

**Introduction to  
Incident Reporting Management System  
(IRMS)  
Associate Management Level Access Phase 2**



The Incident Report Management System (IRMS) provides 24/7 access and allows the NEC Associate technician to create an on-line incident report. Incident Reports created or updated will be placed into the NTAC call queue for review by the next available NTAC engineer. The NTAC engineer will then provide a response via an update of the Incident Report or a callback to the Associate Technician. The contact method is determined by the Associate Technician.

## **Knowledge Base:**

The Knowledge Base tool allows Associate Technicians to search for technical information regarding specific issues on a 24/7 basis. The information provided in the Knowledge Base is updated whenever new issues and solutions are identified. Each solution is based on key indicators within the incident report itself. The solutions are ranked based on context and user feedback, so over time, certain common solutions are presented more often than others. Tickets that have been successfully solved and closed in the past are also promoted to Knowledge Base articles. These solutions will be added to the pool of knowledge and can be shared as solutions for others that may experience the same problems.

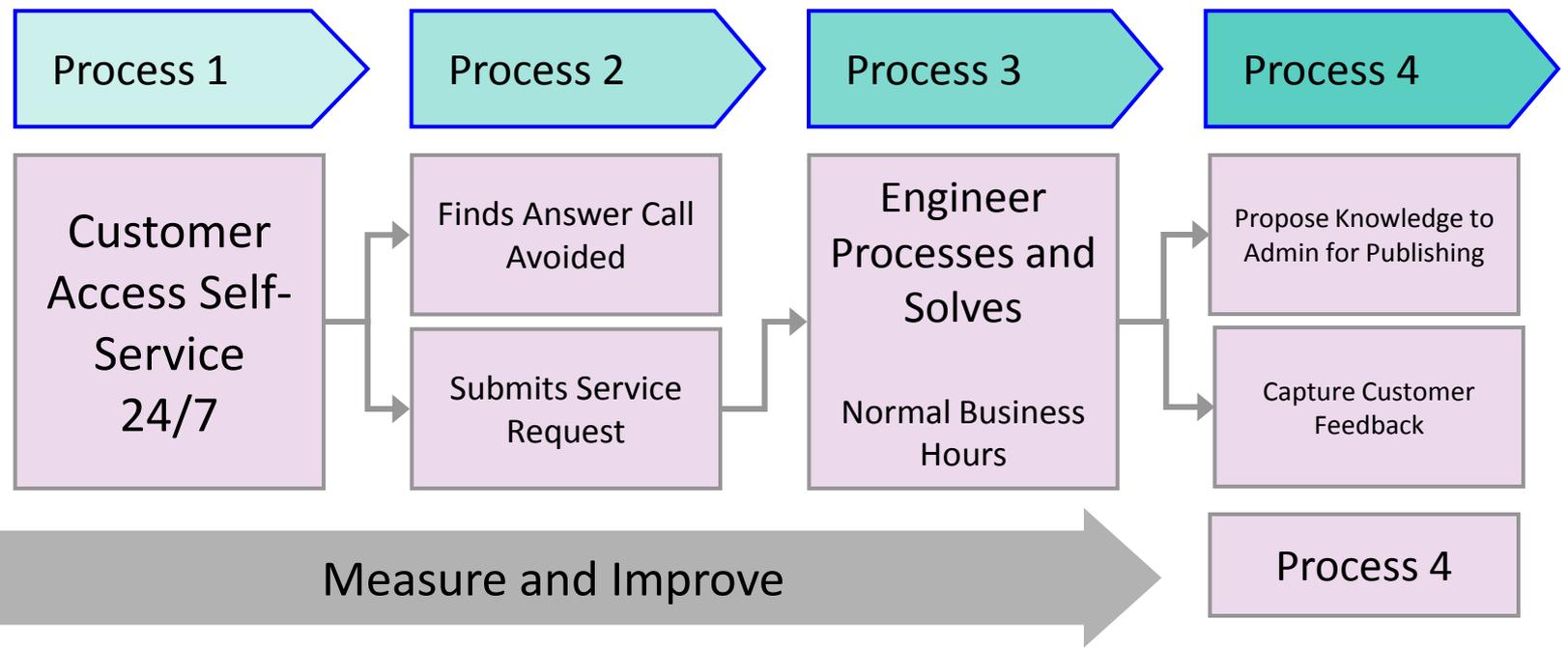
# Process Overview:



## Customer Empowerment : Intelligent Knowledge Base - Process chart

### Work Flow.

#### Customer Empowerment



Improved Customer Experience

# NEC NTAC

NEC America - Windows Internet Explorer

http://preview.necntac.com/

File Edit View Favorites Tools Help

★ Favorites An introduction to Debian n... UliPro My NEC Welcome to MyNEC! NEC Time Track Suggested Sites Free Hotmail Get More Add-ons Windows Windows Media Windows Marketplace

NEC America

Not Logged In  
10/14 10:54 AM CDT

**Enter the Website address Http://www.necntac.com**

NEC Worldwide Enterprise Communications

Home » Login

User ID:

Password:

Login

**Enter your User ID and Password then click Login**

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Done Internet 100%

### NTAC Knowledgebase

All Products  All Categories

IP-PAD Circuit Card Functionality and Attributes (01/19/2012)  
Newly Installed SIP Server Will Not Come Online (01/19/2012)  
Setting Up CO Message Waiting Indication for IPKII (01/19/2012)  
Programming SV8500 with UM8500 Using Protims/Access (01/19/2012)  
G.723 CODEC Not Supported On UX5000 System (01/19/2012)  
Third Party Analog Devices Don't Recognize Transfer (01/19/2012)  
Off Hook Signaling for Ring Group Calls (01/19/2012)  
Message Waiting Indication Will Not Clear (01/19/2012)  
DSX IP Phone Network Error Unable to Enter Program (01/19/2012)  
Confirming/Changing Aspire Mail FMS and IP Address (01/19/2012)  
ULTRA Call Analyst DSand DSX Compatibility (01/19/2012)  
3rd Party Soft Phones Can't Have Feature Keys (01/19/2012)  
Trouble Shooting DIDs on Version 3 DSX (01/19/2012)  
DID Calls to Off Premises CF Stations Don't Drop to 0 (01/19/2012)  
Full Duplex Phone Speaker Volume Jumps After Rece (01/19/2012)  
Email Integration (SMTP Delivery) No Longer Working (01/19/2012)  
PcPro, WinMAT, & DOS MAT Compatibility for 2400IP (01/19/2012)  
Outbound Faxing Not Working on Broadvox SIP Trunk (01/19/2012)  
Netlink Licensing for Primary and Remote Sites (01/19/2012)  
Poor Audio on Calls Between Sites with IP CCIS (01/19/2012)  
Changing the Outgoing Call Inter-digit Timer (01/19/2012)  
Compatible Phones/Headsets for WHA P/N 1091054 (01/19/2012)  
DSX Software Manual (HTML) October 2010 (01/19/2012)  
Imported .wav File for MOH Too Loud (01/19/2012)  
Remote VoIP Phones Lose Connection to SIP Server (01/19/2012)

**Associate Management has the ability to assign "Subcontractors" to install or service accounts that are not owned by the subcontractors themselves. This subcontractor, MUST be an NEC authorized associate, authorized to sell the product being installed or serviced and the associate technician MUST be certified in the product to be worked on.**

**Subcontractors are tied to specific sites, therefore you must first search for the site in question, using the Find Site link to add subcontractors.**

**Click [Find Site](#)**

### Incident Report Management System

[Create New Incident Report](#)

#### Reports:

[My Technicians](#)

[My Open](#)

[All - Last 3 Months](#)

[All - Last 12 Months](#)

Report Builder - [Saved New](#)

Search Incident Reports...

### NECCare

Account Available Tokens  
No NECCare Accounts

### Links

[NTAC News](#)

[NTAC Escalation](#)

[NEC Information Portal](#)

[Wireless Site Coordination](#)

[NEC Forums](#)

[Find Site](#)

[Home](#) » [Find Location](#)

### Find Location

#### Find Location by Product:

[1000/2000 IVS/IVS2](#)  
[2000 IPS](#)  
[2400 ICS](#)  
[2400 IMX](#)  
[2400 IPX](#)  
[Aspire](#)  
[Data Equipment](#)  
[DS1000](#)  
[DS2000](#)  
[DSX](#)  
[-Series](#)  
[IPK](#)  
[IPKII](#)  
[MPS](#)  
[SL1100](#)  
[Spherical](#)  
[SV7000](#)  
[SV8100](#)  
[SV8300](#)  
[SV8500](#)  
[UX5000](#)

#### Recent Locations:

[TEST](#)  
[TEST ACCOUNT](#)  
[JIMS DESK TEST](#)  
[TEST](#)  
[OVERRIDE Location](#)

Select the product located at the site you want to provide Subcontractor access

Please select the product type for the location

[Home](#) » [Find Location](#)

**Input one or more of the following , Location Name, Address, City, State or Postal Code, then click Search**

### NEC Corporation of America (UBSD)

2400 IPX

Location ID:

Location Name:

Address:

City:

State/Province:

Postal:

Search

Search by any field. Partial values can be used for hardware key code or address fields.

New Site

Enter complete information

#### NECCare

[Account](#) [Available Tokens](#)  
No NECCare Accounts

#### Documentation

SP30 User Guide Version 18 for 2400 IPX / SV7000 / SV8500

UNIVERGE UM8700 Quick Reference Card for Octel Serenade/VMX Emulation - Revision 05

UNIVERGE UM8700 Quick Reference Card for Short Message Service (SMS) - Revision 3.0

UNIVERGE UM8700 Quick Reference Card for Voice Intercept Messaging - UNIVERGE UM8700 Emulation for Octel Aria - Revision 3.0

[Home](#) » [Find Location](#)

### NEC Corporation of America (UBSD)

2400 IPX

Location ID:

Location Name:

Address:

City:

State/Province:

Postal:

Search by any field. Partial values can be used for hardware key code or address fields.

Enter complete information

**Search for locations in Texas, for example, then double click the desired location you want to provide subcontractor access.**

#### Locations

Location ▲	Address	City	State	HKC
TEST ACCOUNT	123 TEST ST	DALLAS	TX	

#### NECCare

Account Available Tokens  
No NECCare Accounts

#### Documentation

SP30 User Guide Version 18 for 2400 IPX / SV7000 / SV8500

UNIVERGE UM8700 Quick Reference Card for Octel Serenade/VMX Emulation - Revision 05

UNIVERGE UM8700 Quick Reference Card for Short Message Service (SMS) - Revision 3.0

UNIVERGE UM8700 Quick Reference Card for Voice Intercept Messaging - UNIVERGE UM8700 Emulation for Octel Aria - Revision 3.0

UNIVERGE UM8700 Unified Messaging

**Location** Incident Reports **Third Party Support**

 Update

**Location Name:** 11111  
**ID:** PHX-7DB91C95A6  
**Address:** 22222  
IRVING, TX  
**Phone:**  
**Fax:**  
**Email:**

Select "Third Party Support"

### NECCare

Account Available Tokens  
No NECCare Accounts

### Documentation

MH150/MH160 - OAI Gateway Manual and Software  
UC for Business Firewall Settings Programming Manual (5.1) - Issue 1.0  
NEC 5300 VPN Concentrator Installation and Configuration Guide - Issue 1.0  
Global Navigator Client Reports Manual (R7.0) - Issue 1.0  
Global Navigator Server Installation Guide (7.0) - Issue 1.0

[More Documentation...](#)

### Downloads

MH150/MH160 - OAI Gateway Manual and Software  
Patch for Email Server Profile Configuration Password Length Restriction  
Viewmail for Microsoft Messaging 3.6.2.1 - Application Update AST-468  
UM4730 / UM8000 11.3.0.39 Patch ULP-13992 - RMI Memory Usage Patch

[Home](#) » 2400 IPX: 11111

Location Incident Reports **Third Party Support**

[+ Resolve Customer](#) [+ Sub Contractor](#) [- Delete](#)

Type	Name ▲	ID	Date	Created By
No Third Party Support records for this location.				

Select "Subcontractor"

### NECCare

Account Available Tokens  
No NECCare Accounts

### Documentation

MH150/MH160 - OAI Gateway Manual and Software

UC for Business Firewall Settings Programming Manual (5.1) - Issue 1.0

NEC 5300 VPN Concentrator Installation and Configuration Guide - Issue 1.0

Global Navigator Client Reports Manual (R7.0) - Issue 1.0

Global Navigator Server Installation Guide (7.0) - Issue 1.0

[More Documentation...](#)

### Downloads

MH150/MH160 - OAI Gateway Manual and Software

Patch for Email Server Profile Configuration Password Length Restriction

Viewmail for Microsoft Messaging 3.6.2.1 - Application Update AST-468

UM4730 / UM8000 11.3.0.39 Patch III B

Type	Name ▲
No Third Party Support records for this location.	

### Sub Contractor

Enter sub contractor's email address. You can add the entire company associated with this email address or just the technician.

### NECCare

Account Available Tokens  
to NECCare Accounts

### Documentation

SP30 User Guide Version 18 for 2400 IPX / SV7000 / SV8500

UNIVERGE UM8700 Quick Reference Card for Octel Serenade/VMX Emulation - Revision 05

UNIVERGE UM8700 Quick Reference Card for Short Message Service (SMS) - Revision 3.0

UNIVERGE UM8700 Quick Reference Card for Voice Intercept Messaging - UNIVERGE UM8700 Emulation for Octel Aria - Revision 3.0

UNIVERGE UM8700 Unified Messaging

**Enter the Subcontractor's email address, then select "Add Technician"**

Location Incident Reports Software Assurance Third Party Support

+ Resolve Customer + Sub Contractor

Type	Name ▲	ID	Delete
No Third Party Support records for this location.			

**Message from webpage**

 George Monaghan is now linked to this location.

OK

**Confirmation of the previous action.  
Click "Ok"**

**NECCare**

Account Available Tokens  
No NECCare Accounts

**Documentation**

- SP30 User Guide Version 18 for 2400 IPX / SV7000 / SV8500
- UNIVERGE UM8700 Quick Reference Card for Octel Serenade/VMX Emulation - Revision 05
- UNIVERGE UM8700 Quick Reference Card for Short Message Service (SMS) - Revision 3.0
- UNIVERGE UM8700 Quick Reference Card for Voice Intercept Messaging - UNIVERGE UM8700 Emulation for Octel Aria - Revision 3.0
- UNIVERGE UM8700 Unified Messaging for IMAP Quick Reference Card

Location	Incident Reports	Software Assurance	<b>Third Party Support</b>	
<a href="#">+ Resolve Customer</a>	<a href="#">+ Sub Contractor</a>	<a href="#">- Delete</a>		
Type	Name ▲	ID	Date	Created By
TECHNICIAN	George Monaghan	091958	Wed 05/04 14:40 CDT	Crm Test

**Displays that George is the only technician from the subcontracted company, that is allowed to work on this location**

### NECCare

Account   Available Tokens  
No NECCare Accounts

### Documentation

SP30 User Guide Version 18 for 2400 IPX / SV7000 / SV8500

UNIVERGE UM8700 Quick Reference Card for Octel Serenade/VMX Emulation - Revision 05

UNIVERGE UM8700 Quick Reference Card for Short Message Service (SMS) - Revision 3.0

UNIVERGE UM8700 Quick Reference Card for Voice Intercept Messaging - UNIVERGE UM8700 Emulation for Octel Aria - Revision 3.0

UNIVERGE UM8700 Unified Messaging for IMAP Quick Reference Card - Revision 02

To enable Third Party Support for all technicians of a subcontracted associate please go to the next slide

[Home](#) » 2400 IPX: 11111

[Location](#) [Incident Reports](#) [Third Party Support](#)

Update

**Location Name:** 11111  
**ID:** PHX-7DB91C95A6  
**Address:** 222222  
IRVING, TX  
**Phone:**  
**Fax:**  
**Email:**

Select "Third Party Support"

### NECCare

Account Available Tokens  
No NECCare Accounts

### Documentation

MH150/MH160 - OAI Gateway Manual and Software  
UC for Business Firewall Settings Programming Manual (5.1) - Issue 1.0  
NEC 5300 VPN Concentrator Installation and Configuration Guide - Issue 1.0  
Global Navigator Client Reports Manual (R7.0) - Issue 1.0  
Global Navigator Server Installation Guide (7.0) - Issue 1.0

[More Documentation...](#)

### Downloads

MH150/MH160 - OAI Gateway Manual and Software  
Patch for Email Server Profile Configuration Password Length Restriction  
Viewmail for Microsoft Messaging 3.6.2.1 - Application Update AST-468  
UM4730 / UM8000 11 3 0 39 Patch ULP-

Type	Name
No Third Party Support records for this location.	

### Sub Contractor

Enter sub contractor's email address. You can add the entire company associated with this email address or just the technician.

**Add the email address of any associate technician who works for the subcontracted company**

**Click "Add Entire Company"**

NECCare

Account   Available Tokens

to NECCare Accounts

Documentation

- SP30 User Guide Version 18 for 2400 IPX / SV7000 / SV8500
- UNIVERGE UM8700 Quick Reference Card for Octel Serenade/VMX Emulation - Revision 05
- UNIVERGE UM8700 Quick Reference Card for Short Message Service (SMS) - Revision 3.0
- UNIVERGE UM8700 Quick Reference Card for Voice Intercept Messaging - UNIVERGE UM8700 Emulation for Octel Aria - Revision 3.0
- UNIVERGE UM8700 Unified Messaging for IMAP Quick Reference Card - Revision 02

Location Incident Reports Software Assurance Third Party Support

Resolve Customer Sub Contractor

Type	Name ▲	ID
No Third Party Support records for this location.		

Delete

**Message from webpage**

 Guyette Communications, Inc. is now linked to this location.

OK

**Confirmation of the previous action. Click "Ok"**

**NECCare**

Account Available Tokens  
No NECCare Accounts

**Documentation**

- SP30 User Guide Version 18 for 2400 IPX / SV7000 / SV8500
- UNIVERGE UM8700 Quick Reference Card for Octel Serenade/VMX Emulation - Revision 05
- UNIVERGE UM8700 Quick Reference Card for Short Message Service (SMS) - Revision 3.0
- UNIVERGE UM8700 Quick Reference Card for Voice Intercept Messaging - UNIVERGE UM8700 Emulation for Octel Aria - Revision 3.0
- UNIVERGE UM8700 Unified Messaging for IMAP Quick Reference Card - Revision 02

Subcontractors can be deleted from the site by selecting the specific company or technician below, then click Delete

Home » 2400 IPX: TEST ACCOUNT

Location	Incident Reports	Software Assurance	<b>Third Party Support</b>	
<a href="#">+ Resolve Customer</a>	<a href="#">+ Sub Contractor</a>		<a href="#">- Delete</a>	
Type	Name	ID	Date	Created By
COMPANY	Guyette Communications,...	71059	Wed 05/04 14:47 CDT	Crm Test

### NECCare

Account Available Tokens  
No NECCare Accounts

### Documentation

SP30 User Guide Version 18 for 2400 IPX / SV7000 / SV8500

UNIVERGE UM8700 Quick Reference Card for Octel Serenade/VMX Emulation - Revision 05

UNIVERGE UM8700 Quick Reference Card for Short Message Service (SMS) - Revision 3.0

UNIVERGE UM8700 Quick Reference Card for Voice Intercept Messaging - UNIVERGE UM8700 Emulation for Octel Aria - Revision 3.0

UNIVERGE UM8700 Unified Messaging for IMAP Quick Reference Card - Revision 02

**Now all 2400 IPX certified associate technicians of the above associate can work on this site and receive support from NEC NTAC Support.**

**If there are any Token charges associated with an Incident Report for this location, then the NEC Associate who owns the location will be responsible for providing Tokens to NTAC.**

# Reporting

## **Advanced Ticket Tracking:**

Each technician will be able to see a full and complete history of tickets opened against each of their locations. Associate Management will be able to report on activity from all their Technicians.

This helps to identify trends and it provides the ability to view the complete support history for a specific site.

Associate Management can run the preconfigured reports below or customize and save their own report.

[Home](#) » National Technical Assistance Center

NTAC Knowledgebase

All Products  All Categories  Search Knowledgebase

- Unable to Run MA4000 Background Tasks due to Access Denied Error (01/19/2012)
- Unable To Run MA4000 Background Tasks due to Windows Account Credentials Error (01/19/2012)
- Speed Dial Transfer From InMail Not Functioning (01/19/2012)
- MA4000 Background Tasks Fail with HRESULT: 0x80070520 Error (01/19/2012)
- Troubleshooting InMail/IntraMail That Stopped Working (01/18/2012)
- Cannot Dial DTMF Digits Once Conference Call Established (01/18/2012)
- UNIVERGE SV8500 Configuration Guide (S5) - Issue 7.0 (01/18/2012)
- Remotely Changing DSX Voice Mail Phone/Pager Notification Options (01/18/2012)
- Trouble Shooting Basics for Line Issues (01/18/2012)
- Unable To Set Call Forward to Voicemail (01/18/2012)
- Hotel/Motel Property Management System (PMS) Specifications (01/18/2012)
- DSX V2 Telephone Feature Handbook 1093099 Rev 2 June 2006 (01/18/2012)
- DSX V2 IntraMail Feature Handbook 1093098 Rev 2 June 2006 (01/18/2012)
- DSX V2 Multibutton Telephone User Guide 1093095 Rev 1 May 2006 (01/18/2012)
- DSX V2 Super Display Telephone User Guide 1093065 Rev 1 November 2006 (01/18/2012)
- Sphere Desktop Error Makecall did not complete. Error Code = 1 (01/18/2012)
- Exchange Server Commissioning After Spherical Upgrade (01/18/2012)
- Spherical Call Logger Not Writing CDRs to calls.mdb Database (01/18/2012)
- UC for Business with Spherical Installation Requirements/Procedures (01/18/2012)
- UC for Business (UCB) Integration with UNIVERGE Spherical (01/18/2012)
- Recorded Media Server Greetings/Messages Have Low Volume (01/18/2012)
- Tenor Gateway to Tenor Gateway Fax Fails Within Spherical System (01/18/2012)
- Call Quality Statistics not Appearing on Spherical Reports (01/18/2012)
- Drag and Drop Calls to Park Using Spherical Desktop (01/18/2012)
- Presence Status Display Using Spherical Desktop Not Seen (01/18/2012)

Incident Report Management System

[Create New Incident Report](#)

- Reports:**
- [My Technicians](#)
  - [My Open](#)
  - [All - Last 3 Months](#)
  - [All - Last 12 Months](#)
  - [Report Builder - Saved New](#)

Search Incident Reports...

NECCare

Account Available Tokens  
No NECCare Accounts

Links

- [NTAC News](#)
- [NTAC Escalation](#)
- [NEC Information Portal](#)
- [Wireless Site Coordination](#)
- [NEC Forums](#)



To Create a custom report, click Create New Report

[Home](#) » [Reports](#)

[Create New Report](#) [Scheduled Reports](#)

Created	Title	Expires	Delete	Download	Refresh
05/03/2011 11:16 AM	My Incident Reports - Open	06/02/2011	<a href="#">Delete</a>	<a href="#">Download</a>	<a href="#">Run Report</a>

The "Add Filter" button can add technicians, time an Incident Report has been open and much more.

**Report Options**

Run Report

Title:

Format:  HTML  Excel  XML

Copy To:

Schedule: One Time

**Data Columns:**

<input checked="" type="checkbox"/> Category	<input type="checkbox"/> Problem Description
<input checked="" type="checkbox"/> Category Type	<input checked="" type="checkbox"/> Product
<input checked="" type="checkbox"/> Date Closed	<input checked="" type="checkbox"/> Product Type
<input checked="" type="checkbox"/> Date Follow-up By	<input type="checkbox"/> Resolution
<input checked="" type="checkbox"/> Date Opened	<input checked="" type="checkbox"/> Severity
<input checked="" type="checkbox"/> Days Current Status	<input checked="" type="checkbox"/> State
<input checked="" type="checkbox"/> Days Open	<input checked="" type="checkbox"/> Status
<input checked="" type="checkbox"/> FR Number	<input checked="" type="checkbox"/> TechID
<input checked="" type="checkbox"/> Incident Report Number	<input checked="" type="checkbox"/> Technician
<input checked="" type="checkbox"/> Location	<input type="checkbox"/> Year/Month Opened
<input checked="" type="checkbox"/> Location ID	<input type="checkbox"/> Year/Month Closed
<input checked="" type="checkbox"/> NECCare Charge	

**Report Filters**

Opened: Last 30 Days

My Assigned

Remove the "My Assigned" by clicking the X, this will include all technicians for your organization

Select the items desired from the "Data Columns" area to report on.

Selecting the Add Filter button will give you many options, such as Technician

Home » Reports » New Report

**Report Options**

Run Report

Title: test

Format:  HTML

Copy To:

Schedule: One Time

Data Columns:

- Category
- Category Type
- Date Closed
- Date Follow Up
- Date Opened
- Days Current
- Days Open
- FR Number
- Incident Report Number
- Location
- Location ID
- NECCare Charge
- TechnID
- Technician
- Year/Month Opened
- Year/Month Closed

**New Filter**

Filter: Technician

Technician: Crm Test

Crms Test

OK Cancel

Type the name of technician and click on desired name then click OK

Title the report Select a **Format**, then click "Run Report"

**Report Options**

Run Report

**Title:** test

**Format:**  HTML  Excel  XML

**Copy To:**

**Schedule:** One Time

**Data Columns:**

<input checked="" type="checkbox"/> Category	<input type="checkbox"/> Problem Description
<input checked="" type="checkbox"/> Category Type	<input checked="" type="checkbox"/> Product
<input checked="" type="checkbox"/> Date Closed	<input checked="" type="checkbox"/> Product Type
<input checked="" type="checkbox"/> Date Follow-up By	<input type="checkbox"/> Resolution
<input checked="" type="checkbox"/> Date Opened	<input checked="" type="checkbox"/> Severity
<input checked="" type="checkbox"/> Days Current Status	<input checked="" type="checkbox"/> State
<input checked="" type="checkbox"/> Days Open	<input checked="" type="checkbox"/> Status
<input checked="" type="checkbox"/> FR Number	<input checked="" type="checkbox"/> TechID
<input checked="" type="checkbox"/> Incident Report Number	<input checked="" type="checkbox"/> Technician
<input checked="" type="checkbox"/> Location	<input type="checkbox"/> Year/Month Opened
<input checked="" type="checkbox"/> Location ID	<input type="checkbox"/> Year/Month Closed
<input checked="" type="checkbox"/> NECCare Charge	

**Report Filters**

+ Add Filter

Technician: Crm Test

Opened: Last 30 Days

**Click Download the Report or Run the Report**

[NEC Worldwide](#) [Enterprise Communications](#) [My NEC Learning](#) [NECCare](#) [Knowledgebase](#)

[Home](#) » [Reports](#)

 [Create New Report](#)  [Scheduled Reports](#)

Created	Title	Expires	Delete	Download	Refresh
05/04/2011 03:30 PM	test	06/03/2011	 <a href="#">Delete</a>	 <a href="#">Download</a>	 <a href="#">Run Report</a>
05/03/2011 11:16 AM	My Incident Reports - Open	06/02/2011	 <a href="#">Delete</a>	 <a href="#">Download</a>	 <a href="#">Run Report</a>

Category	Category Type	Date Closed	Date Follow-up By	Date Opened	FR Number	Incident Report Number	Location	Location ID	NECCare Charge	Product	Product Type	Severity	State	Status	TechID	Technician
Basic Business	System		04/29/2011 00:00	04/22/2011 14:11		<a href="#">SB43562</a>	TEST	7DAA149A90	0	DSX	SMB	3	Open	Associate-1	CRMTEST	Crm Test
Basic Business	System		05/04/2011 00:00	04/27/2011 11:04		<a href="#">SB447AA</a>	TEST	7DAA149A90	0	DSX	SMB	4	Open	NTAC-1	CRMTEST	Crm Test
Basic Business	System		05/05/2011 00:00	04/28/2011 15:37		<a href="#">SB4541E</a>	TEST	PHX-7DB425C579	0	DSX	SMB	4	Open	NTAC-1	CRMTEST	Crm Test
Basic Business	System		05/09/2011 00:00	05/03/2011 21:10		<a href="#">SB56FF2</a>	TEST	PHX-7DB425C579	0	DSX	SMB	2	Open	NTAC-1	CRMTEST	Crm Test

**Sample report from the selected criteria . If the Report format you selected was HTML, then you can click on the Hyper Links to open the Incident Report.**

## **Associate Notifications:**

Upon creation of an Incident Report, IRMS will notify the Associate Technician by email with a copy of the Incident Report. Any updates made to the Incident Report by NTAC will also trigger an email notification to the Associate Technician.

If the Incident Report is in an “Associate” Status, which means NTAC is waiting for input from the Associate Technician, then IRMS will automatically set a “Follow Up” date on the Incident Report and email the Associate Technician on this date. This Follow Up time is calculated by the Status and Severity of the ticket and ranges from 1 – 10 days.

If the email goes unanswered, IRMS will email the Associate Technician and Associate Management each day until an update is made to the Incident Report.

## **NTAC Notification:**

A similar notification structure happens when the Associate Technician updates an Incident Report. When updated, the Incident Report enters the NTAC call queue with the same priority as a voice call, then delivered to the next available NTAC Engineer. When the Incident Report status is set to “NTAC”, meaning it is waiting on action from a NTAC Engineer, and the Follow Up date elapses, email notifications are generated to the NTAC Engineer who is assigned to the ticket. If there is no update from the Engineer, then NTAC management is notified the following day.

**Thank You**

