



# Appointment Scheduling Inquiry Job Aid

**Revised: 12/12/2021**

# LSR Appointment Scheduling Inquiry

The Appointment Scheduling Inquiry is used when the CLEC wants to view available provisioning dates prior to submitting a Local Service Request (LSR). An available due date can then be reserved on the same pre-order transaction.

An Appointment Reservation is allowed for the following Reqtupes and Activities:

Reqtype AB, BB, DB, EB and PB

Activity C, N, T and V

A window of time may be requested in military format.

- Options are: 0800-1200, 1300-1700

Limited to 5 lines per Appointment Reservation ID

- Multiple appointment reservations are required for more than 5 lines. Each will need a unique Address Validation.
- RPONS are required to link related orders with reserved appointments

# LSR Appointment Scheduling Inquiry Address Validation

A successful Address Validation TXYTP A transaction must be completed prior to performing an Appointment Scheduling Inquiry.

Take note of the TXNUM.

Save the Address Validation response for future reference (*optional*.)

*Note: Although a Telephone Number Assignment TX Type B may be used to reserve phone numbers for an order, it does not satisfy the Address Validation requirement for an Appointment Reservation.*

1. In the TX Type field select: **A – Address Validation** to validate an address in Frontier territory.
2. Select [Initiate].
3. Save the Address Validation response, if desired

TXNUM: 5580

Trading Partner: Frontier Telecom

Service Center: FTRORD - Frontier Telecom

TX Type: A - Address Validation

Buttons: Initiate, Cancel

PreOrder List			
TXNUM	Tx Type	Trading Partner	Transaction Date
5571	A - Address Validation	Frontier Telecom	2017-08-30 10:39:26.501

# LSR Appointment Scheduling Inquiry Process

To view available appointments dates and times, use pre-order TX Type **D – Appointment Scheduling**.

Use the TXNUM value of the Address Validation transaction on the initial entry screen.

**Note:** If the TXNUM value does not equal the TXNUM of the Address Validation, an error/edit is returned *“TXNUM ##### not found for CC NNNN.”*

1. Enter TXNUM from previously completed Address Validation transaction in the TXNUM field.
2. In the TX Type field select: **D – Appointment Scheduling** (to view available appointments)
3. Select [Initiate].

The screenshot shows a web form for appointment scheduling. The fields are as follows:

- TXNUM:** A text input field containing the value "5580".
- Trading Partner:** A dropdown menu with "Frontier Telecom" selected.
- Service Center:** A dropdown menu with "FTRORD - Frontier Telecom" selected.
- TX Type:** A dropdown menu with "D - Appointment Scheduling" selected.

At the bottom of the form, there are two buttons: "Initiate" and "Cancel".

# LSR Appointment Scheduling Inquiry Process (continued)

## Populate Appointment Scheduling Inquiry Form and Submit

TXNUM – Requires TXNUM from successful Address Validation  
DTSENT – Required (VFO automatically assigns)  
TXACT – Transaction Activity required  
    A = New Inquiry (view only)  
    G = Change Reservation  
    R = Reservation  
CC – Company Code required  
TOS – Type of Service required  
REQTYP – 1<sup>st</sup> Character of REQTYP required  
ACT – Activity required  
STATE – State required  
APPTIME – Appointment Time optional - populate when specific time block requested  
APPRD – Appointment Request Date optional – populate when specific date requested  
QR – Quantity Requested required  
SLI – Sub Loop Indicator required if REQTYP is populated with A or B  
NC – Network Channel Code required if REQTYP is populated with A or B  
NCI – Network Channel Interface Code required if REQTYP is populated with A or B

D - Appointment Scheduling

INQUIRY RESULTS

TXNUM	DTSENT					
5580						
TXTYP	TXACT	CC	TOS	REQTYP	ACT	RESID
D	A	7229	1---	E	N	

LOCATION [Optional | Conditional]

STATE  
CA

APPRD  
09/07/2017

APPTIME QR  
3

SLI NC NCI SECNCI  
--Select--

Submit Close

# LSR Appointment Scheduling Inquiry Process (continued)

The response to an inquiry (TXACT = A) shows appointment dates and times available for reservation, based on the criteria provided on the inquiry.

Click on **Printable Version** to see all returned results.

All day access availability is indicated when the APPTIME is 08:00:00-17:00:00.

Multiple dates and time slots may be returned to show more specific detail about available appointments.

When an error is encountered, the response provides the error information.

The user may select **Change** to make any corrections before resubmitting.

Response	
<b>header</b>	
interfaceid	ATT-FRT-LSR-SND-PO-08
messagetype	EDI
ordertype	PREORDER
senderid	FTRPO
receiverid	ATT-FTRPO
lsogversion	9.30
<b>response</b>	
transactiontype	855
transactionsetpurposecode	11
acknowledgmenttypecode	AT
<b>preorderinquiryresponse</b>	
txnum	6001
apptime	08:00:00-17:00:00
apptresid	065063781
dtsent	2017083111:44:00
txtyp	D
txact	aaldata [1] aal 20170419 1300-1700
tos	aaldata [2] aal 20170419 1200-1700
reqtyp	aaldata [3] aal 20170420 0800-1200
cc	aaldata [4] aal 20170420 1300-1700
qr	aaldata [5] aal 20170420 0800-1200
locati	aal 20170420 1300-1700
state	aal 20170420 0800-1200
<b>appointmentdetail</b>	
appres	20170907

# LSR Appointment Scheduling Inquiry Process (continued)

To reserve an available date and time:

Select **Change** on the initial TXACT A pre-order response

Change the TXACT to 'R'

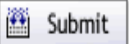

Populate the date APPRD field with the desired date.

Populate the APPTIME field with the time range. A shorter "window" of time may be entered even if when the returned time range indicates full day. When a "window" of time is not entered, 0800-1700 full day schedule is assumed.

Click on **Submit**

The 5-hour reservation clock begins to count down.

## D - Appointment Scheduling

INQUIRY		RESULTS			
TXNUM	DTSENT				
5586	20170831135402				
TXTYP	TXACT	CC	TOS	REQTYP	ACT
D	R	7229	1---	E	N
LOCATION [Optional   Conditional]					
STATE					
CA					
APPRD					
09/08/2017					
APPTIME		QR			
0800-1200 X		3			
SLI	NC	NCI	SECNCI		
--Select--					
 					

# LSR Appointment Scheduling Inquiry Process (continued)

The response to the Appointment Scheduling Inquiry submitted with TXACT = R, includes the reserved date (APPRES) and appointment time (APPTIME), if requested.

The reservation ID (APPTRESID) is provided. It is held for 5 business hours.

As long as the TXACT =R transaction has not been saved, an appointment reservation can be changed. Click on **Change**, change the TXACT to 'G', and update the new date and time. Click on **Submit**.

The transaction may be saved **Save** to view later. If not saved, the transaction is not viewable for reference.

**Printable Version** shows both the inquiry and results tab information.

D - Appointment Scheduling

INQUIRY	RESULTS
<b>response</b>	
transactiontype	855
transactionsetpurposecode	11
acknowledgmenttypecode	AT
<b>preorderinquiryresponse</b>	
txnum	1037
apptime	08:00:00-17:00:00
apptresid	042573946
dtstent	2017041910:14:00
txtyp	D
txact	R
tos	2BF-
reqtyp	E
cc	000Z
qr	1
<b>locationSection</b>	
state	IN
<b>appointmentdetail</b>	
appres	20170419

<

Save Printable Version Close Change



# LSR Appointment Scheduling Inquiry Process (continued)

Populate the LSR form using the detail returned on the Appointment Scheduling response.

Enter the APPRES value in the DDD field

Enter the APPTRESID value in the APPTRESID field.

Enter the APPTIME value in the APPTIMEDDD field. The appropriate format is required for field entry. The field must be populated for a specific appointment window to be assigned on a DPI order.

The screenshot shows a web form titled "ORDER" with a sub-section for "PON" (Appointment Scheduling). The form contains the following fields:

TN	DTSENT	DDD	APPTIMEDDD
254882683	201708300450PM	09/07/2017	08:00:00-12:00:00

Below this table, there are two more fields:

APPTRESID	CC
065063776	