Virtual Front Office (VFO) Training

Introduction to VFO Training Course

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Agenda

1. Overview of the Virtual Front Office (VFO)
2. Logging Into VFO
3. Navigating VFO
4. Finding Orders in VFO
5. Viewing Orders in VFO
6. Templates
Overview of VFO
Overview of Virtual Front Office (VFO)

What is Virtual Front Office (VFO)?

- A gateway between service/network providers to:
  - Process Preorder and Order Transactions for Local Service Requests (including ISP)
  - Process Preorder and Order Transactions for Access Service Requests
  - Submit and Manage Trouble Ticket Requests

- VFO Benefits:
  - Performs automatic validation of service requests
  - Provides secure and efficient business interactions
  - Stores and maintains all service and trouble requests submitted and subsequent notifications received
Virtual Front Office (VFO) Flow

The Virtual Front Office (VFO) allows you to enter orders and trouble tickets, pass them to the Frontier provisioning systems for processing, and receive updated responses from Frontier.

- The VFO provides this service utilizing two applications:
  - **Virtual Front Office (VFO)** – the order entry, order management component (customer facing)
  - **Exchange Path** – the Business to Business (B2B) interconnection gateway software which includes two subcomponents:
    - **Business Rule Engine** – Validates data submitted against the predefined Frontier business rules,
    - **Translator** – Transforms the data into the electronic format supported by Frontier (XML)
Logging Into VFO
Logging Into VFO

- Enter User Name
- Enter Password (Case sensitive)
- Select Module (Frontier supported modules = Access, Local, TA)
- Change Password Option – (Current password required)
- Click Login

On future entry into VFO, VFO will retain the Module of the last successful login
Changing Password and Password Rules in VFO

- New users and users with administrator-reset passwords will automatically receive the change password screen and be required to change password.
- Users who elect to change password by selecting the Change Password checkbox will receive the change password screen.
- VFO Passwords must adhere to the password rules available from the Change Password screen:
  - Must be at least 8 characters in length but not more than 16.
  - Must contain at least one character from any three of the following four categories:
    - Uppercase Alpha
    - Lowercase Alpha
    - Numeric
    - Special Characters
- Password cannot:
  - Contain a space
  - Be the word ‘password’
  - Be the same as the login user name
  - Be the same as the old password
- Once current password is populated in the Old Password field and the new password is populated in both the New Password and Confirm New Password fields, click Update Password.
Successful Password Change

• Once the password has been changed successfully, you will be returned to the login screen
• A message will appear in red at the top left
• Populate User Name, New Password, Select Module, Click Login

First-time users will be required to complete additional security measures including:
• Establish three security questions and answers
• Associate email to account
For more information, refer to the VFO Security Requirements Job Aid available online.
Navigating VFO
Home Page Navigation

- **System Menu** – Toggle Between Modules, Home, About (System Information), Help and Logout
- **Menu Option Tabs** – Order, Preorder, Template and Administration (Administration tab appears to users with administration access)
- **Action Icons** – View History, Create Response (Frontier use only), Order List Filter, Return to Default Sort, Export to Excel, Refresh and Summary (Local Module only)
Using Menu Options

- **Toggle Modules**
  - Select new module from dropdown
  - Click Launch
- **Home** – Returns user to Order List / Refreshes Order List
- **About** – System Information including version and user information
- **Help** – Provides links to:
  - VFO Administrator Guide
  - VFO User Guide
  - VFO ASOG Guide
- **Logout** – Users should always formally logout with the Logout system menu option
Action Icons on the Home Page

- View History – Shows history of order selected from order list
- Create Response – Frontier use only
- Filter Order List – Select criteria for active order list
- Return to default order sort – Returns order list to default sort after use of hyperlink column headers
- Export to Excel – Export active order list to excel (maximum 5000 lines)
- Refresh
- Local Summary – View LSR Summary (available in Local Module only)
## Order List Navigation

### Order List

<table>
<thead>
<tr>
<th>PON</th>
<th>Ver</th>
<th>Sup</th>
<th>Trading Partner</th>
<th>Customer Code</th>
<th>DDD</th>
<th>Owner</th>
<th>Date Sent/Received</th>
<th>Svctyp</th>
<th>Act Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>WW4232010</td>
<td>01</td>
<td>Frontier Telecom</td>
<td></td>
<td>user17</td>
<td></td>
<td></td>
<td></td>
<td>EB - Resale</td>
<td>V Voided</td>
</tr>
<tr>
<td>WW04222010</td>
<td>01</td>
<td>Frontier Telecom</td>
<td></td>
<td>user17</td>
<td>04/23/2010</td>
<td>13:22</td>
<td></td>
<td>EB - Resale</td>
<td>N Errored</td>
</tr>
<tr>
<td>WW0422210</td>
<td>01</td>
<td>Frontier Telecom</td>
<td>zbx</td>
<td>user17</td>
<td>04/22/2010</td>
<td>14:35</td>
<td></td>
<td>EB - Resale</td>
<td>V Provisioning Complete</td>
</tr>
<tr>
<td>USER28TEST2</td>
<td>01</td>
<td>Frontier Telecom</td>
<td></td>
<td>user28</td>
<td></td>
<td></td>
<td></td>
<td>CB - Number Portability</td>
<td>V Pending/Validation</td>
</tr>
<tr>
<td>USER38NP</td>
<td>01</td>
<td>Frontier Telecom</td>
<td>ZTX</td>
<td>user38</td>
<td>05/28/2010</td>
<td>14:24</td>
<td></td>
<td>CB - Number Portability</td>
<td>V Jeopardy</td>
</tr>
<tr>
<td>USER38-PON2</td>
<td>A8</td>
<td>Frontier Telecom</td>
<td>ZTX</td>
<td>user38</td>
<td>05/27/2010</td>
<td>14:24</td>
<td></td>
<td>AB - Loop</td>
<td>N Cancelled</td>
</tr>
<tr>
<td>USER28TEST1</td>
<td>01</td>
<td>Frontier Telecom</td>
<td>ZTX</td>
<td>user28</td>
<td></td>
<td></td>
<td></td>
<td>CB - Number Portability</td>
<td>V Pending Validation</td>
</tr>
<tr>
<td>USER18A</td>
<td>01</td>
<td>Frontier Telecom</td>
<td></td>
<td>user34</td>
<td></td>
<td></td>
<td></td>
<td>AB - Loop</td>
<td>N Pending</td>
</tr>
<tr>
<td>USER14F</td>
<td>01</td>
<td>Frontier Telecom</td>
<td>ZTX</td>
<td>user14</td>
<td>04/23/2010</td>
<td>15:33</td>
<td></td>
<td>CB - Number Portability</td>
<td>V Complete</td>
</tr>
<tr>
<td>USER14F</td>
<td>01</td>
<td>Frontier Telecom</td>
<td>ZTX</td>
<td>user14</td>
<td>04/22/2010</td>
<td>15:33</td>
<td></td>
<td>CB - Number Portability</td>
<td>V Complete</td>
</tr>
<tr>
<td>US477</td>
<td>A8</td>
<td>Frontier Telecom</td>
<td>ZTX</td>
<td>user05</td>
<td></td>
<td></td>
<td></td>
<td>CB - Number Portability</td>
<td>V Error</td>
</tr>
<tr>
<td>U4Y509YU4584</td>
<td>01</td>
<td>Frontier Telecom</td>
<td>utc</td>
<td>user1</td>
<td>06/10/2009</td>
<td>09:50</td>
<td></td>
<td>CB - Number Portability</td>
<td>V Completed</td>
</tr>
<tr>
<td>TRAINWCB1</td>
<td>01</td>
<td>Frontier Telecom</td>
<td></td>
<td>user7</td>
<td></td>
<td></td>
<td></td>
<td>CB - Number Portability</td>
<td>V Pending/Validation</td>
</tr>
<tr>
<td>TRAINTYB1</td>
<td>02</td>
<td>Frontier Telecom</td>
<td>ZTX</td>
<td>user7</td>
<td>04/23/2010</td>
<td>14:26</td>
<td></td>
<td>CB - Number Portability</td>
<td>V Confirmed</td>
</tr>
<tr>
<td>TRAINTRG</td>
<td>01</td>
<td>Frontier Telecom</td>
<td>ZTX</td>
<td>user7</td>
<td></td>
<td></td>
<td></td>
<td>CB - Number Portability</td>
<td>V Error</td>
</tr>
<tr>
<td>TRAINTRG</td>
<td>01</td>
<td>Frontier Telecom</td>
<td>ZTX</td>
<td>user7</td>
<td>05/17/2010</td>
<td>15:47</td>
<td></td>
<td>CB - Number Portability</td>
<td>V Rejected (Non-Fatal)</td>
</tr>
<tr>
<td>TRAINTRG</td>
<td>01</td>
<td>Frontier Telecom</td>
<td>ZTX</td>
<td>user7</td>
<td></td>
<td></td>
<td></td>
<td>AB - Loop</td>
<td>V Pending Validation</td>
</tr>
</tbody>
</table>

**Displaying results 1-25 of 920 results**

Result Pages: 1 2 3 4 5 6 7 8 9 10 ▶ Next 10 Pages
Icons used on the Order List

- Order Status Icons are provided to the left of the PON for quick view of PON status
- Order Status Icons are for view only – Utilize status links to right of PON to view response

**ASR, LSR and ISP Order Status Icons**

- Completed
- Confirmed
- Error on Order
- Rejected
- Jeopardized

**ASR Only Information Icons**

- Multi EC
- Tracking Only (PON not sent to Frontier)

**Shaded Order List Color Definitions:**

- Gray: The order has moved from one owner to another.
- Pink: The owner is no longer active in the VFO system.

- Information Icons
- Orders that are shaded represent order owner activity
Finding Orders
Sorting the Order List

- Click the column header of a column to sort the order list by that column
- First click of column header puts in descending alphabetical order
- Second click of column header puts in ascending alphabetical order
- Use Return to default sort action icon to return Order List to default sort
Filtering the Order List

- Click on the Funnel icon to filter the order list
- Public Search allows view of orders for all users (owner) within your company
- Date range searches available against Due Date and Date Sent/Received
- Filter by Specific Service and Activity
- May elect to ‘Exclude Selected Status’ and select status to exclude (Statuses differ between modules and not all may be supported by Frontier – see next slide)
- Once all filter selections are made, click OK
- Filter selections may be reset with Clear button
You can use the filter to locate orders matching or excluding one or more statuses.

**Frontier Supported Responses**

**LSR**

<table>
<thead>
<tr>
<th>VFO Status</th>
<th>Include Inactive Orders</th>
</tr>
</thead>
<tbody>
<tr>
<td>Acknowledged-Accept</td>
<td>Acknowledged-Error</td>
</tr>
<tr>
<td>Provisioning Completed</td>
<td>Confirmed</td>
</tr>
<tr>
<td>Directory Service Completion</td>
<td>Erred</td>
</tr>
<tr>
<td>Pending Submission</td>
<td>Provider Initiated Action</td>
</tr>
<tr>
<td>Sent</td>
<td>SystemErrored</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>VFO Status</th>
<th>Include Inactive Orders</th>
</tr>
</thead>
<tbody>
<tr>
<td>Billing Completed</td>
<td>DSRED-Error</td>
</tr>
<tr>
<td>PIA Cancelled</td>
<td>Rejected (Non-Fatal)</td>
</tr>
<tr>
<td>Rejected (Fatal)</td>
<td>Validated</td>
</tr>
</tbody>
</table>

**ASR**

<table>
<thead>
<tr>
<th>VFO Status</th>
<th>Include Inactive Orders</th>
</tr>
</thead>
<tbody>
<tr>
<td>Erred</td>
<td>Pending/Validation</td>
</tr>
<tr>
<td>SystemErrored</td>
<td>Submitted</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>VFO Status</th>
<th>Include Inactive Orders</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cancel Accepted</td>
<td>Cancel Tracked</td>
</tr>
<tr>
<td>Cancel Sent</td>
<td>Clarification</td>
</tr>
<tr>
<td>Clarification Cleared</td>
<td>Completed</td>
</tr>
<tr>
<td>Jeopardy</td>
<td>Jeopardy with Errors</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Access Status</th>
<th>Include Inactive Orders</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accepted</td>
<td>TP Errored</td>
</tr>
</tbody>
</table>
## VFO Transactional Statuses

<table>
<thead>
<tr>
<th>Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Errored</strong></td>
<td>The Order has failed the Exchange Path Validation process; Exchange Path has updated the Request Status, and sent an Error Notification to VFO.</td>
</tr>
<tr>
<td><strong>Pending</strong></td>
<td>An initial request, or a change to a request, (other than a Cancel) has been created, but the request has not been sent to Exchange Path for validation or submission to the Frontier. After selecting Validate the resulting response from Exchange Path will change the status to either Validated or Errored. After selecting Submit the resulting response from Exchange Path will change the status to Submitted, Sent, System Errored, Pending Submission.</td>
</tr>
<tr>
<td><strong>Pending Submission</strong></td>
<td>The VFO user has selected to submit the order to Frontier. This status appears when the Exchange Path application is down and VFO needs to hold the transaction until the application is restored.</td>
</tr>
<tr>
<td><strong>Resent</strong></td>
<td>The VFO user has requested that another copy of the last submitted version be sent to Frontier.</td>
</tr>
<tr>
<td><strong>Sent</strong></td>
<td>Exchange Path has sent the request to Frontier.</td>
</tr>
<tr>
<td><strong>Submitted</strong></td>
<td>This message indicates that an initial request or a change to a request has been sent to Exchange Path for validation and subsequent processing. This does not apply to a Cancel Request.</td>
</tr>
<tr>
<td><strong>System Errored</strong></td>
<td>VFO has received a system error message from Exchange Path.</td>
</tr>
<tr>
<td><strong>Tracked</strong></td>
<td>The order was initiated as a Tracking Only request and will not be transmitted to Frontier. This option is used when the order was sent outside of the VFO system; however, the progress of the order will be manually tracked in VFO.</td>
</tr>
<tr>
<td><strong>Validated</strong></td>
<td>Exchange Path returns a validation successful message.</td>
</tr>
<tr>
<td><strong>VOIDED</strong></td>
<td>The VFO user has placed the order in Voided status to indicate that the request should not be transmitted to Frontier.</td>
</tr>
</tbody>
</table>

For full list of Frontier Statuses please refer to the VFO User Guide.
Searching for Orders

Unlike the filter, which is used to narrow the list of orders, the search function looks for records matching a specific criterion in the order.

- Hover over the Order tab and select Search
- Select the type of search (PON is default)
- Enter the search value (% is wild card and may be placed anywhere in the search value)
- Click Search and the Order List will show the results
- To return to Order list filter, select Home or Refresh
ASR has many fields for searching.

There are three more values for searching, not shown here or previous page.

1. Mobile Technology
2. Trunking Secondary Location
3. Serviced by Fiber

Most searchable values use form name and full field name as highlighted here.
Reassigning Orders

- Select the check box or radio button to the left of the Order, hover the Order tab, select Reassign Order

- Select new owner from Assign Owner dropdown, click Save
Exporting the Order List

- After filtering the Order List to show the records you are interested in viewing, you can export to excel by clicking the 📁 action icon.
- Maximum 5000 lines of data per export
Viewing Orders
View Orders and Status Responses

- Click PON links to view PON in read/write format
- Click Version links to view PON in read only format
- Click Status links to view Frontier responses

Note: Page layout differs between Local and Access Modules
View the Order History

To View History from Order List:

- Select the check box or radio button to the left of the PON
- Click either the History action icon or hover the Order menu and select View History

To View History from Open Order:

- Hover Order menu, hover View, select View History
- Click History action icon

<table>
<thead>
<tr>
<th>ORDER</th>
<th>PREORDER</th>
<th>TEMPLATE</th>
<th>ADMINISTRATION</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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View the Order History (continued)

The history displays all the activities that have taken place on an order beginning with the creation (pending validation). All responses supplements and clarifications are also available in the historical view.

- Select PON hyperlink to view order or response at any point in the life of the order

### Order History

**Service Type**: JB - Star  
**Activity**: N - New Transaction  
**Trading Partner**: Frontier Telecom  
**Customer Code**: ZTK  
**Desired Due Date**: 03/31/2016

<table>
<thead>
<tr>
<th>PON</th>
<th>Version</th>
<th>Status</th>
<th>Owner</th>
<th>Date / Time</th>
<th>Updated By</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>EXERCISE3</td>
<td>02</td>
<td>Reverted to last submitted</td>
<td>ctn_admin</td>
<td>03/09/2016 12:07</td>
<td>CTFTRAIN05</td>
<td>View XML</td>
</tr>
<tr>
<td>EXERCISE3</td>
<td>02</td>
<td>PendingValidation</td>
<td>ctn_admin</td>
<td>03/09/2016 12:06</td>
<td>CTFTRAIN05</td>
<td>View XML</td>
</tr>
<tr>
<td>EXERCISE3</td>
<td>01</td>
<td>Supplemented</td>
<td>ctn_admin</td>
<td>03/09/2016 12:06</td>
<td>CTFTRAIN05</td>
<td>View XML</td>
</tr>
<tr>
<td>EXERCISE3</td>
<td>01</td>
<td>Confirmed</td>
<td>ctn_admin</td>
<td>03/09/2016 11:18</td>
<td>auto</td>
<td>View XML</td>
</tr>
<tr>
<td>EXERCISE3</td>
<td>01</td>
<td>Acknowledged-Accept</td>
<td>ctn_admin</td>
<td>03/09/2016 11:14</td>
<td>auto</td>
<td>View XML</td>
</tr>
<tr>
<td>EXERCISE3</td>
<td>01</td>
<td>Sent</td>
<td>ctn_admin</td>
<td>03/09/2016 11:14</td>
<td>auto</td>
<td>View XML</td>
</tr>
<tr>
<td>EXERCISE3</td>
<td>01</td>
<td>Submitted</td>
<td>ctn_admin</td>
<td>03/09/2016 11:14</td>
<td>ctn_admin</td>
<td>View XML</td>
</tr>
<tr>
<td>EXERCISE3</td>
<td>01</td>
<td>PendingValidation</td>
<td>ctn_admin</td>
<td>03/09/2016 11:14</td>
<td>ctn_admin</td>
<td>View XML</td>
</tr>
<tr>
<td>EXERCISE3</td>
<td>01</td>
<td>PendingValidation</td>
<td>ctn_admin</td>
<td>12/11/2015 15:31</td>
<td>ctn_admin</td>
<td>View XML</td>
</tr>
</tbody>
</table>

Displaying results 1-9 of 9 results  
Result Pages: 1
View LSR Response Summary Report

- The Local Module offers a response summary report.
- Select the check box or radio button to the left of the order and select the action icon to view

- Due Date, PON, Order Numbers are shown on the Summary Report
- Circuit information is not displayed on the Summary Report – Refer to the Confirmation for full detail
Templates
Create Template from Scratch

- Hover Template tab and select New

- Complete Template Initiation Page
  - Template Name (must be unique) and Description
  - Service (REQTYP) and Activity (as available for REQTYP selected)

- Forms provided are those that are valid for the type of request and activity selected on the Template Initiation page. Populate the fields that typically have the same information across the same type of request.
Create Template From Existing Order

- From the Order List – Locate and Select order – Hover Order menu and select Save As Template

- From the Order – Hover Order Menu, Hover Action, Select Save As Template

- Assign Template Name and Description
- Save

- Record Successfully Saved message received
- Close
Search and Modify Templates

- Hover Template tab and select Search
- Template List will appear – Note: All templates created by all users within your company will show
- Search is available by Template Name, Service Type, Activity and Owner
- Wildcard for Search is %

Select template to view/modify with Template Name hyperlink

Once you have made the necessary modifications, use the SAVE icon at the top right

If no modifications are necessary, use the return to list icon at the top right
Delete Templates

- From the Template Search screen, select the radio button to the left of the template you wish to delete
- Select the red X at the top right of the screen

<table>
<thead>
<tr>
<th>ORDER</th>
<th>PREORDER</th>
<th>TEMPLATE</th>
<th>ADMINISTRATION</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>New</td>
<td></td>
</tr>
</tbody>
</table>

**Template List**

<table>
<thead>
<tr>
<th>Template Name</th>
<th>Trading Partner</th>
<th>Service Type</th>
<th>Activity</th>
<th>Owner</th>
</tr>
</thead>
<tbody>
<tr>
<td><em>test</em></td>
<td>Frontier Telecom</td>
<td>AB - Loop</td>
<td>D - Disconnection</td>
<td>ctm_admin</td>
</tr>
<tr>
<td><em>New LNP</em></td>
<td>Frontier Telecom</td>
<td>CB - Number Portability</td>
<td>V - Conversion</td>
<td>ctm_admin</td>
</tr>
<tr>
<td><em>SimplyBB-40M</em></td>
<td>Frontier Telecom</td>
<td>DB - RetBndiLoop&amp;PortvioCagePlat</td>
<td>N - New installation</td>
<td>ctm_admin</td>
</tr>
<tr>
<td><em>SimplyBroadband</em></td>
<td>Frontier Telecom</td>
<td>DB - RetBndiLoop&amp;PortvioCagePlat</td>
<td>N - New installation</td>
<td>ctm_admin</td>
</tr>
<tr>
<td><em>New Loop ADR</em></td>
<td>Frontier Telecom</td>
<td>AB - Loop</td>
<td>N - New installation</td>
<td>ctm_admin</td>
</tr>
<tr>
<td><em>New UNE Loop</em></td>
<td>Frontier Telecom</td>
<td>AB - Loop</td>
<td>N - New installation</td>
<td>ctm_admin</td>
</tr>
<tr>
<td><em>Resale New Line</em></td>
<td>Frontier Telecom</td>
<td>EB - Resale</td>
<td>N - New installation</td>
<td>ctm_admin</td>
</tr>
<tr>
<td><em>resale</em></td>
<td>Frontier Telecom</td>
<td>EB - Resale</td>
<td>N - New installation</td>
<td>ctm_admin</td>
</tr>
<tr>
<td><em>Simple - LNP</em></td>
<td>Frontier Telecom</td>
<td>CB - Number Portability</td>
<td>V - Conversion</td>
<td>ctm_admin</td>
</tr>
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<td><em>Simple LNP</em></td>
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<td>ctm_admin</td>
</tr>
<tr>
<td><em>AB-N with ISDN</em></td>
<td>Frontier Telecom</td>
<td>AB - Loop</td>
<td>N - New installation</td>
<td>ctm_admin</td>
</tr>
</tbody>
</table>

- Confirm you want to delete the record by selecting OK on the message pop-up
You have completed the Introduction to VFO Training Course!