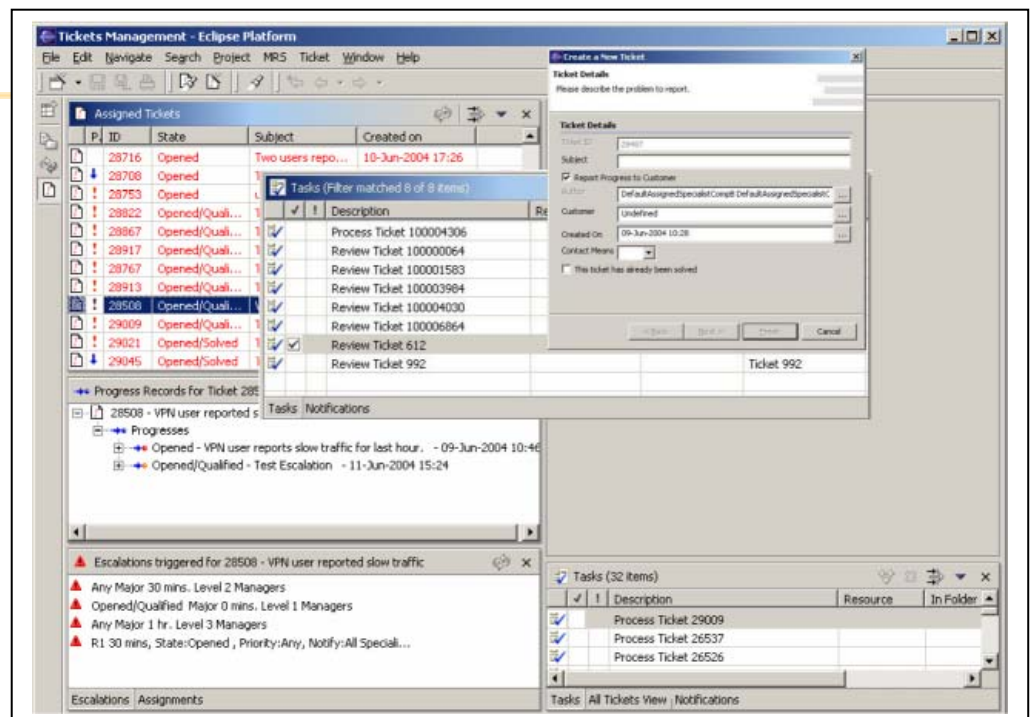


Broadcast Operations – Product Family

Multimedia Reporting System (MRS V1.0)

MRS V1.0

- ▲ Trouble Ticket, Reports and User Account management system;
- ▲ Available 24/7 using Intranet and Internet;
- ▲ Enables customers using Web Interface to raise Trouble Tickets, view Progress Records and update password and user notification settings;
- ▲ Enables specialists using Intranet to raise and prioritize Tickets, assign Tickets to other Specialists, create Progress Records, create escalation rules and manage user accounts.



MRS V1.0 Features

▲ Trouble Ticket Management

Welcome Sabine SCHMIDT

Closed Tickets		
Ticket ID	Description	Closed On
ID74870	CSE.DOC5111_STC0036	17/06/2004 - 13:23 GMT
ID74774	CSE.DOC5111_STC0009	18/06/2004 - 11:39 GMT
ID74727	CSE.DOC5111_ST0007	18/06/2004 - 11:39 GMT
ID74659	acceptance-testing1	17/06/2004 - 12:39 GMT
ID74481	Test Entry for Test Cases	08/06/2004 - 19:14 GMT

[Display All Closed Tickets](#)

- Enables Broadcast Operations customers to use a web browser to raise a Trouble Ticket in one of the following categories:
 - **Outage**
An unscheduled and complete loss of Service.
 - **Impairment**
An unscheduled degradation of video, audio or data.
 - **Event**
A scheduled event, such as a hot switch, which may or may not result in a loss of Service.
- Automatically notifies the next person in the Trouble Ticket management workflow
- Automatically notifies the customer (web account) at each stage of progress in problem resolution
- Configurable escalation system to ensure Quality of Service (QoS) is met

▲ Report Management

- Customer report (monthly)

Automatic generation of monthly report for each MRS customer account, containing details of all Trouble Tickets solved in the previous month.

- Availability report (internal use)
Enables generation of availability reports for the Broadcast Operations services:
 - ❖ Can be generated for specific services, a group of services or for a group of customers
 - ❖ Graphical or tabular format, exportable to Microsoft Excel spreadsheet

▲ Customer Account Management

MRS System Administrator can:

- Create, edit and close customer accounts
- Create and edit escalation rules, notification groups, notification preferences and competency skills required by specialists

Minimum Requirements

- **Customer Workstation**
PC with the following programs installed:
 - Standard Internet browser such as Internet Explorer V5.5 (or later) or Netscape V7 (or later)
 - Adobe Acrobat Reader V4 (or later, used to read pdf reports)
- **Server Workstation**
 - 10BaseT LAN Card;
 - 10 GB Disk / 512 MB RAM;
 - Java 2 Platform Standard Edition Java V1.4.2+ Java Runtime Environment;
- **Specialist (Client) Workstation:**
 - Pentium III 300MHz CPU;
 - 10BaseT LAN Card;
 - 50 MB Disk / 500 MB RAM;
 - Windows 2000/XP
 - Microsoft Internet Explorer V5.0+
 - Java 2 Platform Standard Edition Java V1.4.2+ Java Runtime Environment;
- **Database:**
Oracle 9i

Progress Records for Ticket 28508 - VPN user reported slow traffic

- 28508 - VPN user reported slow traffic
- Progresses
 - Opened - VPN user reports slow traffic for last hour. - 09-Jun
 - Opened/Qualified - Test Escalation - 11-Jun-2004 15:24
 - Opened/Solved - Restarted NOC PC and all seems well now.

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