EQT Customer Journey Map for AT&T Switched Ethernet

Who uses this tool?

AT&T (Sales Account Team)
Account Executive
Managed Services-Network Engineer

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

What are the features?

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/plat-forms. The northbound interface will also need to support ATX for queries regarding Ethernet as access services (e.g., AVPN, MIS, etc.)

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

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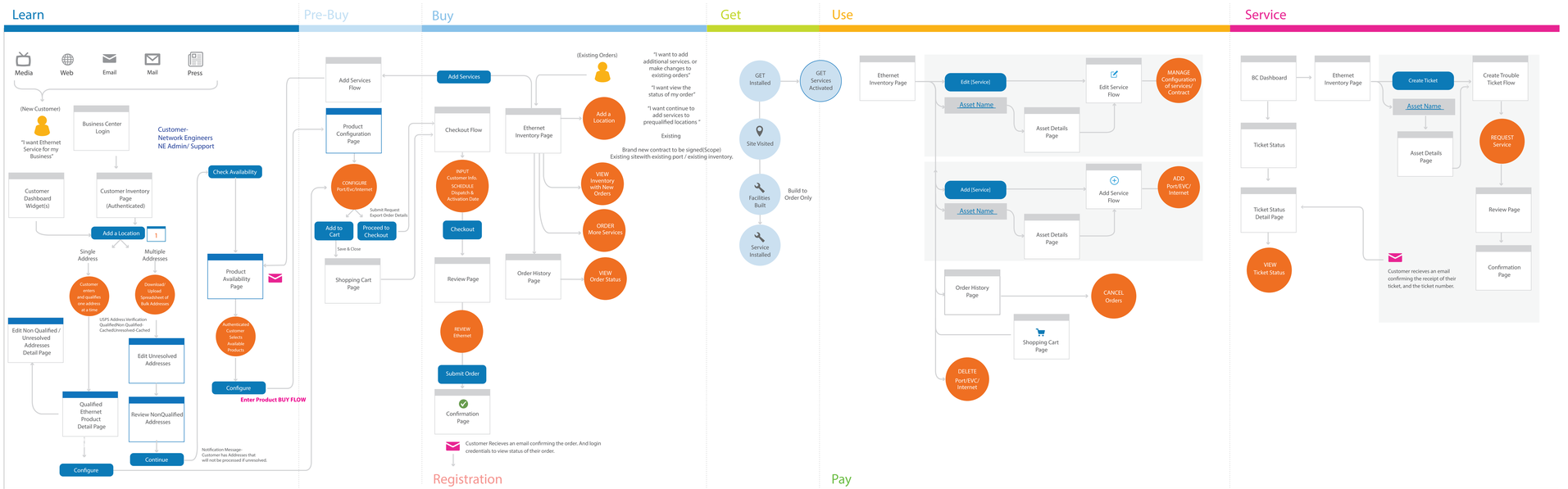
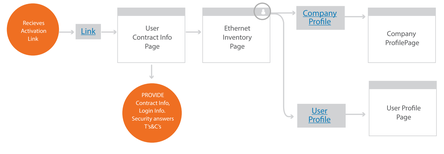


Legend

Registration



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