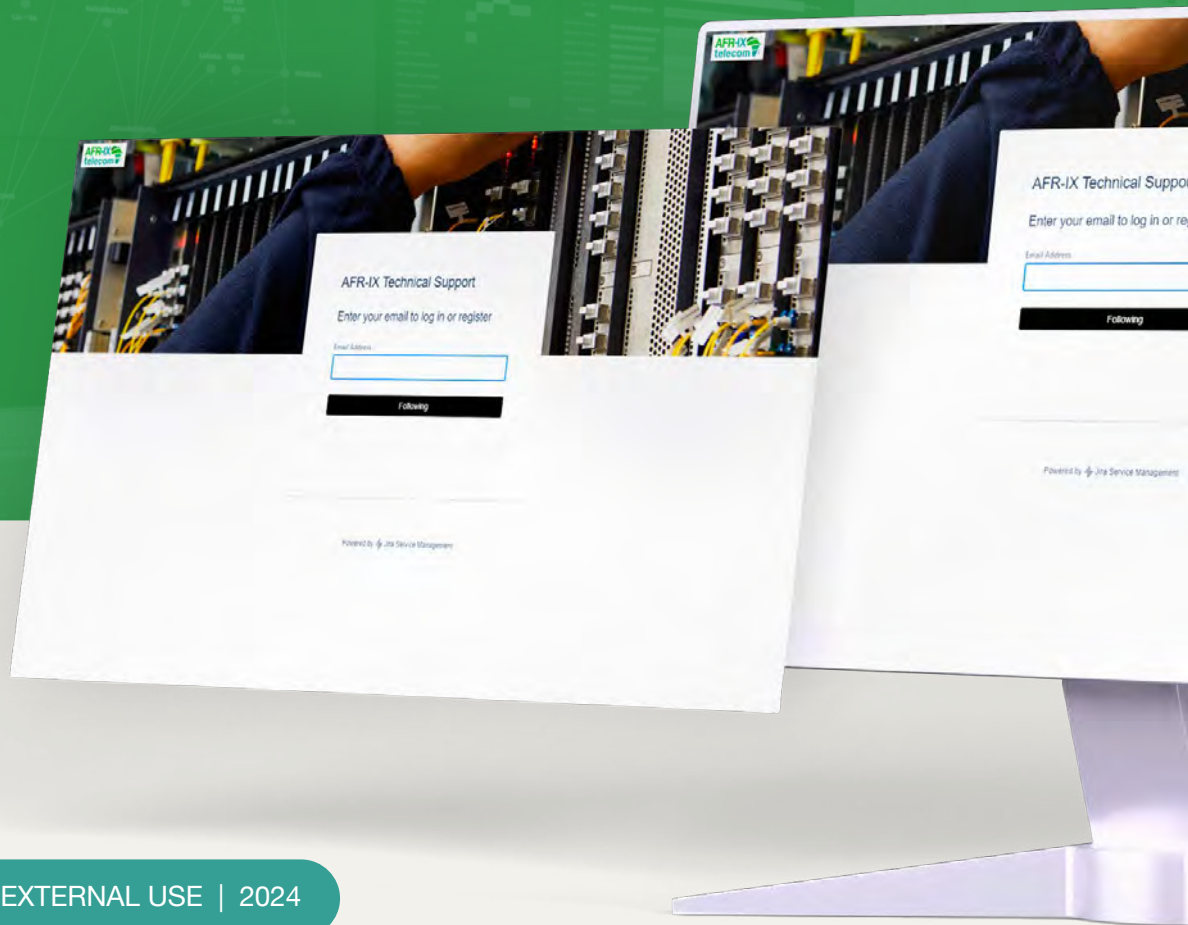


Customer Portal User Guide



AFX.MKT.ML-001 | EXTERNAL USE | 2024

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Introduction

What is a NOC?

A Network Operations Centre (is a centralized location, staffed 24 7 from which a company monitors, manages, and maintains its network infrastructure The NOC is responsible for ensuring that the network is available, secure, and operating efficiently The NOC serves as a hub for communication between different departments and stakeholders in the company It provides a central point of contact for customers, partners, and vendors who need to report issues or request support related to the network.



What is AFR IX's NOC Customer portal?

AFR-IX NOC customer portal is a web-based interface that allows customers to access information and services related to their network infrastructure.

The portal is provided by AFR-IX telecom's NOC as a self-service tool for customers to manage their network resources, monitor network performance, and request support.

Through the NOC customer portal, customers can view network status updates, track performance metrics, and receive alerts about any network issues or outages that may affect their services. They can also submit requests for technical support or report any problems they might be experiencing with their networks.

How to access

Customer Portal Link

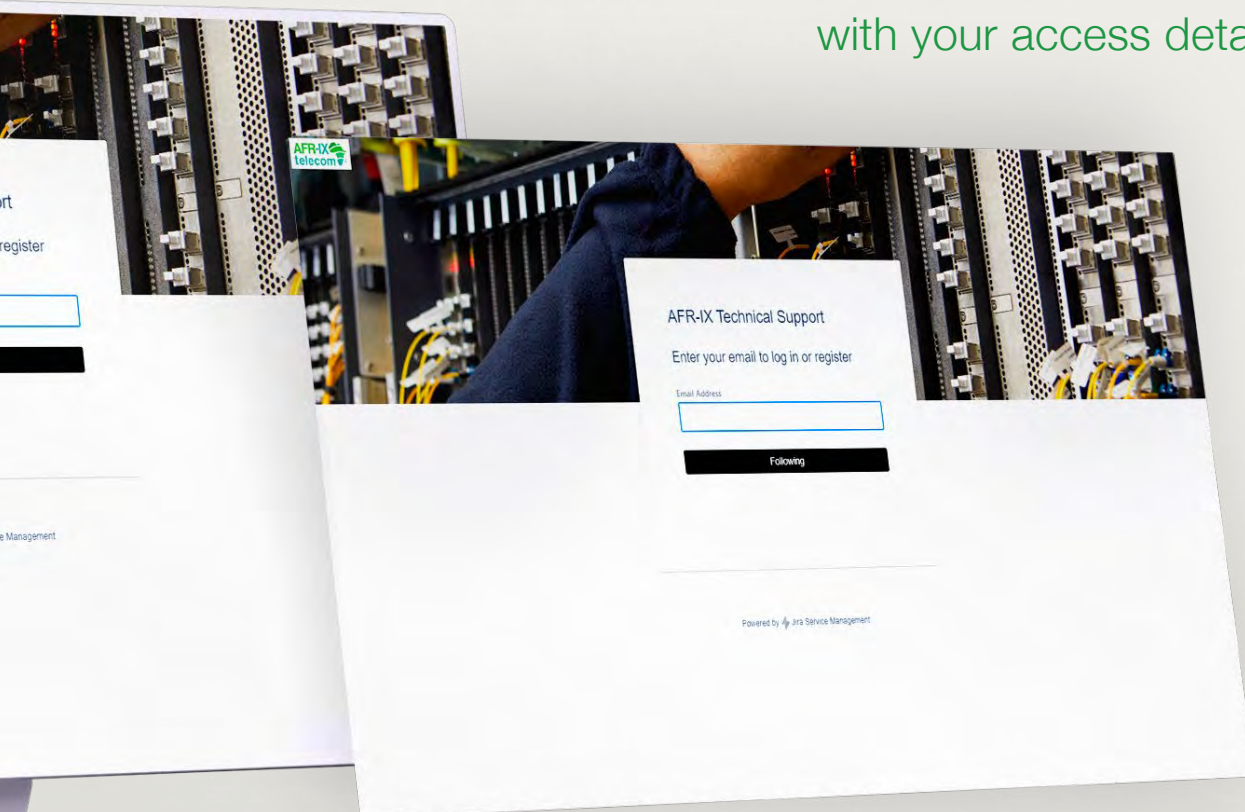


<https://afrix.atlassian.net/servicedesk/customer/portals>

Registration

- ① Click the sign-up link that you received.
- ② Enter your username
- ③ Enter your password
- ④ Click save and continue.

Please, let us know if you have not received any email with your access details.



How to open an issue -Types of request

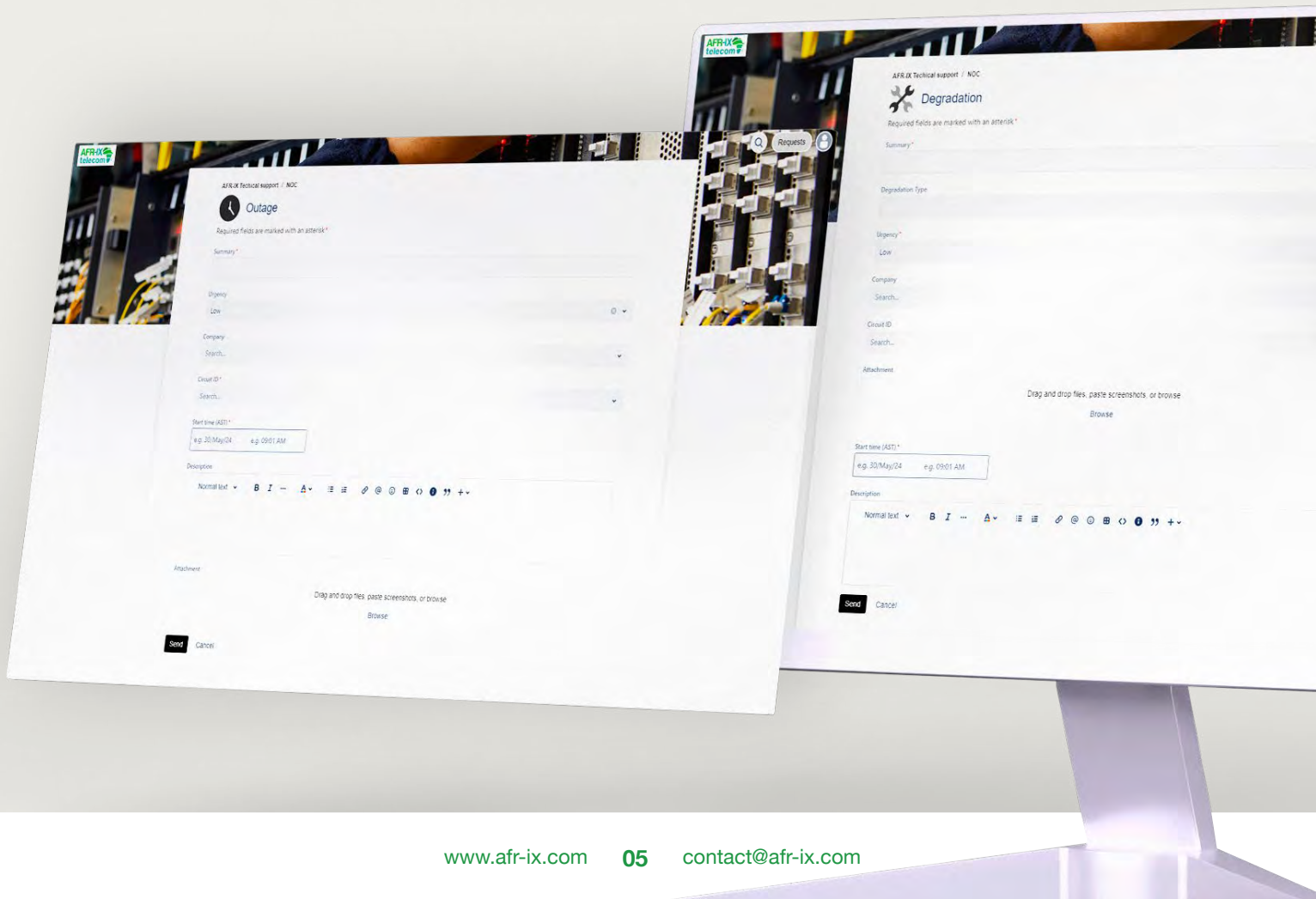
Incident request

OUTAGE

An outage request shall be opened referring to a period during which a service is unavailable.

DEGRADATION

A service degradation request shall be opened referring to a situation where a service is still available, but its performance or quality is lower than expected or desired.





How to open an issue -Types of request



Service request

GENERIC REQUEST

A generic request is a broad or unspecific demand for information or action that does not provide specific details and shall require further clarification to be fulfilled effectively.

PASSWORD / GRAFANA

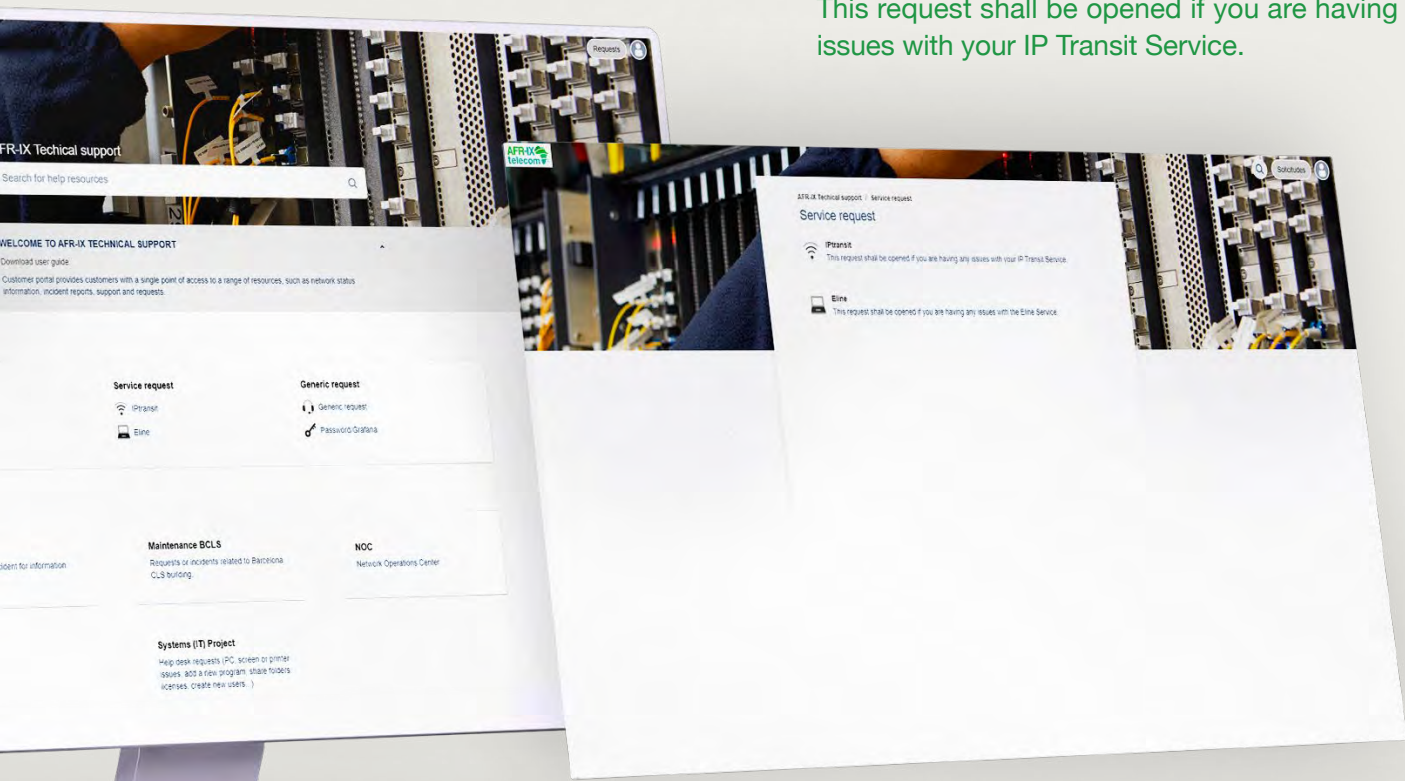
This request shall be opened if you need help retrieving your credentials.

ELINE SERVICE

This request shall be opened if you are having any issues with the Eline Service.

IP TRANSIT SERVICE

This request shall be opened if you are having any issues with your IP Transit Service.



Search for tickets

How to visualize search for and filter issues?

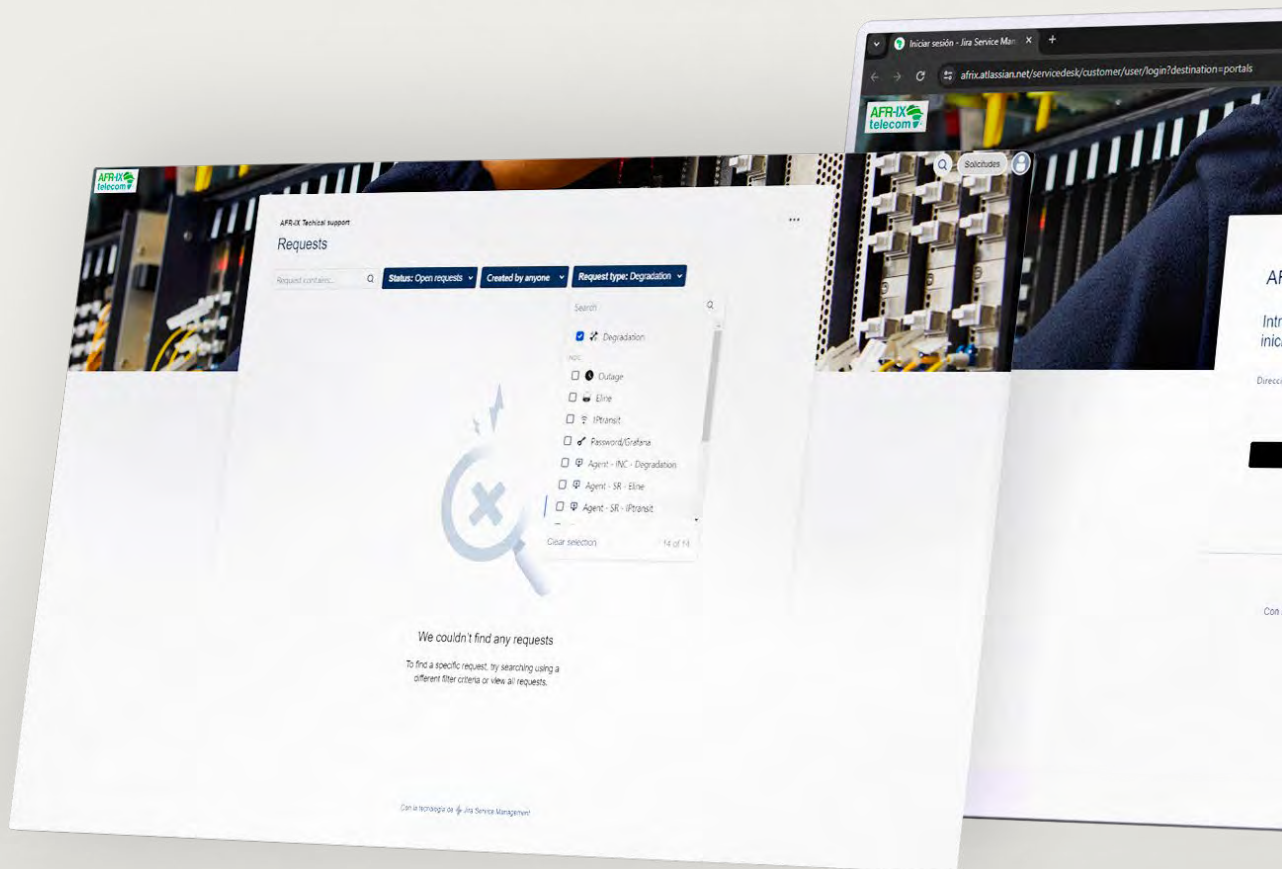
Here you will find indications on how to visualize, search for, and filter issues. Issues can be searched and filtered by:

NAME

STATUS

CREATED BY

REQUEST TYPE





Search for tickets

Status list for tickets

IN PROGRESS

An in-progress ticket status indicates that the support team is actively working on the issue raised by the customer.

OPEN

This ticket status means that a support ticket has been created by a customer or an internal team member but has not yet been addressed by the support team.

CLOSED

A closed ticket status means that the support team has successfully resolved the issue raised by the customer, and the customer has confirmed that the issue has been satisfactorily resolved.

RESOLVED

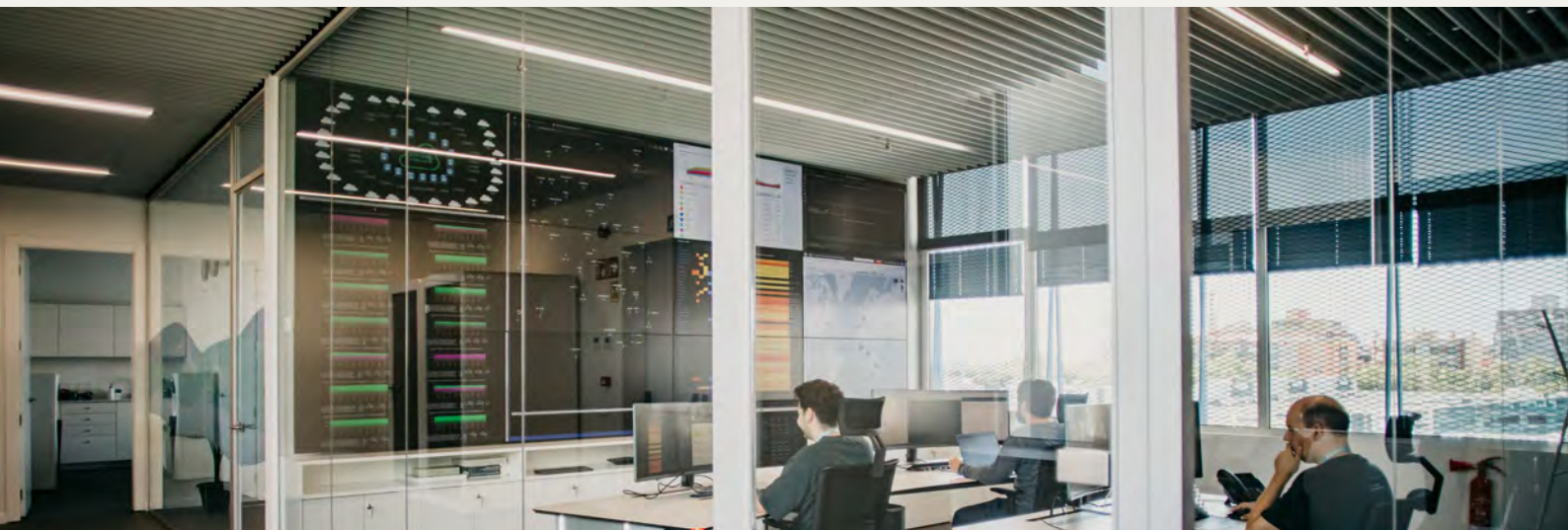
A resolved ticket status indicates that the support team has identified and addressed the issue raised by the customer, but the customer has not yet confirmed whether the solution is satisfactory.

VENDOR PENDING

Vendor pending is a ticket status that indicates the support team is waiting for a third-party vendor or supplier to provide a resolution to the issue raised.

CUSTOMER PENDING

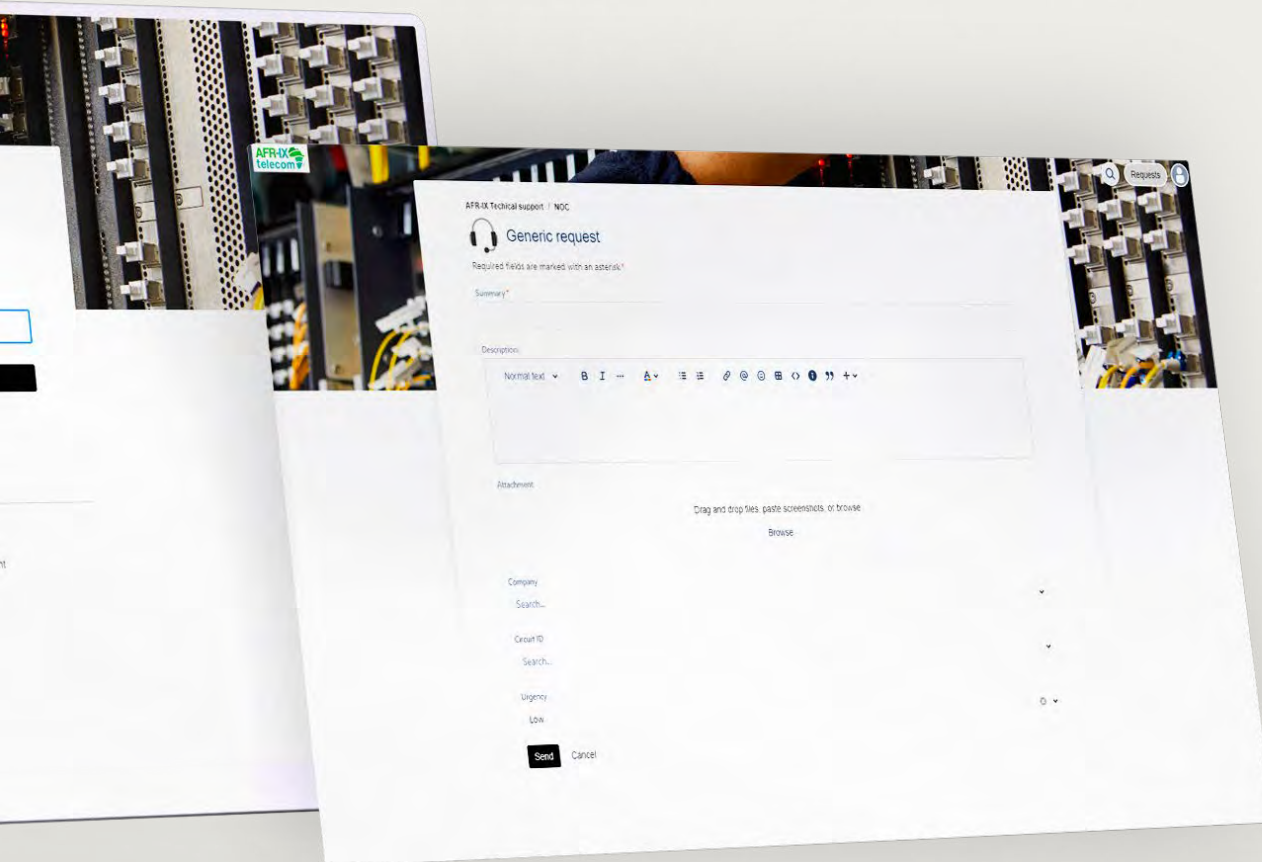
Customer pending is a ticket status that indicates the support team has requested additional information or clarification from the customer to resolve the issue.



Search for tickets

How to add a comment on a ticket?

To add a comment on an open ticket you should write it down in the comments box and it will be automatically registered on the ticket's activity log and notified to the service agent.



Should you have
any question, do not
hesitate to contact us.

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