## EQT Customer Journey Map for AT&T Switched Ethernet

Who uses this tool?

AT&T (Sales Account Team)
Account Executive

Customer (Managed Services)
Network Engineer

Account Executive Network Engineer

Managed Services-Network Engineer Network Admin/ Support (Non-Technical)

## What are the features?

Legend

The EQT tool will allow customers to place an order based on the configuration and design selected during the qualification process (Phase 3+). Once delivered, the tool should be enabled to produce a standard contract for customers to e-Sign. Once validated the requested service order should be delivered via an API to downstream ordering and provisioning systems. For example, for ASE the order should be reproduced in ARIS/ EXACT in the appropriate format for flow through to CANOPI.

The EQT tool will develop an API for customer Inventory Retrieval. Customers/ sales will have the ability to input "change" orders to up-speed locations.

A northbound API will be available for customers to access and input information into the tool from their own systems/platforms. The northbound interface will also need to support ATX for queries regarding Ethernet as access services (e.g., AVPN, MIS, etc.)

The EQT tool will allow customers to place an order based on the configuration and design selected during the qualification process (Phase 3). This capability may be introduced in phases; however, the tool should be enabled to produce a standard contract for customers to e-Sign.

Once validated the requested service order should be delivered via an API to downstream ordering and provisioning systems. For example, for ASE the order should be reproduced in ARIS/ EXACT in the appropriate format for flow through to CANOPI.

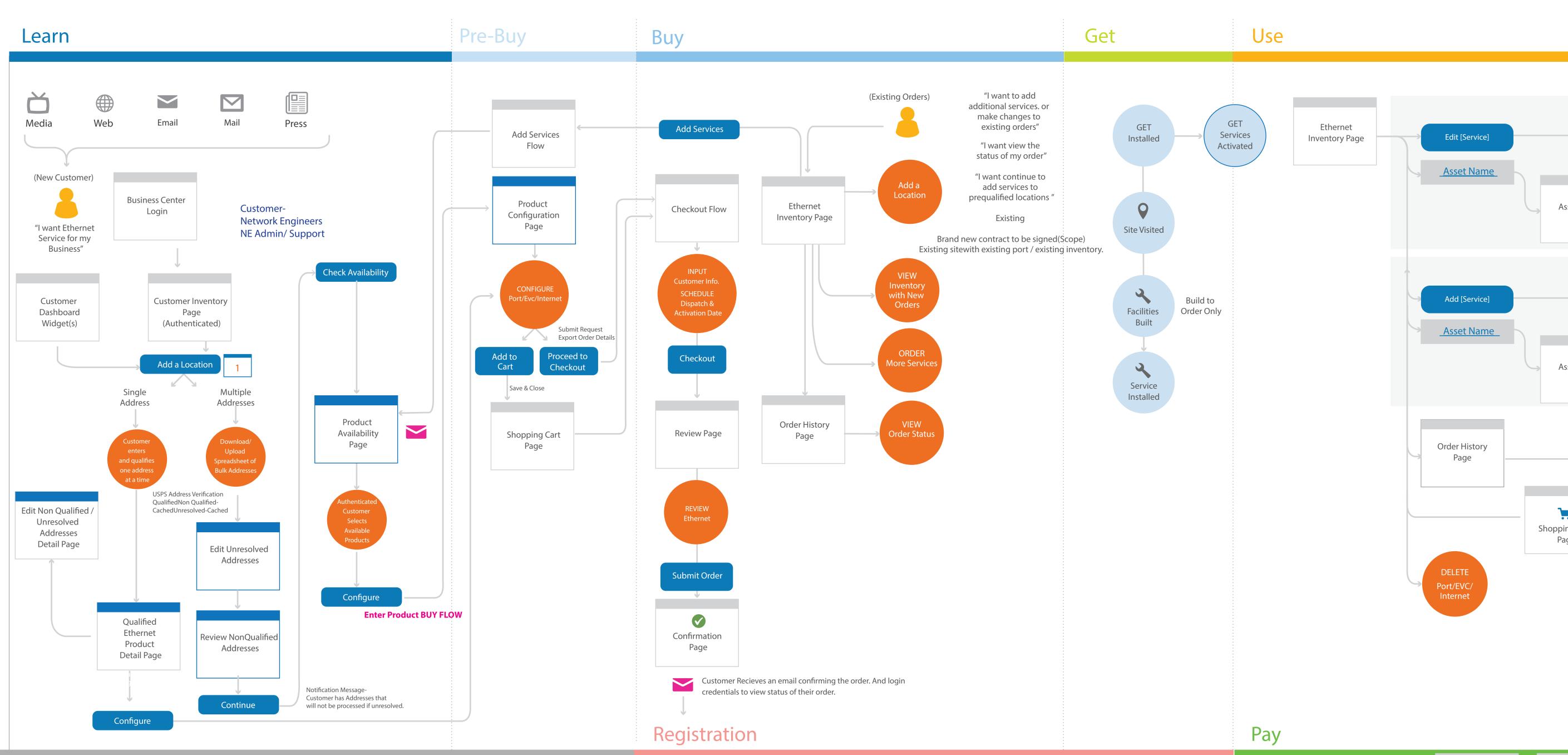
The EQT tool will develop an API for customer Inventory Retrieval. Customers/ sales will have the ability to input "change" orders to up-speed locations.

The use of APIs and ordering may reduce the need to interface with PC Globes/ Pricer-D.

The EQT tool will allow customers to place an order based on the configuration and design selected during the qualification process. This capability may be introduced in phases; however, the tool should be enabled to produce a standard contract for customers to e-Sign.

Once validated the requested service order should be delivered via an API to downstream ordering and provisioning systems. For example, for ASE the order should be reproduced in ARIS/ EXACT in the appropriate format for flow through to CANOPI.

The EQT tool will develop an API for customer Inventory Retrieval. Customers/ sales will have the ability to input "change" orders to up-speed locations.



Uplaad Addresses
Uplaad Addresses in both wors the surgice
Uplaad Addresses in both wors the surgice
Uplaad Addresses

addresses.

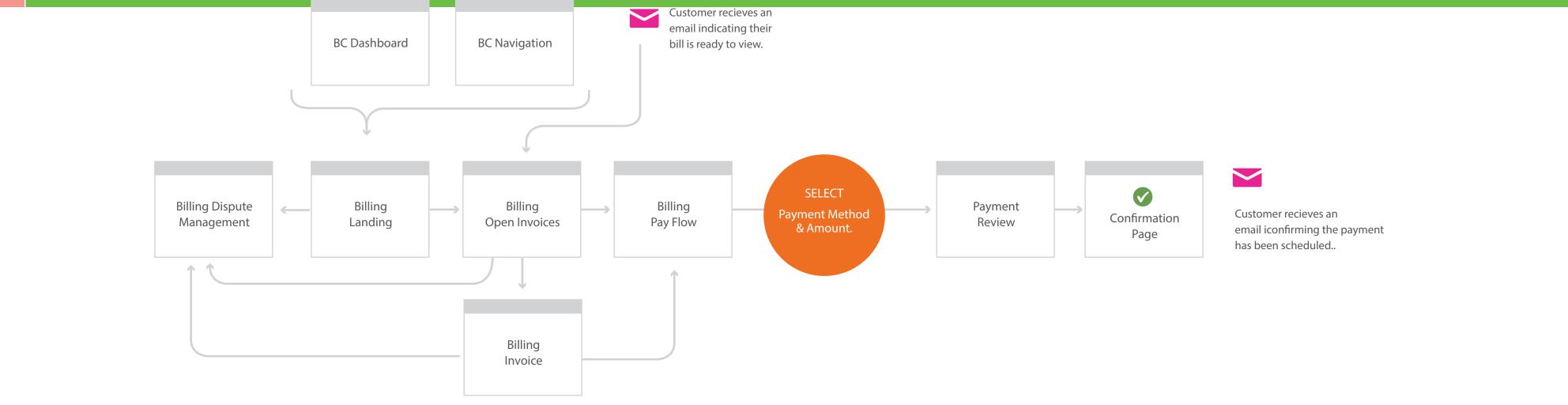
10500 Sea World Drive San Antonio. 18, 19251.

1001 LEAH AVENUE 300, 200, 100, 5an Morcos, TX, 78656 • Note allows M 🗉

1601 NASA Parkway HOUSTON, TJ, 77050 8 Sed Attention (5 8

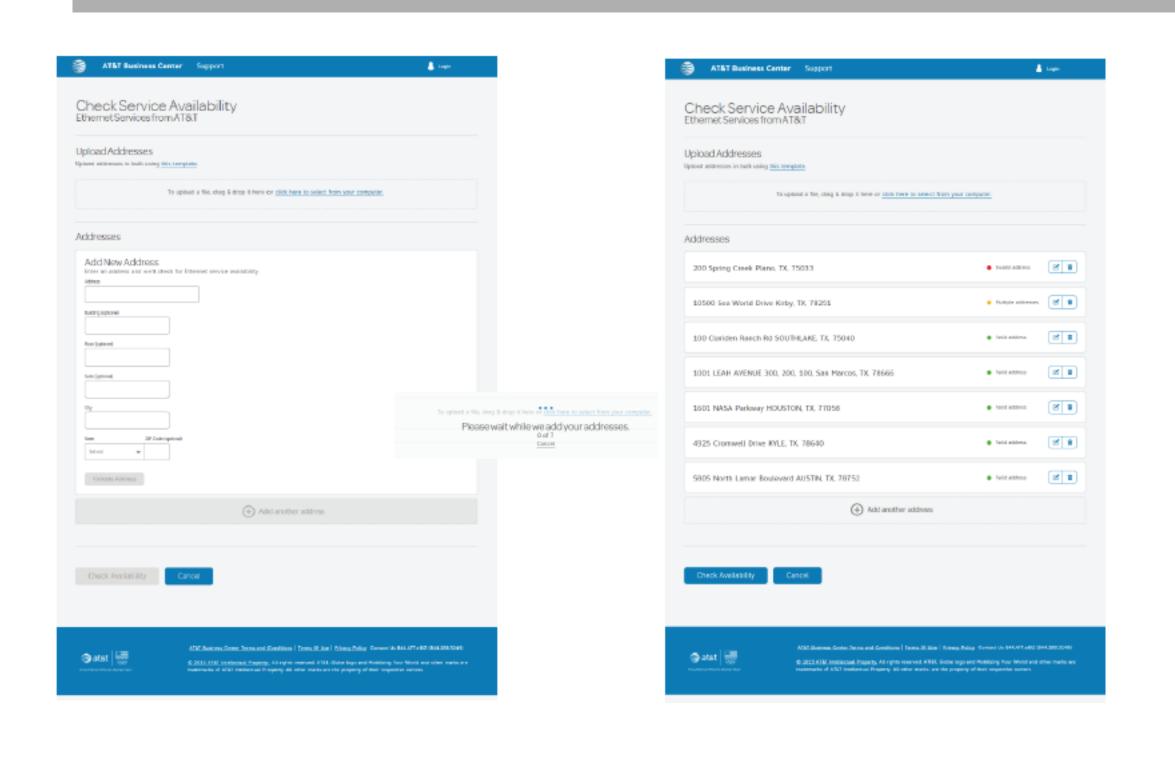
4925 Cromwell Drive KYLE, TX, 78640 # Notifications (5 1)

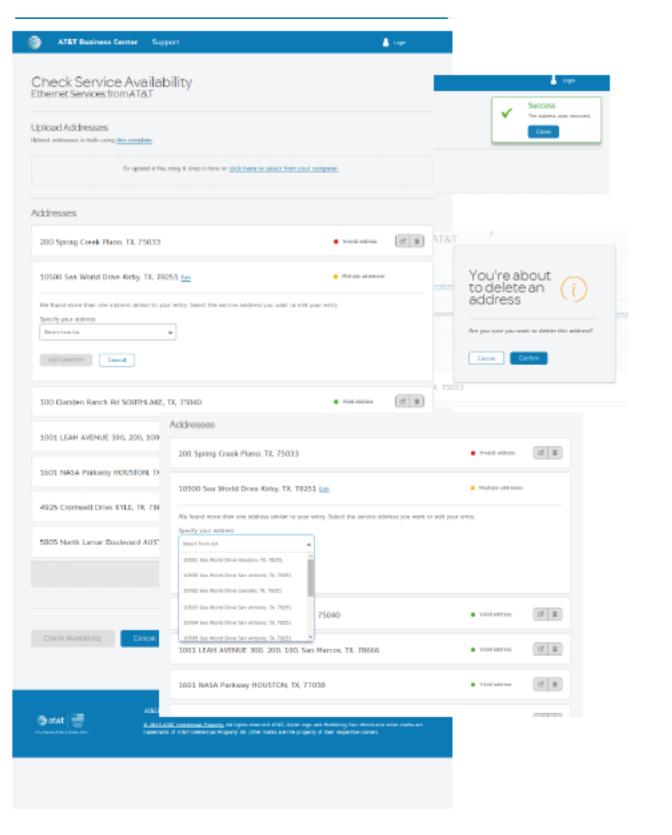


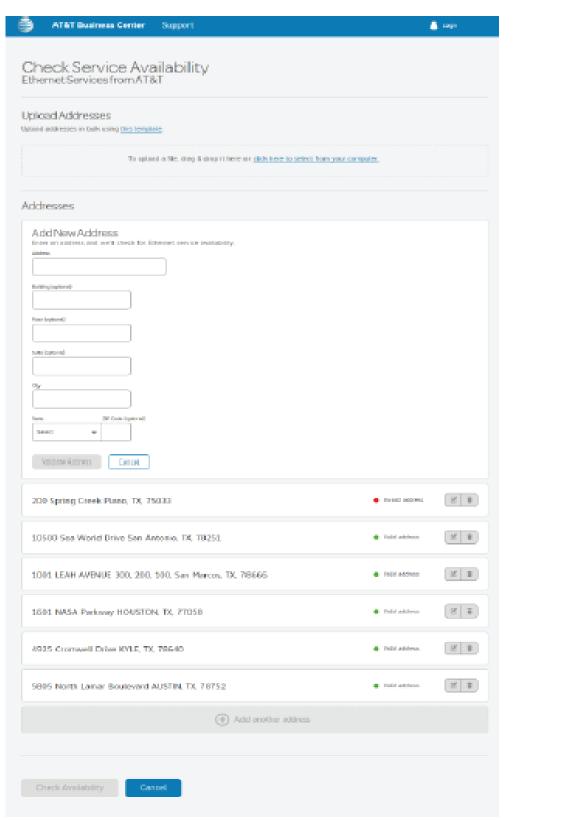


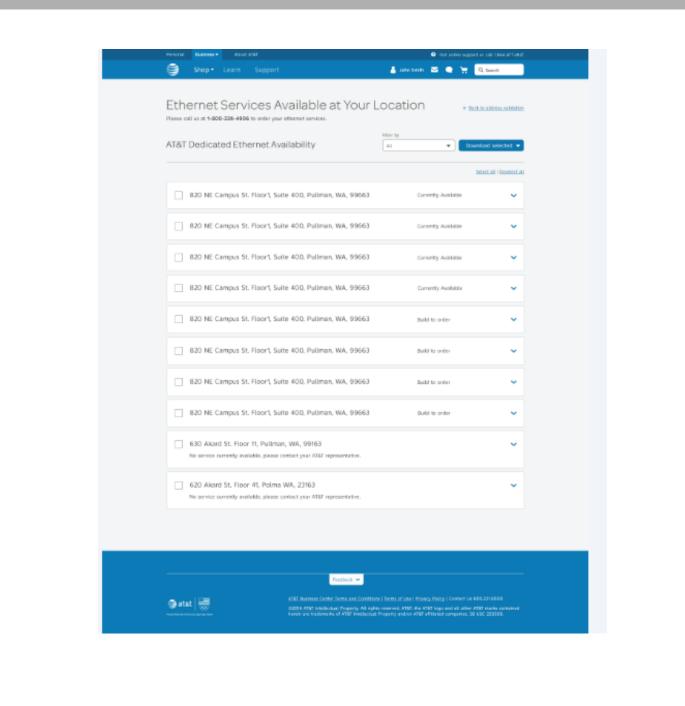
**Edit Service** 

Add Service





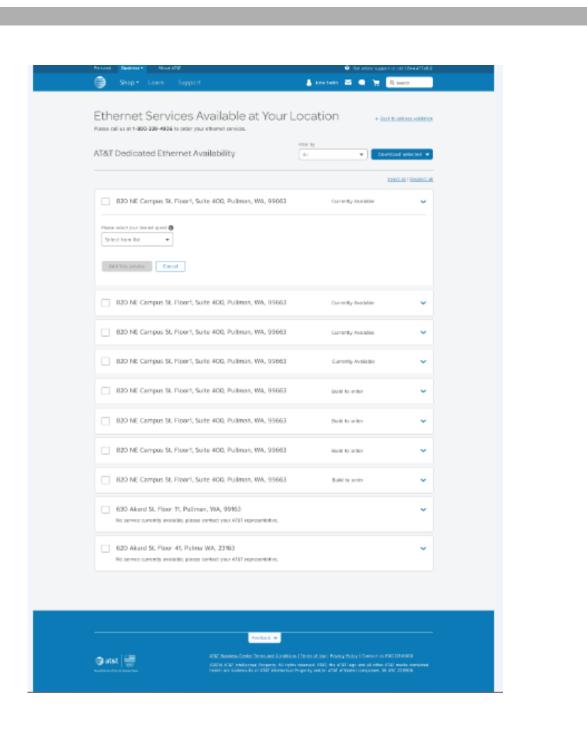




Company

ProfilePage

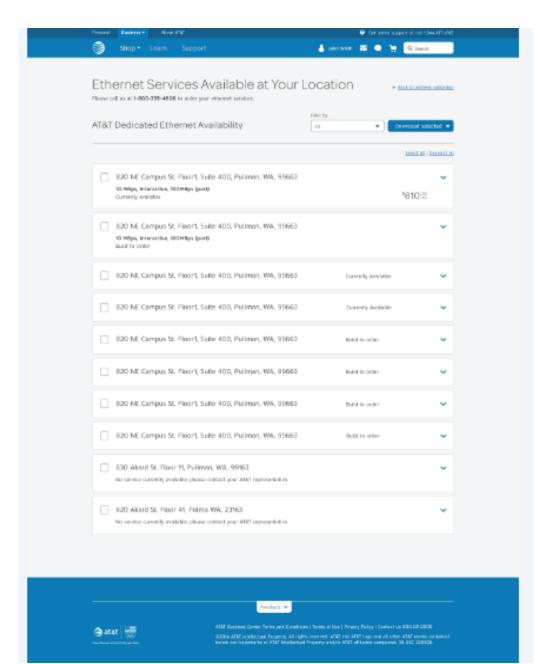
User Profile



E Native Ethernet Available!	
interactive speed is available at the following addresses.  The locations that you variet like to add this speed to, ny at different stages.	
ALCON AUDITION C	Miss I
O NE Campus St. Floor1, Suite 400, Pullman, WA, 99663	<sup>8</sup> 810 <sup>00</sup>
O NE Campus St. Floor1, Suite 400, Pullman, WA, 99663	*910%
O NE Campus St. Floor1, Suite 400, Pullman, WA, 99663	\$8109.0
O NE Campus St. Floort, Suite 400, Pullman, WA, 99663	9350₩
O NE Campus St. Floor1, Suite 400, Pullman, WA, 99663	*310%
O NE Campus St. Floori, Suito 400, Pullman, WA, 99663	F350%
O NE Campus St. Floor1, Suite 400, Pullman, WA, 99663	*310%
O NE Campus St. Floori, Suite 400, Pullman, WA, 99663	\$350 <sup>12</sup>
O NE Campus St. Floort, Suite 400, Pullman, WA, 99663	F310%
O NE Campus St, Floor1, Suite 400, Pullman, WA, 99663	135012
to selected Close 400 Palman, WA 19563	

Ticket Status

Detail Page



**Asset Details** 

Customer recieves an email confirming the receipt of their

ticket, and the ticket number.

Review Page

