAC, your password cannot be ANJ1DACB, NJ1DACBA, J1DACBAN, 1DACBANJ, DACBANJ1, etc.)

— must differ from the old PASSWORD in at least three character positions

Some examples of acceptable PASSWORDS are:

Always4u
skyblue2
ycg3481

- Press [ENTER]. If the USER ID and PASSWORD are accepted, a message indicating IMS security processing is complete is displayed.

- Press [CLEAR].

- Type **sms800** on the screen.

- Press [ENTER]. The SMS Logon screen is displayed (see Section 4).

4. SMS LOGON

After you have established the connection with SMS, the SMS logon screen appears, as shown in Figure 15. The cursor appears in the LOGON ID field.

```
                    SERVICE MANAGEMENT SYSTEM      NOW: 12/04/93 10:30A/C




                          PLEASE ENTER

                      LOGON ID:  _____

                      PASSWORD:




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                           ALL RIGHTS RESERVED
        CMD:  _____   KEY:  _____

```

Figure 15. SMS Logon Screen

If this is the first time you are logging on, you should have received an initial LOGON and PASSWORD from the security administrator.

Here are the steps for logging on:

1. Type your assigned logon id in the LOGON ID field. The logon id is eight characters in length, with your initials as the last three characters.

2. Type your password (6-8 characters) in the PASSWORD field. For security purposes, the password does not display as you type. It is recommended that you maintain the same password for both IMS and SMS logon.

3. If after logon you want the system to execute a specific three-character command other than the Main Menu (MMM) command, type the screen name in the CMD field and any needed keys in the KEY field.

4. Press [ENTER].

5. If the logon id and password are accepted, SMS displays either the Main Menu (MMM) (Figure 5) or the screen for the command you entered in the CMD field. After a successful logon SMS also displays a welcome message and informs you when you have either mail messages, bulletin board messages, or both in your mail box.

If either (or if both) the logon ID or password are incorrect, SMS returns an error message and you need to reenter both.

If this is the first time you have logged on to SMS, you need to change your password. SMS displays the Password Change (PWC) screen automatically instead of the Main Menu or any command you entered. See Section 5 for instructions on SMS password change.

You may attempt logon up to five times. If all tries fail, the connection to SMS is automatically terminated if you are connected through a dial-up line. If your terminal has a direct connection, the terminal locks. SMS returns an appropriate error message. SMS also sends notification of the failed logon to the Security Administrator's printer. The Security Administrator has a procedure to unlock your terminal.

You can log on to only one terminal at a time.

5. SMS PASSWORD CHANGE

Your password is a special security measure for SMS. It is associated with your logon ID, so no one else is able to use your password.

There are three conditions for changing your password, two of these are system requirements:

- You have logged on for the first time. SMS requires you to establish a new password and automatically displays the Password Change (PWC) screen following logon.

- You have used the same password for 30 days. SMS requires you to establish a new password and automatically displays the Password Change (PWC) screen following logon.

- You want to change your password. In this case, to access the Password Change screen, type **PWC** in the CMD field of any SMS screen and press [ENTER]. Generally, you cannot change your password more than once a day. Check with the Security Administrator for any restrictions applicable to your location.

Figure 16 is the Password Change (PWC) screen. The cursor will appear in the LOGON ID field.

```
                              SMS - 800            NOW: 03/07/93 10:00A/C

                        PWC - PASSWORD CHANGE


               PLEASE ENTER THE FOLLOWING FIELDS AND UPDATE

                          LOGON ID:_____

                      OLD PASSWORD:

                      NEW PASSWORD:

                      NEW PASSWORD:




    CMD:_____    KEY: _____
```

Figure 16. SMS Password Change (PWC)

To establish a new password:

1. Type your logon ID in the LOGON ID field.

2. Type your current password in the OLD PASSWORD field (it will not appear on the screen as you type).

3. Type a new password of your choosing in the first NEW PASSWORD field. The password you select should be something you can remember easily, but it must conform to the following rules:

— must be 6-8 characters in length

— must contain at least one alphabetic and one numeric character (0,1,2,3,4,5,6,7,8, or 9) or special character.

— cannot be the same as your logon ID

— cannot be the reverse of your logon ID

— cannot be a circular shift of your logon ID (For example, if your logon ID is BANJ1DAC, your password cannot be CBANJ1DA, ACBANJ1D, DACBANJ1, etc.)

— must differ from the old password in at least three character positions

      Some examples of acceptable passwords are:

      Always4u
      skyblue2
      ycg3481
      6green

SMS returns an error message if the password doesn't meet these criteria.

4. Type your new password in the second NEW PASSWORD field. It must match exactly the password you typed in the first NEW PASSWORD field.

5. Press [ENTER] to send the information to SMS. If your logon ID and password are valid, SMS displays the Main Menu (MMM) as shown in Figure 17.

```
                                    SMS-800                    NOW: 12/04/93 10:30A/C

                            MMM  -   MAIN MENU

                     TO ACCESS              ENTER CMD

          NUMBER ADMINISTRATION MENU            NUM
          CUSTOMER RECORD MENU                  CRM
          SCP ADMINISTRATION MENU               PAM
          NETWORK MANAGEMENT MENU               NWM
          NETWORK TABLES MENU                   NTM
          ORGANIZATIONAL TABLES MENU            OTM
          CUSTOMER RECORD TABLES MENU           CTM
          SERVICE MAINTENANCE MENU              SMM
          SECURITY MENU                         SEM
          REPORT MENU                           REM
          MAILBOX MENU                          MBM
          CARRIER MENU                          CAM
          GI ADMINISTRATION MENU                GAM
          MASS CHANGE MENU                      MCM

  CMD: _____     KEY: _____
  9011 UPDATE COMPLETED.
```

Figure 17. Main Menu (MMM) After Successful Password Change

6. LOG OFF SMS/IMS

You may log off SMS and then IMS from any screen by following these steps:

1. Type **Q** in the CMD field.

2. Press [ENTER]. The validation process takes place and you may need to perform an S (Save) or U (Update) command or correct any errors found if you have made changes on your current screen.

   If there are no errors and validation is successful, you are logged off SMS. The SMS Logon screen is displayed along with a message indicating logoff is complete and the duration of your SMS session in hours and minutes (Figure 18). You are still logged on to IMS. Go to the next step to log off IMS.

3. Press [CLEAR]. A blank screen is displayed.

4. Type **rcl**.

5. Press [ENTER]. The initial IMS screen is displayed. You are fully logged off both SMS and IMS.

6. For dial-up users, although you are logged off, the connection from your terminal to the DDD (Direct Dialing Network) may still be in force. Follow local disconnect procedures, if necessary, to drop (disconnect) the telephone line.

7. Power off your terminal or turn the screen off as required in your location.

```
       SERVICE MANAGEMENT SYSTEM       NOW: 03/04/93 08:30A/C




                     PLEASE ENTER

                  LOGON ID: _____
                  PASSWORD:




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                        ALL RIGHTS RESERVED
CMD: _____    KEY: _____
9160 LOGOFF COMPLETE, SESSION TIME WAS 02:07.
```

Figure 18. LOGON Screen with Sample Logoff Message.

NOTE: You will be automatically logged off if you do not use your terminal for 30 minutes and then press [ENTER].

7. HELP

To access the SMS HELP feature from any SMS screen, type **?** in the CMD field and, optionally, a term that you want clarified in the KEY field. If you request help without entering a term in the KEY field, then the system displays help information for the first message in the message area of the screen. If there are no messages, then help information for the current screen is displayed.

The only PF keys you may use after you have accessed HELP are:

> [PF1] - Page Forward
> [PF2] - Page Backward
> [PF8] - Exit from HELP

[PF1] and [PF2] can be used to page forward and backward through a multiple page HELP text.

[PF8] returns you to the screen from which you requested HELP. If you were on a data screen, the highlighted entries appear as they were before you requested HELP. The question mark is removed from the CMD field.

General help information is available by requesting help for the term "general" as follows:

1. Type **?** in the CMD field and type **general** in the KEY field.

2. Press [ENTER].

3. The HELP screen for the term "general" is displayed as shown in Figure 19. The question mark remains in the CMD field when the HELP term is displayed. Specific help for another term can be accessed without re-typing the question mark.

```
                              SMS - 800              NOW: 12/03/93 03:41P/C
                                                     LAST UPDATED: 10/28/93
                           ? - HELP

TERM: GENERAL
RELATED TERMS: CMD, KEY


 TO ACCESS HELP, ENTER A ? IN THE CMD AREA AND THE TERM YOU WISH HELP FOR IN
 THE KEY AREA.  IF YOU DO NOT ENTER A TERM, YOU WILL GET HELP FOR THE FIRST
 ERROR MESSAGE ON THE SCREEN, OR FOR THE SCREEN YOU ARE ON.  HELP IS
 AVAILABLE FOR THE FOLLOWING:
                     SINGLE LETTER COMMANDS           ERROR MESSAGES
                     SCREEN NAMES                     REPORT TITLES
                     PF KEYS                          REPORT COLUMN HEADERS
                     DATA ENTRY FIELDS

 USE PF1 TO PAGE FORWARD, PF2 TO PAGE BACKWARD, AND PF8 TO EXIT HELP.



CMD: ?        KEY: _____  PG 01 OF 01
9155 PRESS PF8 TO EXIT HELP OR ENTER TERM IN KEY: FIELD FOR OTHER HELP.
```

Figure 19. General Help Request Screen

Specific HELP is available for:

- single-letter commands

- screen names

- PF keys

- data entry fields (FIDS)

- error messages

- report titles

- report column headers

One of the terms in these categories may be entered in the KEY field with ? in the CMD field. SMS returns information on the specified term.

To access Specific HELP:

1. Type **?** in the CMD field and press [TAB] to move to the KEY field. If a question mark is already present, just press [TAB].

2. Type a term in the KEY field and press [ENTER].

Table 4 lists the entries used for requesting specific HELP:

Table 4. Entries for HELP Requests

For help with:	Enter in CMD Field:	Enter in KEY field:
Any command.	?	Single-character command.
Any screen name.	?	Three-character screen name.
[PF] key.	?	**PF-1**, **PF-2**, etc.
Data entry field.	?	Name of field. Example: **TEL#**
Error message.	?	4-digit message number.
Report title.	?	Title of report.
Report column header.	?	Column header.

8. MAILBOX

Mailboxes allow you to communicate with other SMS users by sending and receiving mail messages.

There are four types of mail available:

- MAIL DIRECTED SPECIFICALLY TO YOU

    Mail can be sent to you by any mailbox user when that user enters your Logon ID as the address. You can list a summary of the mail you received and read the messages. You can also copy or transfer any of your mail to another user and delete your mail messages.

- BULLETIN BOARD MESSAGES

    You can read messages posted on a Bulletin Board. Messages posted to the Bulletin Board may be system-wide announcements, information on the availability of scheduled reports and other information of importance to all mailbox users. Bulletin Board messages are created and sent either by the SMS/800 Help Desk or by the system. Only the SMS/800 Help Desk can delete Bulletin Board messages.

- GENERIC MAIL

    Each RESP ORG has its own generic mailbox, accessible by all users in that RESP ORG. Any user can read, copy, transfer, or delete messages in their generic mailbox. Also, you can send mail to another RESP ORG's generic mailbox by using the RESP ORG as the address. SMS/800 Help Desk also has a generic mailbox. You can send a mail message to the SMS/800 Help Desk generic mailbox by using the SMS/800 Help Desk RESP ORG code ("BRSAC") as the address.

- BROADCAST MESSAGES

    The SMS administrator may broadcast messages to all users logged onto the system.

The specific functions relating to mailboxes are:

- Obtain a summary list of the messages in the mailbox or generic mailbox.
- Read a specific message in the mailbox or generic mailbox.
- Delete a message from the mailbox or generic mailbox.
- Copy or Transfer mail in the mailbox or generic mailbox to other users.
- Send mail to individual users or to a prespecified list of users.
- Send mail to RESP ORGs or SMS/800 Help Desk via the Generic mailbox.
- Send mail to all users via the Bulletin Board.
- Obtain a summary list of the Bulletin Board messages.
- Read a specific Bulletin Board message.
- Make a mail distribution list.

- Send message to all users (Broadcast Message) currently logged onto the system.

[PF1]-Page Forward can be used on all mailbox screens.

[PF2]-Page Backwards can be used on the List Bulletin Board (LBB), Read Bulletin Board (RBB), List Mail (LMA) and Read Mail (RMA) screens.

8.1   MAIL NOTIFICATIONS

System generated messages automatically notify you when mail and/or bulletin board messages are present in your mailbox when you log on (See Figure 20) and during a log on session when new mail and/or new bulletin board messages are put in your mailbox.

If when you log on the mail or bulletin board messages are old (i.e., they were there the last time you were logged on) then one of following messages is printed:

9137 YOU HAVE MAIL.

9139 YOU HAVE BULLETIN BOARD MESSAGES.

9140 YOU HAVE MAIL AND BULLETIN BOARD MESSAGES.

If the mail and/or bulletin board messages have arrived since the last time you logged off or if they arrive while you are logged on then the message will indicate that the mail and/ or bulletin board messages is(are) new by one of the following messages:

9141 YOU HAVE NEW MAIL.

9142 YOU HAVE NEW BULLETIN BOARD MESSAGES.

9143 YOU HAVE BOTH NEW MAIL AND BULLETIN BOARD MESSAGES.

9144 YOU HAVE NEW MAIL AND BULLETIN BOARD MESSAGES.

9145 YOU HAVE MAIL AND NEW BULLETIN BOARD MESSAGES.

```
                              SMS-800              NOW: 12/04/93 10:30A/C

                     MMM  -   MAIN MENU

                 TO ACCESS                   ENTER CMD

         NUMBER ADMINISTRATION MENU              NUM
         CUSTOMER RECORD MENU                    CRM
         SCP ADMINISTRATION MENU                 PAM
         NETWORK MANAGEMENT MENU                 NWM
         NETWORK TABLES MENU                     NTM
         ORGANIZATIONAL TABLES MENU              OTM
         CUSTOMER RECORD TABLES MENU             CTM
         SERVICE MAINTENANCE MENU                SMM
         SECURITY MENU                           SEM
         REPORT MENU                             REM
         MAILBOX MENU                            MBM
         CARRIER MENU                            CAM
         GI ADMINISTRATION MENU                  GAM
         MASS CHANGE MENU                        MCM

CMD: _____    KEY: _____
9499 WELCOME TO THE SERVICE MANAGEMENT SYSTEM - CMSDB APPLICATION.
9137 YOU HAVE MAIL.
```

Figure 20. Main Menu (MMM) with "You Have Mail" Notice

8.2   MAILBOX MENU (MBM)

You can access the mailbox features through the Mailbox Menu (MBM) or from any SMS screen.

To access the Mailbox Menu: Type **MBM** in the CMD field and press [ENTER]. The Mailbox Menu appears, as shown in Figure 21.

To access mailbox features from the MBM screen or from any SMS screen: Type the command name for the desired mailbox function in the CMD field and press [ENTER].

```
                         SMS - 800                 NOW: 10/04/93 09:29A/C

                    MBM - MAILBOX MENU

          TO ACCESS                 ENTER CMD            ENTER KEY

       LIST MAIL                    LMA                  (MBOX ID)

       READ MAIL                    RMA                  (MBOX ID)

       SEND MAIL                    SMA             (MBOX ID, LIST NAME)

       LIST BULLETIN BOARD          LBB

       READ BULLETIN BOARD          RBB

       MAIL DISTRIBUTION LIST       MDL                  (LIST NAME)

       LIST OF KEYS                 LOK         SCREEN NAME,   (START AT)


   CMD: _____    KEY: _____
```

Figure 21. Mailbox Menu (MBM)

To access the Main Menu from the MBM screen: Type **M** in the CMD field and press [ENTER].

8.3   LIST MAIL (LMA)

The List Mail screen, seen in Figure 22, shows mail received, who sent the mail, the date and time it arrived and the message topic.

From the LMA screen you can:

- See a list of messages
- Copy or transfer message(s)
- Delete message(s)
- Request the Read Mail Screen so you can read a message
- Request other SMS screens

To access the List Mail (LMA) screen, type **LMA** in the CMD field and press [ENTER]. (Optionally, you may enter your mailbox ID (your logon ID) in the KEY field as well, but it is not a required key.)

See Section 8.9 for accessing LMA for the generic mailbox.

```
                                SMS - 800          NOW: 03/12/93 10:30A/C

                              LMA - LIST MAIL

        SEEN   FROM                    TOPIC                    ARRIVED
        ----   --------   -----------------------------------   ----------------
     _  Y      BANJ1LLC   REVIEW FOR NA                         03/08/93  2:30P/C
     _  Y      BANJ1WCL   DISCUSSION OF REPORTS                 03/09/93 10:30A/C
     _  N      BANJ1SGM   CAD PROCEDURE                         03/09/93  3:00P/C
     _  N      BANJ1JTM   REVIEW FOR REPORTS                    03/11/93  1:30P/C




     CMD: _____    KEY: _____    END

```

Figure 22. List Mail (LMA)

The List Mail screen shows all mail present in your mailbox, listed in chronological order. The most recent mail is at the bottom of the list. To the left of each listed message, there is an SMS generated indication of whether that mail message has been read. Y indicates you have looked at the message and N indicates you have not seen the message using the RMA screen.

If the list of mail is long, the LMA screen may be more than one page. [PF-1]-Page Forward and [PF-2]-Page Backwards can be used.

Mail, whether it has been read or not, remains in your mailbox until it is deleted manually or by the Mailbox Cleanup process based on retention periods input via parameter cards. Mailbox Cleanup will delete mail according to the following retention periods:

MAILBOX TYPE	UNVIEWED MAIL	VIEWED MAIL
GENERIC	deleted when more than 14 days from its creation date	deleted when more than 5 days from the date **first** read
USER	deleted when more than 14 days from its creation date	deleted when more than 5 days from the date **last** read

If you want to access a different mailbox function, enter the screen name or enter **M** to return to the Mailbox Menu for the list of functions.

If no mail is present in your mailbox, there is a message on the LMA screen to tell you. If you have no messages and want to return to the SMS Main Menu, type **MMM** in the CMD field and press [ENTER].

8.3.1   Delete Mail Messages

Deleting messages works on one page at a time, but you may delete several mail messages from one page of the LMA screen in a single operation:

1. Type **x** in the select field to the left of each message to be deleted.

2. Type **D** (Delete) in the CMD field.

3. Press [ENTER].

4. The selected message(s) is(are) deleted from your mailbox and from the list on the LMA screen. A message informs you that mail has been deleted.

8.3.2   Copy and Transfer Message(s)

You can send a copy of any mail message to another user or a defined mail distribution list by using the copy feature. When you do so, the original message remains in your mailbox and a duplicate is sent to the user or users whose logon IDs you specify in the KEY field.

Transferring a mail message works much the same as copying, except that the message is removed from your mailbox and placed in the mailbox of the recipient(s) whose logon(s) you have entered.

You can copy or transfer from only one page of the LMA Screen at a time. If you want to copy or transfer messages listed on other pages of the LMA screen, you will need to complete the process for one page, then use [PF1]-Page Forward to advance to the next page. [PF2]-Page Backwards can be used to page to the previous page.

Here are the steps to copy or transfer a mail message to another user or users:

1. Type **x** in the select field to the left of each message to be copied or transferred.

2. Type **C** (Copy) or **T** (Transfer) in the CMD field.

3. Press [TAB] to move to the KEY field.

4. Type the logon(s) of the recipient(s) in the KEY field, separating multiple logons with commas. If copying to a mail distribution list, simply type a valid distribution list in the KEY field (e.g. **abcde**).

5. Press [ENTER]. SMS returns a message confirming the copy or transfer. If there is any problem with the process, an error message is displayed instead.

When the recipient accesses a copied or transferred message the original sender's logon and the logon of the person who copied/transferred the message is shown in the FROM field at the top of the RMA screen. These are separated by a slash, with the original sender's logon to the left of the slash and the logon of the person who copied/transferred the message to the right of the slash. (Example: BBSC1LLC/BANJ1SGM).

8.3.3   Read One Message listed on LMA Screen

If you are on the LMA screen and want to read one of your mail messages, do the following:

1. Type **x** in the select field to the left of the one message you want to read. You can select only one message at a time.

2. Type **RMA** in the CMD field.

3. Press [ENTER]. The Read Mail (RMA) screen is displayed with the text of the requested message (Figure 23).

8.4   READ MAIL (RMA)

The Read Mail (RMA) screen, shown in Figure 23, is used to read, delete, copy, or transfer mail messages.

(See Section 8.9 for accessing the RMA screen for the generic mailbox.)

8.4.1   Read a Mail Message

1. Type **RMA** in the CMD field of any SMS screen.

2. Press [ENTER].

3. The oldest mail message in your mailbox is shown on the Read Mail (RMA) screen. (Figure 23).

4. Press [PF1] or [PF2] to page through any more mail messages.

```
                        SMS - 800           NOW: 03/05/93 10:30A/C

                        RMA - READ MAIL

FROM: BANJ1LLC                             ARRIVED: 03/04/93  4:30P/C
TOPIC: TRAINING SESSION FOR SMS

     THE TRAINING SESSION FOR SMS IS SCHEDULED AS FOLLOWS:
              LOCATION: YOUR RESP ORG
              TIME: 1:30P
              DATE: TUESDAY, APRIL 12, 1993


     PLEASE BRING PAPER AND PENCIL.






CMD: _____    KEY: _____        MORE
```

Figure 23. Read Mail (RMA)

8.4.2   Delete a Message

To delete the message displayed on the screen:

1. Type **D** in the CMD field.

2. Press [ENTER]. The mail is removed from your mailbox and the next mail, if present,
    is displayed on the screen along with a confirmation message about your deletion.
    You get the confirmation message on a blank RMA screen if no more mail exists.

8.4.3   Copy or Transfer a Message

The copy and transfer functions work the same way as from the List Mail (LMA) screen
except that only one message, the one currently displayed, is copied or transferred.

To copy or transfer:

1. Type **C** (Copy) or **T** (Transfer) in the CMD field.

2. Type the logon ID(s) for the recipient(s) in the KEY Field. Separate multiple logons
    with commas.

3. Press [ENTER]. You will receive a confirmation message about your copy or transfer
    operation.

8.5   SEND MAIL (SMA)

The Send Mail (SMA) screen, shown in Figure 24, is used when you want to compose and send mail to one or more SMS users.

```
                                SMS - 800            NOW: 03/05/93 10:30A/C

                             SMA - SEND MAIL

        FROM: BANJ1HCA
        TO:_____

        TOPIC:_____    ENTER MESSAGE BELOW
        _____
        _____
        _____
        _____
        _____
        _____
        _____
        _____
        _____
        _____
        _____
        _____
        _____
        _____

        CMD: _____    KEY: _____
```

Figure 24. Send Mail (SMA)

Send Mail is designed for short messages of 15 or fewer lines. You can send longer messages if necessary, by performing more than one send operation.

When sending mail to multiple logons, if one or more of the logons entered is invalid, then the system notifies you that the mail has not been sent and that the indicated logon(s) are invalid. It is important to note that mail will not be sent to any of the valid logon(s) until the incorrect logon(s) are corrected.

To access SMA and send a message:

1. Type **SMA** in the CMD field of any SMS Screen.

2. Optionally, change the FROM field entry to your generic mailbox.

3. In the KEY field, type:

   • the login ID(s) of the recipient(s) and/or

   • the name(s) of a mail distribution list prefixed with a tilde (~) and/or

   • the RESP ORG of a generic mailbox.

     (See Section 8.8 for creating distribution lists and see Section 8.10 for sending mail to a generic mailbox.)

4. Press [ENTER]. The Send Mail (SMA) screen is displayed. The recipient information entered in the KEY field is displayed in the TO field on the SMA Screen. If you did

not enter them in the KEY field, you can type them in the TO field on the SMA Screen. If the recipients' logons are typed in both locations, then those entered in the lower KEY field take precedence.

5. Type a summary of the message -- up to 39 characters -- in the TOPIC field.

6. Type your message on lines 7-21. If you completely fill a line, the cursor automatically moves to the next line; otherwise, use [NEW LINE] to move to a new line of typing.

7. *To send the mail:*

Type **U** (Update) in the CMD field and press [ENTER] to send the message. The system will respond with: MAIL HAS BEEN SENT.

To cancel the mail:

If you do not want to send the mail, press [ENTER] *without typing* **U** *in the CMD field* (you can leave the CMD field blank or you can type any other command in it).

The system will ask if you want to send the mail. Type **N** (No) and press [ENTER]. The message is not sent. If you leave the mail screen, the message is not saved.

(If you *do* wish to send it, type **Y** (Yes) and press [ENTER].)

NOTE: You can enter information in the TO/FROM/TOPIC fields and MESSAGE areas in any order.

8.6 LIST BULLETIN BOARD (LBB)

The List Bulletin Board (LBB) screen, shown in Figure 25, is used to view a summary of the messages in the bulletin board.

```
                              SMS - 800           NOW: 03/05/93 10:30A/C

                      LBB - LIST BULLETIN BOARD

            FROM                    TOPIC                    ARRIVED
          --------    ------------------------------------  -----------------
      _   SYSTEM      RESP ORG ADDED TO SMS/800             03/03/93  2:30P/C
      _   SYSTEM      NETWORK ADDED TO SMS/800              03/04/93  3:30P/C
      _   SYSTEM      RESP ORG DELETED FROM SMS/800         03/04/93 10:00A/C




   CMD: _____    KEY: _____      END
```

Figure 25. List Bulletin Board (LBB)

8.6.1   Access LBB

To access the LBB screen from any SMS screen:

1. Type **LBB** in the CMD field.

2. Press [ENTER]. The List Bulletin Board (LBB) screen is displayed.

8.6.2   Read Message from LBB

To read a specific message from the LBB screen, follow these steps:

1. Type **x** in the selection field to the left of one of the listed messages.

2. Type **RBB** in the CMD field.

3. Press [ENTER]. The requested message text appears on the RBB screen.

4. Use [PF-1]-Page Forward and [PF-2]-Page Backwards to page through the LBB screen.

8.7   READ BULLETIN BOARD (RBB)

To read any of the Bulletin Board messages:

1. Type **RBB** in the CMD field of any SMS Screen

2. Press [ENTER].

3. The RBB screen (Figure 26) is displayed with the oldest Bulletin Board message shown.

4. Use the [PF1] key to page through the messages in the bulletin board.

```
                               SMS - 800              NOW: 04/22/93 10:30A/C

                        RBB - READ BULLETIN BOARD

FROM: SYSTEM                                        ARRIVED: 04/21/93  2:30P/C
TOPIC: SMS FOLLOW-UP TRAINING SESSION

        A SPECIAL SMS PRACTICE AND FOLLOW-UP TRAINING SESSION IS
        SCHEDULED FOR:
                    MONDAY, MAY 11
                    IN TRAINING ROOM D, BLDG 3

        AN SMS REFRESHER COURSE IS PLANNED FOR THE MORNING.  THE
        AFTERNOON IS PROVIDED FOR PRACTICING SMS FUNCTIONS AND
        AN INSTRUCTOR WILL BE ON HAND TO ANSWER QUESTIONS.

        PREPARE TWO SAMPLE CUSTOMER RECORDS, COMPLETE WITH CPRS
        AND LADS TO USE IN CLASS.



CMD: _____    KEY: _____        MORE
```

Figure 26. Read Bulletin Board (RBB)

8.8   MAIL DISTRIBUTION LIST (MDL)

The Mail Distribution List (MDL) screen, shown in Figure 27, allows you to create, change, or delete mail distribution lists.

Mail distribution lists allow you to send mail to a predetermined list of users by only using the list name, prefixed with a tilde (~), on the TO line of the SMA screen. A distribution list contains a set of logon ID's that can be referenced by a LIST NAME. A distribution list may also contain other distribution lists. Each user maintains their own distribution list(s); therefore, more than one user may have a distribution list with the same name.

NOTE: Once created, mail distribution lists can also be copied and transferred from the List Mail (LMA) screen. Please refer to Section 8.3 for more information on this capability.

```
                                    SMS - 800              NOW: 10/04/93 09:33A/C

                          MDL - MAIL DISTRIBUTION LIST

                          LIST NAME:   MYGROUP          BY:   BANJ1HCA

        ENTER LIST MEMBERS BELOW:
        ~OTHERS    BANJ1LPE   BANJ1TLW   BANJ1WFW   _____  _____  _____  _____
        _____    _____    _____    _____   _____  _____  _____  _____
        _____    _____    _____    _____   _____  _____  _____  _____
        _____    _____    _____    _____   _____  _____  _____  _____
        _____    _____    _____    _____   _____  _____  _____  _____
        _____    _____    _____    _____   _____  _____  _____  _____
        _____    _____    _____    _____   _____  _____  _____  _____
        _____    _____    _____    _____   _____  _____  _____  _____
        _____    _____    _____    _____   _____  _____  _____  _____
        _____    _____    _____    _____   _____  _____  _____  _____

        CMD: _____     KEY: _____
```

Figure 27. Mail Distribution List (MDL)

8.8.1   Create a Mail Distribution List

1. Type **MDL** in the CMD field of any SMS screen.

2. Type the name of the distribution list you want to create in the KEY field. The list name can be from one to seven characters in length.

3. Press [ENTER].

4. The MDL screen is displayed with the LIST NAME field filled in with the list name you entered in the KEY field and with the BY field filled in with your logon ID.

5. Type the logon IDs of list members in the space under ENTER LIST MEMBERS BELOW. Up to 112 logon IDs can be entered.

   In addition to logon IDs, the list can also contain the name of another list prefixed with a tilde (~). Up to 50 LIST NAMES can be entered.

   The total number of logon IDs referenced by the list cannot exceed 112.

6. Type **U** in the CMD field.

7. Press [ENTER].

8. The system responds with the message UPDATE COMPLETED. (Note that the list members are sorted after the update.)

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8.8.2 Modify a Distribution List

1. To access the distribution list to be modified: Type **MDL** in the CMD field of any SMS screen, type the name of the distribution list to be modified in the KEY field and press [ENTER].

2. The system displays the requested distribution list.

3. Type over any names to be changed, erase any names to be deleted by using the space bar and enter any new names in the blank fields.

4. Type **U** in the CMD field.

5. Press [ENTER].

6. The system restores the distribution list and responds with the message UPDATE COMPLETED.

8.8.3 Delete a Distribution List

1. To access the distribution list to be deleted: Type **MDL** in the CMD field of any SMS screen, type the name of the distribution list to be deleted in the KEY field and press [ENTER].

2. The system displays the MDL screen with the list to be deleted.

3. Type **D** in the CMD field.

4. Press [ENTER].

5. The system responds with the question ARE YOU SURE YOU WANT TO DELETE? (Y/N).

6. Type **Y** in the CMD field.

7. The system responds with the message DELETION COMPLETED.

8.9 THE GENERIC MAILBOX

Mail in a generic mailbox is owned by everyone in the same RESP ORG. Mail that has been read will be deleted, via the Mailbox Cleanup process, when the retention period is greater than five days from the creation date. Any users with the same RESP ORG may copy, transfer and/or delete a message in their generic mailbox.

Mail not yet read is deleted by the Mailbox Cleanup process when the retention period is more than 14 days from its creation date.

8.9.1   List Generic Mailbox Messages

1. Type **LMA** in the CMD field of any SMS screen.

2. Type your RESP ORG code in the KEY field.

3. Press [ENTER].

4. The List Mail (LMA) screen is displayed with a list of the messages in your generic mailbox.

5. To read a message type an **x** in the select field to the left of the message you want to read, type **RMA** in the CMD field and press [ENTER]. The RMA screen is displayed with the text of the selected message.

8.9.2   Read Generic Mailbox Messages

1. Type **RMA** in the CMD field of any SMS screen.

2. Type the RESP ORG code denoting your generic mailbox in the KEY field.

3. Press [ENTER].

4. The Read Mail (RMA) screen is displayed showing the oldest message in the generic mailbox.

5. Use the [PF1] key to page through messages.

8.9.3   Send Generic Mailbox Messages

1. Type **SMA** in the CMD field of any SMS Screen.

2. Type the RESP ORG code for the Resp Org to receive the mail in the KEY field.

3. Press [ENTER]. The Send Mail (SMA) screen is displayed showing the generic mailbox logon in the TO field.

4. Type a summary of the mail --up to 39 characters -- in the TOPIC field.

5. Type your message on lines 7-21. If you completely fill a line, the cursor automatically moves to the next line; otherwise, use [NEW LINE] to move to a new line of typing.

   (NOTE: You can enter information in the TO/FROM/TOPIC/ fields and MESSAGE areas in any order.)

6. Press [ENTER] to send the message.

7. The system responds with the message MAIL HAS BEEN SENT.

8.10   BROADCAST MESSAGES

The SMS administrator may broadcast a message to all users when important information needs immediate attention. The user receives the broadcast message after the message is sent by the SMS administrator. The system saves the user's current screen and data, displays the broadcast message and then restores the saved screen and data when the [PA2] key is pressed.

Figure 28 shows an example of a broadcast message.

```
                              SMS - 800            NOW: 06/27/93 10:35P/C

                           **** BROADCAST ****

   FROM: BRSAC
   TOPIC: SYSTEM DOWN-TIME SCHEDULE

        SMS - 800 IS SCHEDULED TO BE DOWN ON THE FOLLOWING DATES AND TIME:

                    6/27/93      5:00PM TO 7:00PM
                    6/28/93      4:00PM TO 4:30PM
                    7/02/93      3:00PM TO 5:00PM




   1033 PRESS PA2 TO EXIT BROADCAST MESSAGE.
```

Figure 28. Broadcast Message

9. LIST OF KEYS (LOK)

The List of Keys (LOK) screen, shown in Figure 29, is used to access a specific part of a specified SMS table by selecting from a list of keys the table part you want to access. You can start the list of keys at any point in the list by specifying a START AT key in the input.

```
                                    SMS - 800            NOW: 10/04/93 09:32A/C

                            LOK - LIST OF KEYS SCREEN

    SCREEN NAME:  MDL    START AT:  _____

    SELECT     KEYS FOR MDL      EFF DATE

       _       BANJ1HCA,MYGROUP   10/02/93
       _       BANJ1HCA,OTHERS    09/30/93







    CMD: _____   KEY: _____
    9369 LIST OF KEYS IS ON DISPLAY FOR THE MDL SCREEN, STARTING AT TOP OF LIST.
```

Figure 29. List of Keys Screen for MDL screen

9.1 ACCESS LOK

1. Type **LOK** in the CMD field.

2. Type the three-letter SCREEN NAME for the SMS table to be accessed in the KEY field.

3. Optionally follow the three-letter SCREEN NAME with a START AT key or keys (all separated by a comma) to specify where the list of keys should begin.

4. Press [ENTER].

5. The LOK screen is displayed with the keys for the requested table displayed.

   Five pages of keys are displayed. When there are more keys than can be listed on five pages the message *MORE KEYS EXIST* is displayed on page 5.

9.2 ACCESS A SPECIFIED TABLE UNIT

1. Access the LOK screen for the keys to the specified table screen.

2. Type an **x** in the SELECT field to the left of the table key you want to use as an index into the table.

3. Press [ENTER].

4. The specified SMS screen is displayed with table data pointed to by the selected key(s).

9.3   LOK FIELDS

Table 5. LOK Fields

Field	Description	Values
SCREEN NAME	Three-letter name of an SMS table screen whose keys are to be listed. Required field.	Three-letter SMS table screen.
START AT	The starting key or keys for the list of keys. Optional field.	0-45 alphanumeric characters.
SELECT	Selection field for designating the table part to access. Optional field.	X
KEY FOR or KEYS FOR	The key or keys for the requested SCREEN NAME listed alphabetically. Protected field.	Up to 45 characters.
EFF DATE	Effective date for the keyed item. Omitted on LOK for nonpending tables.	mm/dd/yy

10. SMS/800 REPORTS

SMS/800 reports provide important information to SMS/800 Help Desk users, Resp Orgs users, subscribers, administrative personnel and maintenance personnel.

This section describes the types of reports available in SMS and the methods of obtaining reports. Details about the individual reports and representative examples of reports are found in your other 800 SMS User Guides. For example, reports relating to customer records (CRs) and service provisioning are found in BR 780-004-221 *User Guide: 800 Service Management*, Section 2, *800 Service Customer Records*.

10.1 TYPES OF REPORTS

Three types of reports are available through SMS:

- Exception Reports
- Scheduled Reports
- On-Demand Reports

10.1.1 Exception Reports

Exception reports are generated automatically by the system and sent to a printer(s) specifically designated to print these reports.

An exception report automatically prints when certain errors occur either in SMS or an SCP. For example, the *Misrouted Queries Exception Report* prints each time an SCP receives a call processing query for a DIAL# having an NXX not in the SCP's database.

In SMS, limits can be set on the number of error occurrences reported for a particular report. Also, certain printers can be designated for the printing of exception reports. For example, SCP Administration controls the limits and data related to exception report printing for SCP Administration. There is an exception report control screen and an exception report limit screen for any user group requiring one.

Individual exception reports are discussed and examples are shown in the other 800 SMS User Guides when appropriate.

Often, a summary report is available summarizing the data from the exception reports. Such summary reports are listed on the Report Requests (RRR) screen along with other reports available for request.

10.1.2 Scheduled Reports and On-Demand Reports

Scheduled reports and on-demand reports are requested via the Report Requests (RRR) screen. These types of reports are discussed further in Section 10.3.3 and Section 10.3.4.

10.2   REPORT MENU (REM)

The Report Menu (REM) is shown in Figure 30. To access the Report Menu from any SMS screen, type **REM** in the CMD field and press [ENTER].

```
                                  SMS - 800            NOW: 03/07/93 08:40A/C

                            REM - REPORT MENU

            TO ACCESS              ENTER CMD        ENTER KEY

       REPORT REQUEST                 RRR




   CMD:_____    KEY: _____
```

Figure 30. Report Menu (REM) - Resp Org Version

To access the Main Menu (MMM) from the REM screen, type **M** in the CMD field and press [ENTER].

10.3 REPORT REQUESTS (RRR)

The Report Requests Screen (RRR) is a multi-page screen that allows you to select from a list of available reports those reports that you want to either view or print.

10.3.1 Access RRR

To access the RRR screen from any SMS screen:

1. Type **RRR** in the CMD field.

2. Press [ENTER]. The first page of the Report Requests (RRR) screen is displayed.

Figure 31 through Figure 35 show the five-page RRR screen for a Resp Org user.

If you have logged on as an SCP Administrator, a Network Manager, or Service Maintenance person, or have varied user group permissions, other reports may also be listed on your RRR screen(s) and the number of pages for the RRR screen may be different. See the appropriate 800 SMS User Guide for examples.

An asterisk (*) to the left of the report name indicates a print only report. All other reports can be viewed and/or printed.

```
RESP ORG: _____          SMS - 800             NOW: mm/dd/yy hh:mmA/C
PRINTER : _____
                      RRR - REPORT REQUESTS
  P/V            REPORT                PARAMETERS

       _    DAILY LOG                DAY: __
       _    DEFICIENT CR             CR STATUS: _____
       _    APPROACHING DUE & CANCELED
       _    DUPLICATE NUMBERS        STATE: __
       _    UNAVAILABLE NUMBERS
       _    *RESERVED NUMBERS
       _    ASSIGNED NUMBERS
       _    DESTINATION NPA-NXX      NPA-NXX: _____
       _    POTS# TO DIAL# INQUIRY   POTS#: _____
       _    NUMBER ADMINISTRATION SUM
       _    *AOS LABEL TO DIAL# INQUIRY  AOS LBL: _____
       _    SENDING CR               REQUEST TYPE: _____ (RESP ORG, NETWORK)




CMD: _____   KEY: _____  PG 1 OF 5
9901 ENTER P(PRINT) OR V(VIEW), AND PARAMETERS FOR EACH DESIRED REPORT
9943 REPORTS MARKED WITH "*" ARE PRINT ONLY.
```

Figure 31. Report Request (RRR) Page 1 - Resp Org Version

```
PRINTER : R766A79              SMS - 800            NOW: 11/07/93 10:19A/C
CHARGE CUSTOMER: _
                          RRR - REPORT REQUESTS

P/V             REPORT                      PARAMETERS
                                    DIAL#   <EFF DATE>  <TIME>
     _    VALIDATION RESULTS        _____  _____  _____
     _  * WHOLE CUSTOMER RECORD     _____  _____  _____
     _  * CAD ONLY                  _____  _____  _____
     _  * CPR ONLY                  _____  _____  _____
     _  * LAD ONLY                  _____  _____  _____
     _    CPR CRITERIA USAGE        _____  _____  _____
     _    CUSTOMER RECORD ACTIVATION _____  _____  _____
     _    CALL SAMPLING VAL/ACT     _____  REQ TYPE: _____  SAMPLING


ADDRESS: _____
         _____
         _____

CMD: _____    KEY: _____  PG 2  OF 5
9901 ENTER "P" (PRINT) OR "V" (VIEW), AND PARAMETERS FOR EACH DESIRED REPORT.
9943 REPORTS MARKED WITH "*" ARE PRINT ONLY.
```

Figure 32. Report Request (RRR) Page 2 - Resp Org Version

```
PRINTER : R766A79              SMS - 800            NOW: 11/07/93 09:59A/C

                          RRR - REPORT REQUESTS

P/V          REPORT         SORT PARAMETER
   _  ELECTRONIC MAILING LIST   _____ (NAME,LOGON,TELCO)
   _  CCS NETWORK-LATA          _____ (NETWORK,LATA)
   _  CCS NETWORK-STATE-NPA     _____ (NETWORK,STATE,NPA)
   _  RAO-TELCO LIST            _____ (RAO,TELCO)
   _  CARRIER INFORMATION       _____ (CARRIER,CODE)
   _  PRINTER LIST              _____ (PRINTER,NETWORK)
   _  SCP LIST                  _____ (SCP ID,CITY,STATE)
   _ *SSP LIST                  _____ (CITY,STATE,POINT CODE)
   _  AOS LABEL LIST            TYPE: _____  LABEL: _____
   _ *DAILY CR ACTIVATION       DAY: __  SORT: _____ (NET,RESP,SCP)  SCP ID: _____
   _  TELEPHONE COMPANY LIST
   _  RESP ORG LIST
   _ *DA NPA SELECTION LIST


CMD: _____    KEY: _____  PG 3  OF 5
9901 ENTER "P" (PRINT) OR "V" (VIEW), AND PARAMETERS FOR EACH DESIRED REPORT.
9943 REPORTS MARKED WITH "*" ARE PRINT ONLY.
```

Figure 33. Report Request (RRR) Page 3 - Resp Org Version

```
PRINTER : R766A79                SMS - 800            NOW: 11/07/93 10:38A/C
CHARGE CUSTOMER: _
                             RRR - REPORT REQUESTS

    P/V              REPORT                        PARAMETERS

              CALL SAMPLE:                  DIAL#          SUM CYCLE (HR)
     _        TIME OF DAY SUMMARY        _____    _____
     _        CONTROL OF CALL SAMPLING




ADDRESS: _____
         _____
         _____

CMD: _____   KEY: _____  PG  4   OF  5
9901 ENTER "P" (PRINT) OR "V" (VIEW), AND PARAMETERS FOR EACH DESIRED REPORT.
9943 REPORTS MARKED WITH "*" ARE PRINT ONLY.
```

Figure 34. Report Request (RRR) Page 4 - Resp Org Version

```
RESP ORG: _____                SMS - 800            NOW: 11/07/93 10:43A/C
PRINTER : R766A79
                             RRR - REPORT REQUESTS

  P/V              REPORT                          PARAMETERS

     _    CHANGED NPA-NXX
     _  * AFFECTED CR BY NPA-NXX-LATA ACTIVITY   TYPE (A,D,M): _  NPA-NXX: _____
     _    FAILED CR BY NPA-NXX-LATA MOVE         NPA-NXX: _____
     _    ALLOWABLE CICS FOR CR INPUT & APPROVAL








CMD: _____   KEY: _____  PG  5   OF  5
9901 ENTER "P" (PRINT) OR "V" (VIEW), AND PARAMETERS FOR EACH DESIRED REPORT.
9943 REPORTS MARKED WITH "*" ARE PRINT ONLY.
```

Figure 35. Report Request (RRR) Page 5 - Resp Org Version

10.3.2 Report Parameters

Many of the reports shown on the RRR screen include a PARAMETERS column. Parameters can be entered to identify a report much the same as keys are used to identify a Customer Record (CR).

The PARAMETER field is used to:

* Specify a particular version of a report

* Specify a sort criteria for a report

* Specify particular information to identify a unique report such as a particular DIAL#, POTS#, NXX, State, or CR STATUS, etc.

Any report allowing the entry of parameters has a PARAMETER field on the RRR screen.

For reports allowing a sort parameter (i.e., the report data is to be presented in the order you specify), the allowable sort options are shown within parentheses following the field. To select one of the sort options enter the option in the SORT PARAMETER field exactly as it appears in the parenthesis. For example, if the sort parameters were (NAME, LOGON, TELCO) and you wanted the report sorted by logon ID, enter the word **LOGON** in the SORT PARAMETER field. Do *not* enter an actual logon ID.

Some reports also allow you to enter **ALL** in the PARAMETER field. The procedures for requesting the individual reports will include an explanation for the use of **ALL** when appropriate.

10.3.2.1 Report Versions

Previous versions of some reports are available. For example, the *Daily Log Report* and the *Daily CR Activation Summary Report* can be requested for any of the previous 7 days, as these reports are saved in SMS for 7 days before being automatically deleted. When a new version is generated, the old one for that day is deleted.

To request a previous version, the day for the report desired is entered in the DAY parameter field. (For example: Type **M** if today is Thursday and you want to see the report for Monday.) For the DAY field, the shortest possible abbreviation for the day can be used (M, TU, W, TH, F, SA, SU).

10.3.2.2 Sort Criteria

Some reports can be sorted according to several criteria. The desired sort criteria is entered in the PARAMETER field. For example the *RAO-TELCO List* may be sorted by RAO code or by TELCO. For the *RAO-TELCO List*, you may enter either **RAO** or **TELCO** in the PARAMETER field.

10.3.2.3   Particular Information

Some reports contain data regarding only one DIAL#, Customer Record, NXX, POTS#, etc. These reports need to be identified by specifying the correct information in the PARAMETER field.

10.3.3   Scheduled Reports

All scheduled reports are generated during off hours by Central EDP Operation personnel on a scheduled basis, i.e, daily, weekly, monthly, etc. When you request such a report, you get the most recently generated report.

Some reports (such as the *Daily Log*), which are generated daily, can have up to 6 versions available. You are able to specify the desired day in the DAY parameter field.

10.3.4   On-Demand Reports

On-demand reports are generated at the time you request to either view or print the report. These reports are not stored since they are created on your request.

When you request an on-demand report, it takes time for the system to generate it.

For on-demand reports, you need to enter PARAMETERS (identifying information) on the reports request screen to identify the specific report.

The parameter(s) might be:

- An NXX

- An NPA-NXX

- A DIAL# and the EFF DATE<TIME>

- A POTS#

- A sort preference for the data to be reported

- Or any other information SMS needs to identify the report.

The information or fields in the PARAMETER column on the RRR screen show what information is needed.

10.3.5 View a Report

After accessing the Report Requests (RRR) screen, these are the steps to view a report:

1. Page to the Report Requests screen with the report you want to view.

2. Type **v** in the field to the left of the report you wish to view. Use only one **v** request at a time.

3. Type the appropriate parameter(s) in the PARAMETER field(s), if parameters are needed.

4. Type **u** (Update) in the CMD field.

5. Press [ENTER]. The first page of the report is displayed after the time period required to generate it. (NOTE: You won't be able to continue with other work until the first page appears.)

Use one of the following methods to page through a report that you are viewing:

- Use [PF1]-Page Forward and [PF2]-Page Backward.

- To go to a particular page of the report:

  — Use [TAB] to move the cursor to the PG X of XX message at the end of the CMD line.

  — Type the page number you want (type over the X shown).

  — Press [ENTER]. SMS displays the page you specified.

- Type **L** (Locate) in the CMD field and type a string of consecutive characters to be located in the KEY field. For example, to find the definitions for a particular label on the LAD ONLY report, type the label name in the KEY field.

10.3.6 Exit from Viewing Report

To exit from the displayed report: In the CMD field, enter a three-character screen name, or enter **Q** (Quit) or **M** (Menu) and press [ENTER].

10.3.7 Print Reports

You can print one or more reports if they are listed on the same page of the Report Requests screen.

Follow these steps after accessing the Report Requests (RRR) screen:

1. Page to the Report Requests screen with the report(s) you want to print.

2. Change the information in the PRINTER field if the default printer is inappropriate. (You can have up to two printers associated with your logon ID, a primary printer and a secondary printer. The system uses the primary printer as the default unless you specifically specify your secondary printer by overtyping the primary printer identification code in the PRINTER field.)

3. Type **P** in the field to the left of each report to be printed. (You may request printing for more than one report at a time.) If the value in the PRINTER field is changed (i.e., if a different printer ID is entered), the change does not carry to other pages of the RRR screen and the desired printer ID would have to be entered on other pages.

4. Type the necessary parameters for the report.

5. Type mailing address for the report if it is to be mailed to the customer. (Also, the printer identified in the PRINTER field should be one for mail service.)

6. Type **Y** (Yes) in the CHARGE CUSTOMER field if the customer is to be billed for the report. Type **N** (No) in the CHARGE CUSTOMER field if the customer is not to be billed for the report.

7. Type **U** (Update) in the CMD field.

8. Press [ENTER]. SMS returns the RRR screen with all your entries cleared. There is a message indicating your request is in progress. You may leave the RRR screen and continue with other work.

10.3.8 View and Print Reports at the Same Time

If you wish, you can view a single report from the RRR screen and specify other reports for printing.

Enter a **V** next to the report that you wish to view and enter a **P** next to each report that you wish to print.

NOTE: You will not be able to go to another screen until the report you have requested for viewing is displayed.

11. GLOSSARY

Command/Command Field. An instruction you issue to SMS. A screen name is a three-character command. There are also one-character commands. Most commands are entered in the CMD field. Some one-character commands may be used in a CTRL (Control) field for editing the screen.

Control Field. A field used for certain one-character commands to allow editing on the screen. A control field to the left of a line of data, for example, gives you control over that line.

Data. Information. Two kinds of data may be present on an SMS screen: data automatically entered by SMS and data you have typed.

Display. The physical viewing area on your video terminal. All data is shown on the display.

Field. An area of information that is part of a record. An unprotected field is one in which you can type data. A protected field cannot be typed in or changed.

FID (Field Identifier). The field identifier tells the kind of information needed in the field. It is displayed to the left of the field, or at the top of a column in a table arrangement.

Key. Information which helps identify a particular record. The most common keys in SMS are the DIAL# for a record and the Effective Date/ Time.

Page. Approximately 24 lines of data. Some of the screens contain more than one page. An indication of more pages or the end of pages is displayed at the end of the CMD line.

Paging. The process of moving forward or backward through pages using the [PF1] key to page forward and the [PF2] key to page backward. On those screens where the page number is displayed as PAGE nn OF nn you can page directly to a specific page number by overtyping the current page number on the screen and then pressing [ENTER].

Menu. A listing of available features or functions and the commands used to access them.

Record. A body of information having a unique identity. In SMS, a Customer Record contains all the relevant information identified by a particular DIAL# and the EFF DATE<TIME>.

Screen. The body of data seen on the display. In SMS, each of the screens has a name. Each screen is associated with the function it performs, such

as the Call Processing screen which handles all aspects of defining call routing (processing) information.

Scroll. The process of viewing data to the right or left of the display. [PF10] is used to scroll right. [PF9] is used to scroll left.

Session. The time between logon and logoff.

Submenu. The second level of SMS menus in the screen hierarchy. A submenu is a list of the functions available for a particular SMS feature.

Validation. The error-checking process carried out by SMS.

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SMS/800

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