CALNET

- ZAYO GROUP PRIVATE PORTAL TRAINING
- BUSINESS REQUIREMENTS IN G.2.6

CALNET - Zayo Customer Service Portal via Tranzact
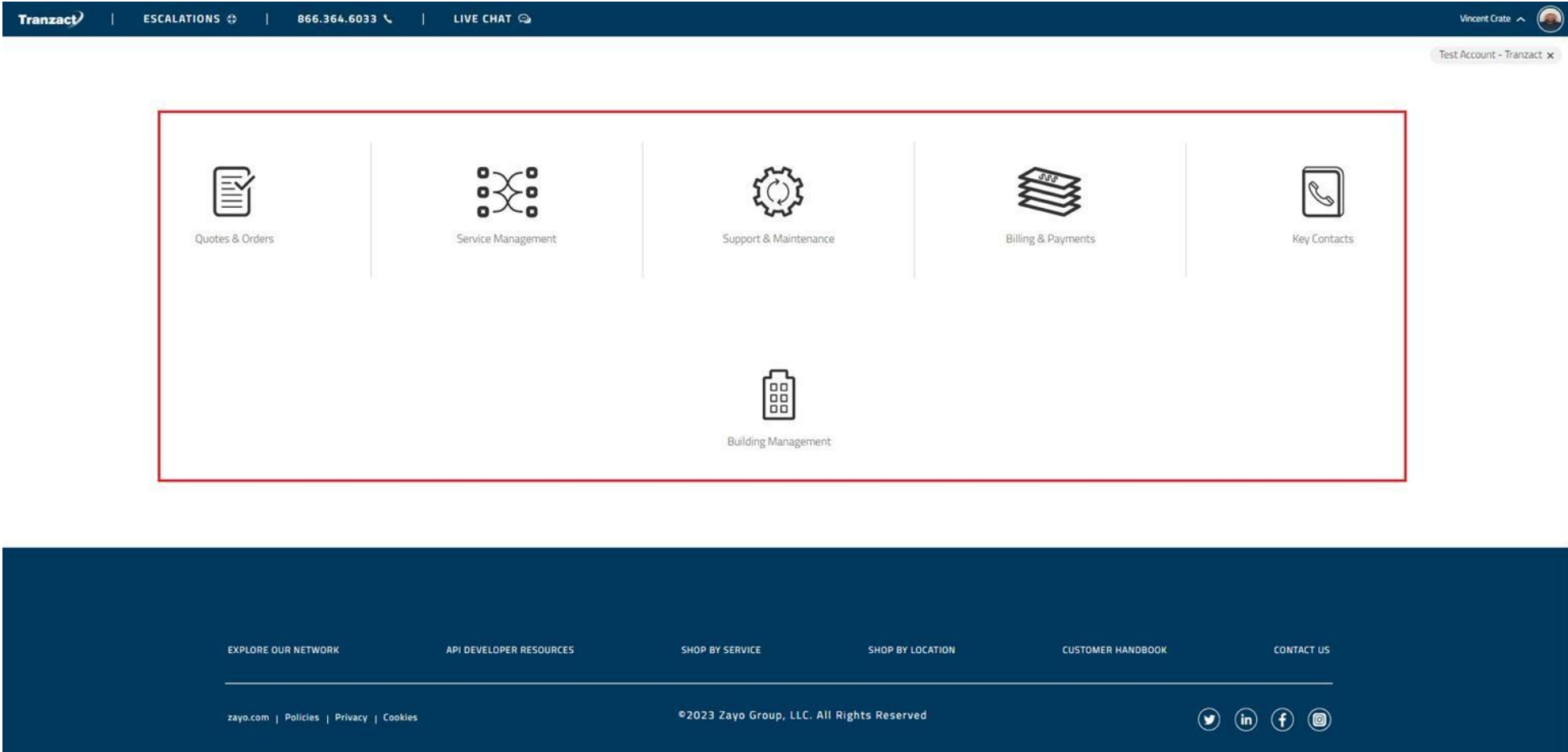
24 X 7 SUPPORT BY ZAYO

CALNET - Zayo Customer Service Portal Training by Zayo Group

Zayo Group is dedicated to meeting the Business Requirements of CALNET.
Current CALNET customers may request a Login and Password to the Private Portal- Tranzact.
Requests should be directed to Vincent Crate (vincent.crate@zayo.com) or 703-657-7109.

CALNET - Zayo Customer Service Portal

After log in you'll be able to choose functions from the drop down menus such as **Service Management, Quotes & Orders, Billing & Payments**.
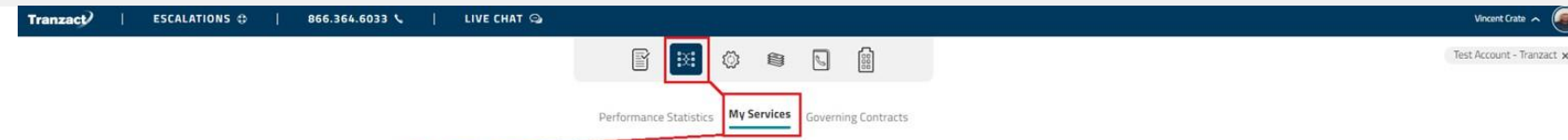
Invoice and Billing are only a few of the many features available in Tranzact. You can also view My Services, Submit Tickets, Network Escalation, and much more.

CALNET - Zayo Customer Service Portal - Trouble Ticketing

Clicking on **Service Management** offers a drop down list of Service Functions.

Service Functions include In-Process Orders, Existing Services, Event Map, Tickets, and Open a Support Ticket.

CALNET - Zayo Customer Service Portal - My Services

My Services, under **Service Management** offers a searchable page of all of your locations, a map of these locations, services installed at these locations, and export capabilities for your locations.

CALNET - Zayo Customer Service Portal - Invoices

My Invoices, under **Billing & Payments** allows users to view, print, and review invoice history.

CALNET - Zayo Customer Service Portal - Billing Details

Clicking on the **Billing & Payments**' dropdown offers a lis
such as Invoice History.

Individual Invoices are available for viewing/download.
Paperless invoice options will be available here as well
in pdf or csv files.

Invoices are generated in our internal systems and
transferred to Tranzact. Customers may access their
Portal to view or print the invoice.

Please see the approved TTRT field name mapping as found in the TTRT by CALNET below:

Zayo TTRT Field Map		
CALNET Field Names		**Zayo Field Name Alternatives**
1	Ticket #	Case # (in Ticket)
2	Customer Name	Customer Name (No Identifier)
3	Customer Contact	Customer Contact
4	Customer Contact Info	Customer Contact Email
5	Service ID	Service
6	Service Type	Service Type Calnet
7	Status (e.g., open, closed, hold or canceled)	Status
8	Ticket Open Date	Date/Time Opened
9	Ticket Open Time	Date/Time Opened
10	Ticket Closed Date	Date/Time Closed
11	Ticket Closed Time	Date/Time Closed
12	Service Address 1	Service Address A
13	Service Address 2	N/A
14	Service City	Service City A
15	Service State	Service State A
16	Service Zip Code	Service Zip Code A
17	Reported Trouble	Symptom
18	Outage Duration	Outage Duration Minutes
19	Outage Cause	Level 1-4 Cause
20	Restore Date	Restore Date/Time
21	Restore Time	Restore Date/Time
22	Restoral Activity Performed	Fix Type, Restore Action, Restore
23	Stop Clock Condition (SCC)	Stop Clock Condition (SCC)
24	SCC Minutes	SCC Minutes

Thank you for your time!