Groom Reservations Job Aid

Things to know

- User profile must have Groom Reservations access enabled
- Each circuit (facility) on a reservation must have the same Product, LATA, and use the same Primary CLLI
- The order Project ID, CCNA, and PON number must match the details used to submit the Groom Reservation
- Eight is the maximum circuits or facilities per reservation
- Can accommodate up to 18 circuits per LATA per night
- Groom Reservation must be rescheduled via the tool

Getting Started

There are **two ways to start a Groom Reservation**

Option 1: From Network Management, click **"Groom Reservations"**
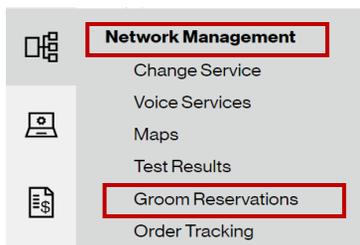
Option 2: From Worklist, click **"Start Reservation"**
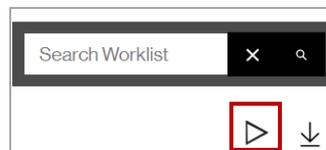
Reservation Details

1. Enter **Project ID** (max length 16)
2. Select **CCNA** associated with PON
3. Enter **Customer Name**
4. Select **Product** of circuits(s) or facility(s) being groomed
5. Enter **Groom Conference Bridge** number
6. Enter Groom **Conference Pass Code**
7. Enter **Comments**

Groom Reservations Job Aid

verizon business

Circuit Details

1. Click **+** to **Add** additional Circuit ID details (use delete to remove additional circuit id details)
2. Enter **Circuit ID** (use slash "/" format)
3. Enter **PON Name** (max length 16)
4. Enter **New Primary Location CLLI Code** (11 characters, Service Wire Center & Lata will auto populate)
5. Click **Validate**
6. Reservation **Status** will display:
   - Success (successful validation check)
   - Warning (unsuccessful validation check) This message does not stop processing the reservation

⚠ Your circuit id or facility id was not validated. You may wish to continue with your reservation or try entering a different circuit id ⊠

Circuit Details   + 🗑
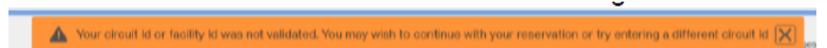
☐	**Circuit Id*** ⓘ	**PON Name*** ⓘ	**Status**
☐	Please enter Circuit Id ⊗	Please enter PON Name ⊗	Success

New Primary Location CLLI*: ⓘ
Please enter New Primary Location CLLI

Serving Wire Center:

LATA:

Validate

Click **Next**

Next

Date and Time Details

Time displays in 30 minute increment and Time Zone is Eastern Standard Time

1. Click **Calendar icon**

2. Choose **Date and Time**

3. Click **Save**

Click **Next**

Date and Time Details

Pick a Date & Time*:

🕐

Discard

Schedule Reservation

Calender   ‹ **2024** ›

Jan Feb March April May June July Aug Sep **Oct** Nov Dec

Pick Time
Select a Time ⌄

	SUN	MON	TUE	WED	THU	FRI	SAT
Today			1	2	3	4	5
05	6	7	8	9	**10**	11	12
Thursday	13	14	15	16	17	18	19
	20	21	22	23	24	25	26
	27	28	29	30	31		

Save

Next

Groom Reservations Job Aid

Summary

1. Review Reservation summary
2. Click Submit to send reservation
3. Reservation confirmation number will appear when successfully submitted
   - View Worklist or start New Reservation

Accessing the Worklist

There are **two** ways to view Reservations Worklist

Option 1: From the Worklists, click "**Reservations**"
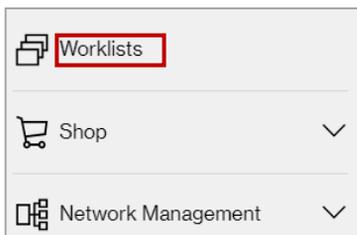
Option 2: From the Dashboard, click "**My Reservations**"

My Reservations	
Total Reservations	11
DS1	10
DS1 - UNE	1

Groom Reservations Job Aid

View Worklist

Available search and filter options from the Reservations Worklist

1. Search Worklist to view a specific Reservation details (i.e. Project ID, Reservation Number etc.)

2. Filter Worklist by CCNAs, Owners and click Apply

3. Sort by Project ID, Summitted Date, Product, Requester, Groom Date, Groom Start – End Time, Reservation Number, or Reservation Status

4. Click on Project Id to access the Summary page

Other Features

5. Select triangle icon to start a New Reservation

6. Download Full Worklist will download the displayed Worklist in an csv file
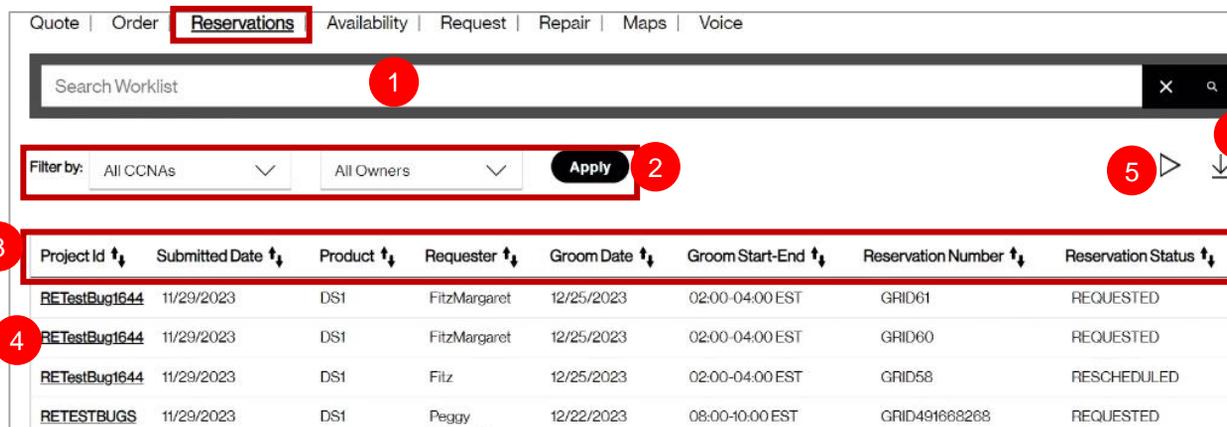
| Quote | Order | Reservations | Availability | Request | Repair | Maps | Voice |

Search Worklist

Filter by: All CCNAs ∨   All Owners ∨   **Apply**

Project Id ↑↓	Submitted Date ↑↓	Product ↑↓	Requester ↑↓	Groom Date ↑↓	Groom Start-End ↑↓	Reservation Number ↑↓	Reservation Status ↑↓
RETestBug1644	11/29/2023	DS1	FitzMargaret	12/25/2023	02:00-04:00 EST	GRID61	REQUESTED
RETestBug1644	11/29/2023	DS1	FitzMargaret	12/25/2023	02:00-04:00 EST	GRID60	REQUESTED
RETestBug1644	11/29/2023	DS1	Fitz	12/25/2023	02:00-04:00 EST	GRID58	RESCHEDULED
RETESTBUGS	11/29/2023	DS1	Peggy	12/22/2023	08:00-10:00 EST	GRID491668268	REQUESTED

Worklist Statuses & Support

- Requested – Groom reservation is requested
- Jeopardy - Groom reservation is in jeopardy due to Customer or Verizon reasons
- Completed – Groom is completed and reservation is closed
- Cancelled – Groom is cancelled

Assistance:
- For Groom Reservations issues, please submit a Care Ticket
- For Ordering Pre FOC, please contact VPSC 800 891-0301
- Switched Access Project Management Mailbox: switchedprjmgmt@verizon.com
- Jeopardy Notifications will be communicated via email. (Contact center for clarification at: 800-891-0301)
- Groom Project Schedule: NY, MA, RI nyneprjmgt@verizon.com PA, DE, NJ, MD, VA, DC midatlanticprjmgt@verizon.com
- General Escalations: shelley.r.slater@verizon.com
- Provisioning Contacts:
  - New York: Upstate: albmcomgr@verizon.com Downstate: nyc.test.center.managers@verizon.com
  - New England jessica.a.dalton@verizon.com
  - NJ njoco@verizon.com
  - PA/DE: pa.oco@verizon.com
  - MD, VA, DC: vzscheduler@verizon.com

Groom Reservations Job Aid

Edit Reservation

From the **Reservation Worklist**

1. On the search bar, enter the Reservation Name aka PON Number **OR**

2. Click the Project Id hyperlink to view Summary

3. Click Edit to make changes

Groom Reservation Worklist

Filter by: All CCNAs ▼   All Owners ▼   **Apply**   **Download Full Worklist**

Project Id	Submitted Date	Product	Requester	Groom Date	Groom Start - End Time	Reservation Number	Reservation Status
TESTHOTCUT	11/15/2021	DS1	Peggy Fitzgerald	12/8/2021	10:00 - 10:30 EST	612263	Requested

Administration   Summ

Reservation Summary   ⬇ Download   ✏ Edit   ⊗ Cancel

Project Id:	AH1V1024EDTNPAED	Product:	DS1
Customer Name:	VZB	Your Network(CCNA):	MCI
Requester Name:	Regina Edwards	Requester Phone:	9167791373
Requester Cell Phone:	9167791373	Requester Email:	regina.edwards@verizon.com

Edit Reservation | Things to Know

A reservation can be canceled at any time, however, if the PON(s) have been submitted a SUP 1 must be issued to cancel on each PON.

The following fields are eligible to be edited after a successful reservation:

- Groom Conference Bridge Number
- Groom Conference Bridge Passcode
- Reduce quantity
- Date of Groom
- Time of Groom
- Comments

Groom Reservations Job Aid

Care Request

How to get **Support** when needed

1. Click on the **Support** icon

2. Click "**Open New Request**"

3. Select: **I need assistance with something else**

4. Complete **Care Request** (required fields are denoted with an asterisk)

Click Submit