

The background features abstract, flowing shapes in shades of blue and light blue, creating a sense of movement and connection. The shapes overlap and curve, with a darker blue shape on the right and a lighter, more translucent shape on the left.

Quotes Ethernet Connect

Quotes

- Benyttes til forespørsler på Ethernet Connect
 - Access point
 - Distribution point
- Før du legger inn en forespørsel må du vite
 - Hvilken adresse skal du forespørre til må være eksakt
 - Hvilken hastighet aksessen skal ha

File Edit View Help Logout

Queries: Null Query

Quote:

Home Accounts Assets **Orders** **Quotes** Service Requests Trouble Tickets Invoices Products Literature Search

Quote List Quote Line Item Search

Quotes | Menu | New Query No Records

Quote #	Account	Status	Created	Contact Last Nam	Contact First Nam	Channel
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Quote List Line Items Service Requests No Records

Menu | New Cancel Query

Quote Details More Info 0 of 0

Done Trusted sites

Kommentar:
Åpne modulen Quotes.

File Edit View Help Logout

Queries: Null Query

Quote: Home Accounts Assets Orders **Quotes** Service Requests Trouble Tickets Invoices Products Literature Search

Quote List Quote Line Item Search

Quotes | Menu ▾ | **New** Query Query Results 1 - 1 of 1

Quote #	Account	Status	Created	Contact Last Nam	Contact First Nam	Channel
> 1-PLTZ5V	Arnsteins Bredk	New	12.06.2009	Bredbånd	Arnstein	Jara NetBusiness

Quote List Line Items Service Requests 1 of 1

Menu ▾ | New Cancel Query Query Results

Quote Details More Info 0 of 0

Kommentar:

Klikk New. Data kommer opp automatisk i Quote header. Status settes til New. Quote# nr tildeles. "Channel" feltet viser hvilken kanal Quoten ble opprettet fra (B2B, Jara NetBusiness, Telefon, Fax, E-post etc.).

File Edit View Help Logout

Queries: Null Query

Quote: **Home Accounts Assets Orders Quotes Service Requests Trouble Tickets Invoices Products Literature Search**

Quote List Quote Line Item Search

Quote 1 of 1

Menu | New Cancel Query

Quote Details

Quote #: 1-PLTZ5V Customer Ref #:

*Account: Arnsteins Bredbånd: *Channel: Jara NetBusiness

*Status: New

Email On Status Update:

More Info

Completed Line Items: Created By:

Total Line Items:

*Created: 12.06.2009

Comments:

Contact Details

*Contact Last Name: Bredbånd Contact First Name: Arnstein

Work Phone Number: 12345678 Cell Phone Number:

Quote List **Line Items** Service Requests

Menu | New Query Product Configuration > Submit (Estimate Price) Order All Line Items Order Line Item Cancel Reopen No Records

Sequence	Line Item #	Action	Connection #	Status	Order Created	Product	Qty	Address A	Gårdsnr
0 of 0									

Done Trusted sites

Kommentar:
Klikk på Line Items

File Edit View Help Logout

Queries: Null Query

Quote: **Home Accounts Assets Orders Quotes Service Requests Trouble Tickets Invoices Products Literature Search**

Quote List Quote Line Item Search

Quote 1 of 1

Menu | New Cancel Query

Quote Details

Quote #: 1-PLTZ5V Customer Ref #:

*Account: Arnsteins Bredbånd: *Channel: Jara NetBusiness

*Status: New

Email On Status Update:

More Info

Completed Line Items: Created By: Arnstein Bredbånd

Total Line Items: *Created: 12.06.2009

Comments:

Contact Details

*Contact Last Name: Bredbånd Contact First Name: Arnstein

Work Phone Number: 12345678 Cell Phone Number: +4712345678

Quote List **Line Items** Service Requests

Menu | New Query Product Configuration > Submit (Estimate Price) Order All Line Items Order Line Item Cancel Reopen 1 - 1 of 1

Sequence	Line Item #	Action	Connection #	Status	Order Created	Product	Qty	Address A	Gårdsnr
1	1-PLTZ5Y	Nybestilling		New			1		

0 of 0

Kommentar:
 Klikk på New under Line Items for å registrere ny forespørselslinje. Line Item # (unikt forespørselsnr.) blir automatisk satt og status settes til New.

File Edit View Help Logout

Queries: Null Query

Quote: **Home Accounts Assets Orders Quotes Service Requests Trouble Tickets Invoices Products Literature Search**

Quote List Quote Line Item Search

Quote 1 of 1

Menu | New Cancel Query

Quote Details

Quote #: 1-PLTZ5V Customer Ref #:

*Account: Arnsteins Bredbånd: *Channel: Jara NetBusiness

*Status: New

Email On Status Update:

More Info

Completed Line Items:

Total Line Items:

*Created: 12.06.2009

Created By: Arnstein Bredbånd

Comments:

Contact Details

*Contact Last Name: Bredbånd Contact First Name: Arnstein

Work Phone Number: 12345678 Cell Phone Number: +4712345678

Quote List **Line Items** Service Requests

Menu | New Query Product Configuration > Submit (Estimate Price) Order All Line Items Order Line Item Cancel Reopen 1 - 1 of 1

Sequence	Line Item #	Action	Connection #	Status	Order Created	Product	Qty	Address A	Gårdsnr
1	1-PLTZ5Y	Nybestilling		New		<input type="text"/>	1		

0 of 0

Kommentar:

Klikk på ikonet i Product kolonnen, eventuelt F2, for å søke opp aktuelt produkt.

Her velger du enten Ethernet Connect Access Point eller Ethernet Connect Distribution point

File Edit View Help Logout

Queries: Null Query

Quote: **Home Accounts Assets Orders Quotes Service Requests Trouble Tickets Invoices Products Literature Search**

Quote List Quote Line Item Search

Quote 1 of 1

Menu | New Cancel Query

Quote Details **More Info**

Quote #: 1-PLTZ5V Customer Ref #: Completed Line Items: Created By: Arnstein Bredbånd

*Account: Arnsteins Bredbånd: *Channel: Jara NetBusiness Total Line Items: Comments:

Pick Product X

Email On S

Query Find: Product starting with: Ethernet Go 1 - 2 of 2

Product	Product Code	Product Line	Description
Ethernet Connect Access Point	CEAP	Carrier Ethernet	
Ethernet Connect Delivery Point	CEDP	Carrier Ethernet	

Quote List **Li**

Menu | New

Sequence

	Quote	Description	Status	Count
1	1-PLTZ5Y	Nybestilling	New	1

Gårdsnr

0 of 0

Kommentar:

Du får da opp en søkeboks og en liste over produktene. Du kan enten velge produktet direkte, eller søke i boksen "Starting with". Merk ønsket produkt og klikk OK

Her velger du enten Ethernet Connect Access Point eller Ethernet Connect Distribution point

File Edit View Help Logout

Queries: Null Query

Quote: **Home Accounts Assets Orders Quotes Service Requests Trouble Tickets Invoices Products Literature Search**

Quote List Quote Line Item Search

Quote 1 of 1

Menu | New Cancel Query

Quote Details

Quote #: 1-PLTZ5V Customer Ref #:

*Account: Arnsteins Bredbånd: *Channel: Jara NetBusiness

*Status: New

Email On Status Update:

More Info

Completed Line Items: Created By: Arnstein Bredbånd

Total Line Items: Comments:

*Created: 12.06.2009

Contact Details

*Contact Last Name: Bredbånd Contact First Name: Arnstein

Work Phone Number: 12345678 Cell Phone Number: +4712345678

Quote List **Line Items** Service Requests

Menu | New Query Product Configuration > Submit (Estimate Price) Order All Line Items Order Line Item Cancel Reopen 1 - 1 of 1

Sequence	Line Item #	Action	Connection #	Status	Order Created	Product	Qty	Address A	Sårdsnr
> 1	1-PLTZ5Y	Nybestilling		New		Digital punkt til punkt	1	<input type="text"/>	

0 of 0

Trusted sites

Kommentar:

Når produkt er valgt, klikk på ikonet i Adress A kolonnen for å søke opp og verifisere første adressen.

The screenshot shows a web application interface with a 'User Address Search' dialog box open. The dialog box contains the following fields and options:

- SearchType:** A dropdown menu with 'Adresse' selected.
- Address:** A dropdown menu with 'Adresse', 'Matrikkel', and 'INSA' options.
- *Address:** A text input field containing 'Grønnegata'.
- House No.:** A text input field containing '55'.
- House Char.:** An empty text input field.
- Postal No.:** An empty text input field.
- *Postal Place:** A text input field containing 'Hamar'.
- Cadastral (Matrikkel):** A section with fields for ***Gårdsnr.:** (empty), ***Bruksnr.:** (empty), and **Postal No.:** (empty).
- *Postal Place:** A text input field containing 'Hamar'.
- INSA:** A section with a field for ***INSA Signature:** (empty).

At the bottom of the dialog box, the 'Go' and 'Cancel' buttons are visible, with the 'Go' button circled in red. The background application shows a 'Quote' form with details for quote # 1-PLTZ5V and account 'Arnsteins Bredbånd'.

Kommentar:

Du får da opp en søkeboks der du skriver inn adressedata, gatenavn (forkort), gatenummer og poststed. Alternativt gårds- og bruksnummer og poststed eller INSA Signature. Klikk på Go.

File Edit View Help Logout

Queries: Null Query

Quote: **Home Accounts Assets Orders Quotes Service Requests Trouble Tickets Invoices Products Literature Search**

Quote List Quote Line Item Search

Quote 1 of 1

Menu New Cancel Query

Quote Details

Quote #: 1-PLTZ5V Customer Ref #:

*Account: Arnsteins Bredbånd *Channel: Jara NetBusiness

More Info

Completed Line Items:

Total Line Items:

Created By: Arnstein Bredbånd

Comments:

User Address Search - Microsoft Internet Explorer provided by EDB Business Partner

Refine Query Cancel Message: Please pick the most specific address as possible for your location. 1 - 7 of 7

IIISA Signature	Address	House No	House Char	Postal No	Floor	Apartment #	Entrance	Gård
	GRØNNEGATA	55		2317				
	GRØNNEGATA	55		2317	K1			
>	GRØNNEGATA	55		2317	U1			
	GRØNNEGATA	55		2317	01			
	GRØNNEGATA	55		2317	02			
	GRØNNEGATA	55		2317	03			
	GRØNNEGATA	55		2317	05			

Done Trusted sites

Kommentar:

Velg riktig adresse når du får treff. Får du ikke treff, klikk på knappen Refine Query for å korrigere søkekriterier.

File Edit View Help Logout

Queries: Null Query

Quote: **Home Accounts Assets Orders Quotes Service Requests Trouble Tickets Invoices Products Literature Search**

Quote List Quote Line Item Search

1	1-PLTZ5Y	Nybestilling	New	Digital punkt til punkt (> 2 Mbps)	1 GRØNNEGATA
---	----------	--------------	-----	------------------------------------	--------------

Line Item Detail Line Item Detail **Attributes** Attachments Audit Trail

Menu Query Search Attribute Name

Attribute Name	Value	Action	Description
Unit Access Speed	Mbps	Add	
Access Speed	100	Add	

Kommentar:
Gå til Attributes viewet og velg en verdi for hastighet.

File Edit View Help Logout

Queries: Null Query

Quote: **Home Accounts Assets Orders Quotes Service Requests Trouble Tickets Invoices Products Literature Search**

Quote List Quote Line Item Search

Quote List Line Items Service Requests

Menu New Query Product Configuration **> Submit (Estimate Price)** Order All Line Items Order Line Item Cancel Reopen 1 - 1 of 1

Sequence	Line Item #	Action	Connector	Status	Order Created	Product	Qty	Address A	Gårdsnr A	Address B	Gårdsnr
>	1	1-PLTZ5Y	Nybestilling	New		Digital punkt til punkt (> 2 Mbps)	1	GRØNNEGATA		ØSTRE AKER VEI	

Line Item Detail Attributes Attachments

Menu Query 1 - 10 of 10+

Attribute Name	Description	Value	
>	Hastighet	1	34
	AFF Bruker 1		
	AFF Bruker 2		0
	Alternativ Fremførin		-

0 of 0

Trusted sites

Kommentar:

For å sende inn forespørselen, klikk på Submit (Estimate Price) knappen. Gjør du ikke det, blir forespørselen stående med status New.

File Edit View Help Logout

Queries: Null Query

Quote: **Home Accounts Assets Orders Quotes Service Requests Trouble Tickets Invoices Products Literature Search**

Quote #: 1-PL123V Customer Ref #: Completed Line Items: 1 Created By: Arnstein Bredband

*Account: Arnsteins Bredband

Email On Status Update:

Microsoft Internet Explorer

Thank you for your request. This request requires further investigation. The price may be subject to a detailed cost analysis, which will depend on local circumstances. To initiate this process press "OK"

OK Cancel

Quote List **Line Items** Service Requests

Menu | New Query Product Configuration > Submit (Estimate Price) Order All Line Items Order Line Item Cancel Reopen 1 - 2 of 2

Action	Connection #	Status	Order Created	Product	Qty	Address A	Gårdsnr A	Address B	Gårdsnr
Nybestilling		Completed		Digital punkt til punkt	1	GRØNNEGATA		ØSTRE AKER VEI	
> Nybestilling		New		Digital punkt til punkt	1	GRØNNEGATA			
					2				

Line Item Detail Attributes Attachments 0 of 0

Kommentar:

Dersom pris og avstand ikke kan beregnes automatisk, får du en meldingsboks som over, der du kan velge å gå videre eller annullere forespørselen.

File Edit View Help Logout

Queries:

Quote: 🔍 📄

Home Accounts Assets Orders Quotes Service Requests Trouble Tickets Invoices Products Literature Search

Quote List Quote Line Item Search

Action	Connection #	Status	Order Created	Product	Qty	Address A	Gårdsnr A	Address B	Gårdsnr
Nybestilling		Completed		Digital punkt til punkt	1	GRØNNEGATA		ØSTRE AKER VEI	
> Nybestilling		Received		Digital punkt til punkt	1	GRØNNEGATA			
					2				

Line Item Detail Attributes Attachments

2 of 2

Menu **Query Results**

Line Item #: 1-PLYWS	Product: Digital punkt til punkt	Status: Received	Valid Until:
Address A: GRØNNEGATA	Address B:	Order Created:	Est. Delivery Time
House No A: 55	House No B:	Delivery Date:	- No of Weeks:
Gårdsnr A:	Gårdsnr B:	AFF/SR: Ingen	Initial Price:
Bruksnr A:	Bruksnr B:	No of Fiber Pairs: 1	Price pr. Mo *:
Postal No A: 2317	Postal No B:	End User:	Price pr. Mo, 2 Yr:

0 of 0

Trusted sites

Kommentar:

Klikker du OK, blir Status satt til Received og forespørselen sendt til manuell behandling. Når den er ferdig behandlet settes status til Completed.

Tilgjengelige statuser på Quote header / Quote Line Item:

1. Incomplete
2. Customer Update
3. Customer Closed
4. Completed
5. In Process
6. Received
7. New
8. Cancelled

Rekkefølgen viser hvilken status som blir vist på Quote Header nivå, altså hvilken status som anses som viktigst.

Eksempel: En Quote med to Line Items, der den ene har status Received og den andre har status Incompleted: Status Incompleted er den som vil vises på Quote Header.

File Edit View Help Logout

Queries:

Quote: **Home Accounts Assets Orders Quotes Service Requests Trouble Tickets Invoices Products Literature Search**

Quote List Quote Line Item Search

Quote Details

Quote #: 1-PLTZ5V Customer Ref #:

*Account: Arnsteins Bredbånd: *Channel: Jara NetBusiness

*Status: Received

Email On Status Update:

More Info

Completed Line Items: 1 Created By: Arnstein Bredbånd

Total Line Items: 2

*Created: 12.06.2009

Comments:

Contact Details

*Contact Last Name: Bredbånd Contact First Name: Arnstein

Work Phone Number: 12345678 Cell Phone Number: +4712345678

Quote List **Line Items** Service Requests

Menu | New Query Product Configuration > Submit (Estimate Price) **Order All Line Items** Order Line Item Cancel Reopen 1 - 2 of 2

Action	Connection #	Status	Order Created	Product	Qty	Address A	Gårdsnr A	Address B	Gårdsnr
> Nybestilling		Completed		Digital punkt til punkt	1	GRØNNEGATA		ØSTRE AKER VEI	
Nybestilling		Received		Digital punkt til punkt	1	GRØNNEGATA			

0 of 0

Kommentar:

En forespørsel som har status Completed kan du "snu" til bestilling med knappen Order Line Item. Dersom alle har status Completed og du ønsker å bestille alle, benyttes knappen Order All Line Items.

Etter at forespørsel er sendt

- Følg med på statuser
 - Når saken behandles = Status **In Process**
 - Når du kan lese tilbudet = Status **Completed**
Åpne forespørselen og se i Comments-feltet for kommentarer og eventuelt under Attachments for svarbrev.
 - **VIKTIG:** Dersom statusen er **Incomplete**, mangler det opplysninger i forespørselen. Dette fremgår i Comments-feltet. Når du har oppdatert forespørselen, endrer du selv statusen til **Customer Updated**.
 - Du kan motta mail ved statusendringene Incomplete og Completed, dette vil bli gjennomgått litt senere.

The background features several overlapping, flowing shapes in various shades of blue, ranging from a deep cerulean to a very light, almost white, sky blue. The shapes are smooth and organic, creating a sense of movement and depth. The text is centered within the middle of these shapes.

Mail ved statusendringer

Mail ved statusendringer

Du kan motta automatisk e-postvarsling fra autorespons@jara.no når status på Orders, Service Requests og Quotes oppdateres.

For å kunne motta e-postvarsling må *den personen som registrerer Order, Service Request eller Quote* ha spesifisert en e-postadresse i feltet <Group Email>. Dette feltet ligger under Account/Contacts skjermbildet. Her kan man enten spesifisere **egen personlig** e-postadresse, eller en **felles e-postadresse** til for eksempel egen kundeservice, hvis det er ønskelig at e-postvarslingene skal gå til flere personer.

Feltet <Email Notification On Status Update> - i samme skjermbilde - indikerer om den spesifikke bruker ønsker utvidet e-postvarsling (se definisjon neste slide) *som default på de Orders, Service Requests og Quotes*.

Attachments Contacts Forecasts Product Portfolio								
Menu ▾ Query								
Last Name ▲	First Name	Job Title	Work Phone #	Cellular Phone #	Personal Email	Group Email	Email Notification	Login Name
> Eriksen	Einar			12345555	einar.eriksen@telenor.no	einar.eriksen@telenor.no	✓	
Selger	Second			12345679		arnstein.fjellvang@telenor.no	✓	SELGER2
Test	Test							TEST
Xtern	Arnstein			12345678	arnstein.fjellvang@telenor.no	arnstein.fjellvang@telenor.no	✓	XARNSTEIN