

# Outage Board



# What is the Outage Board?

The Outage Board is a tool used to identify whether there are outages or known issues in an area. We can find it on DART along with Remedy and IDA.

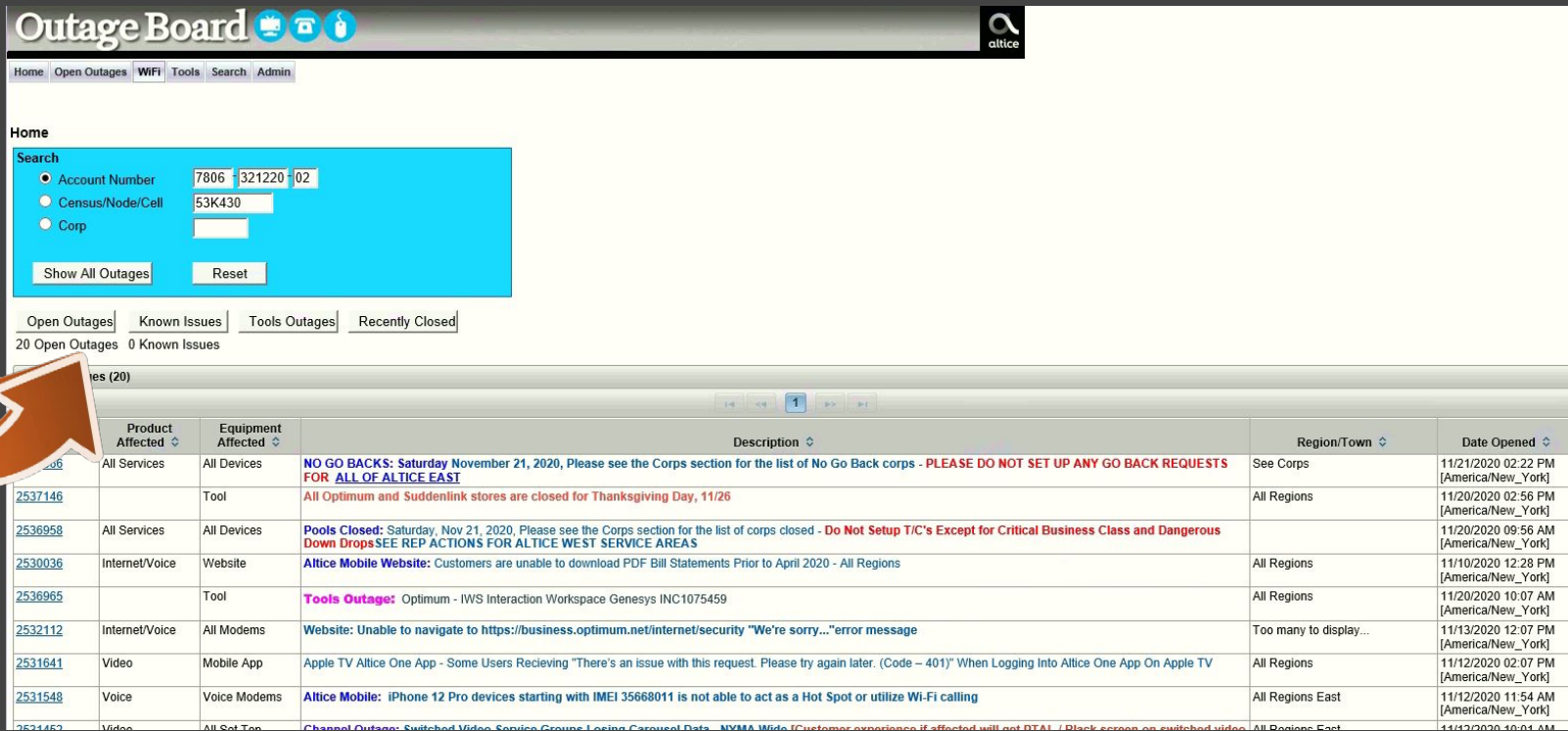
The screenshot displays the Outage Board web application interface. The browser window title is "Desktop Application Resolution Tool v5.0.5.0". The address bar shows the URL "https://outages.cablevision.com/ob/repoutage.jsf". The page header includes navigation links: "Remedy Web", "IDA", "KDB", "History", "System", "Outage Board", "IO Blue Page", "Field Comm", "OV", "BOOST", "Trio", "AST", "Pactolus", and "Browser". A large grey arrow points to the "Outage Board" link in the header. Below the header is a search bar with the text "Outage Board" and a search icon. The main content area is divided into two sections. On the left, under the heading "Home", there is a "Search" section with radio buttons for "Account Num", "Census/Node", and "Corp". The "Corp" option is selected, and the value "078" is entered in the adjacent text field. There are "Show All Outage" and "Reset" buttons. On the right, there is a "Dashboard" section with several widgets: "Customer Information" (Services: PP8.5; SP: VIP; Hold: [checkbox]), "Billing & Promotions" (eCustomer Care; IOffer: [checkbox]), "Links" (OOL TV; BOOL; OV; Sales; Internal: [checkbox]), and "Smart Router" (Up Time: [checkbox]; Connection Info: [checkbox]).





# Parts of the Outage Board



# Open outages

Here we can see the outages affecting the customer's area, the product and equipment that are being affected and the description. Also we can see the Date and hour when it was opened.



**Outage Board**    

Home Open Outages WiFi Tools Search Admin

Home

**Search**

- Account Number 7806 321220 02
- Census/Node/Cell 53K430
- Corp

Show All Outages Reset

Open Outages Known Issues Tools Outages Recently Closed

20 Open Outages 0 Known Issues

Outages (20)

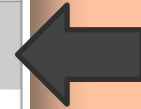
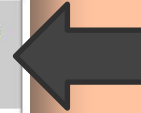
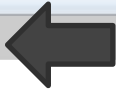
Product Affected	Equipment Affected	Description	Region/Town	Date Opened
All Services	All Devices	<b>NO GO BACKS: Saturday November 21, 2020, Please see the Corps section for the list of No Go Back corps - PLEASE DO NOT SET UP ANY GO BACK REQUESTS FOR ALL OF ALTICE EAST</b>	See Corps	11/21/2020 02:22 PM [America/New_York]
	Tool	All Optimum and Suddenlink stores are closed for Thanksgiving Day, 11/26	All Regions	11/20/2020 02:56 PM [America/New_York]
All Services	All Devices	<b>Pools Closed: Saturday, Nov 21, 2020, Please see the Corps section for the list of corps closed - Do Not Setup T/C's Except for Critical Business Class and Dangerous Down Drops SEE REP ACTIONS FOR ALTICE WEST SERVICE AREAS</b>		11/20/2020 09:56 AM [America/New_York]
Internet/Voice	Website	<b>Altice Mobile Website:</b> Customers are unable to download PDF Bill Statements Prior to April 2020 - All Regions	All Regions	11/10/2020 12:28 PM [America/New_York]
	Tool	<b>Tools Outage:</b> Optimum - IWS Interaction Workspace Genesys INC1075459	All Regions	11/20/2020 10:07 AM [America/New_York]
Internet/Voice	All Modems	<b>Website:</b> Unable to navigate to https://business.optimum.net/internet/security "We're sorry..." error message	Too many to display...	11/13/2020 12:07 PM [America/New_York]
Video	Mobile App	Apple TV Altice One App - Some Users Receiving "There's an issue with this request. Please try again later. (Code - 401)" When Logging Into Altice One App On Apple TV	All Regions	11/12/2020 02:07 PM [America/New_York]
Voice	Voice Modems	<b>Altice Mobile:</b> iPhone 12 Pro devices starting with IMEI 35668011 is not able to act as a Hot Spot or utilize Wi-Fi calling	All Regions East	11/12/2020 11:54 AM [America/New_York]
Video	All Set Top	<b>Channel Outage:</b> Switched Video Service Groups Losing Carousel Data - NYMA Wide (Customer experience if affected will get DTA / Black screen on switched video)	All Regions East	11/12/2020 10:01 AM

# Outage detail.

Summary										
CTS ID	Equipment Affected	Video	iO	OOL	OV	Wifi	Tools	Town/Dept Affected	Date Posted	Date Opened
1785228	All Devices		X					All Regions	03/17/2016 03:38 PM	03/17/2016 03:37 PM
Description										
Closed Captioning not displaying on Ch. 108 (LAFF) - All Regions										
Symptoms										
There are no symptoms.										
Status										
<b>Status</b>		OPEN								
<b>Planned or Unplanned</b>		UNPLANNED								
<b>Suggested Rep Script</b>		Mr./Mrs. _____, we are currently experiencing technical difficulties (Explain the Problem eg: With Channel 7 Black Screen). Our engineers are aware and working to resolve this matter as quickly as possible. We appreciate your patience as we work to get your service restored.								
<b>T/Cs</b>		Do Not Setup T/C								
<b>IVR Message</b>		No est end time provided								
Geographic Information										
<b>Corps</b>		7801, 7802, 7803, 7804, 7806, 7808, 7816, 7817, 7818, 7819, 7828, 7836, 7837, 7839, 7840, 7844, 7848, 7858, 7862, 7864, 7865, 7866, 7867, 7868, 7869, 7870, 7872, 7873, 7874, 7875, 7876, 7877, 7881, 7882, 7883								
<b>Field Ops Region</b>		BRX, BRK, CHV, NAS, NJN, NJS, SUF								
<b>Geographic Region</b>		Connecticut, Cross State - NY/NJ/PA, Long Island, New Jersey, New York City, Greater Hudson Valley								

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T/Cs		Do Not Setup T/C								
IVR Message		No est end time provided								
Geographic Information										
Corps		7801, 7802, 7803, 7804, 7806, 7808, 7816, 7817, 7818, 7819, 7828, 7836, 7837, 7839, 7840, 7844, 7848, 7858, 7862, 7864, 7865, 7866, 7867, 7868, 7869, 7870, 7872, 7873, 7874, 7875, 7876, 7877, 7881, 7882, 7883								
Field Ops Region		BRX, BRK, CHV, NAS, NJN, NJS, SUF								
Geographic Region		Connecticut, Cross State - NY/NJ/PA, Long Island, New Jersey, New York City, Greater Hudson Valley								



# Known Issues

Clicking on the known issues button, displays known issues in the census area. Just like the open outages, we see a description of the issue, as well as CTS ID numbers that are links to the details page.”


**Search**

Account Num  -  -

Census/Node

Corp 078

3 Open Outages    8 Known Issues



# Known issue detail.

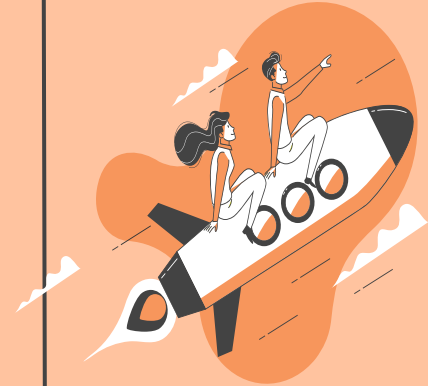
Summary										
CTS ID	Equipment Affected	Video	iO	OOL	OV	Wifi	Tools	Town/Dept Affected	Date Posted	Date Opened
919453	SA & Samsung		X					All Regions	10/19/2014 02:42 PM	07/29/2014 06:34 PM
Description										
<b>All Regions - iO SA/Samsung &amp; Optimum App - Unable to play FOD/SVOD - Getting Error: "Is currently playing on another cable box in your household. To watch this video simultaneously on both boxes, you will be charged for an additional rental."</b>										
Symptoms										
iO		Unable to order VOD titles								
Status										
Status		OPEN								
Planned or Unplanned		UNPLANNED								
Suggested Rep Script		Mr./Mrs. _____, we are currently experiencing technical difficulty with [Type of Problem]. Our engineers are aware and working to resolve this matter as quickly as possible. We appreciate your patience as we work to get your service restored.								
Suggested Rep Action		****NOTE: The customer can go ahead and continue on since these are Free On Demand titles and they would not be charged for ordering Free OD titles.								
T/Cs		Do Not Setup T/C								
IVR Message		No est end time provided								
Geographic Information										
Corps		7801, 7802, 7803, 7804, 7806, 7808, 7816, 7817, 7818, 7819, 7828, 7836, 7837, 7839, 7840, 7844, 7848, 7858, 7862, 7864, 7865, 7866, 7867, 7868, 7869, 7870, 7872, 7873, 7874, 7875, 7876, 7877, 7881, 7882, 7883								
Field Ops Region		BRX, BRK, CHV, NAS, NJN, NJS, SUF								
Geographic Region		Connecticut, Cross State - NY/NJ/PA, Long Island, New Jersey, New York City, Greater Hudson Valley								

What's the issue?

What's the CTS ID?

What's the suggestion?

What's the script?





# Recently Closed Outages

Let's take a look at recently closed outages. These are outages that have been resolved.

**Search**

Account Num  -  -

Census/Node

Corp 078

3 Open Outages    8 Known Issues



## Search

Account Num  -  -

Census/Node

Corp 078

Show All Outages

Reset

Open Outages

Known Issues

Tools Outages

Recently Closed

3 Open Outages

8 Known Issues

The search results look the same as other searches so far. We see description and CTS ID numbers.

But notice that since these are closed outage, there are date opened and date closed columns.

Customer requesting credit for service issues. By knowing what dates/times an outage occurred, allows us to confirm whether a customer is eligible for a credit on their bill.

371 Recently Closed Outages					Date Opened	Date Closed
CTS ID	Product Affected	Equipment Affected	Description	Region/Town		
<a href="#">1785861</a>	OOL/OV	Website	Unable to Login to Optimum.net - All Regions (Do not attempt to reset passwords) ***Please Do not setup TC's***	All Regions	03/18/2016 07:37 PM	03/18/2016 09:00 PM
<a href="#">1784739</a>	iO	SA & Samsung	Unable to use any MRDVR functions- Multiple VID and ISE800 errors - OMS Only- All Regions ***Do not Setup TC's***	All Regions	03/16/2016 08:26 PM	03/16/2016 09:30 PM
<a href="#">1782762</a>	iO	SA & Samsung	Frozen Picture on Ch. 33 (MeTV) - All Regions	All Regions	03/12/2016 01:52 PM	03/12/2016 02:25 PM
<a href="#">1781866</a>	iO	SA	NYMA: CA001 and CA002 errors 4250HD and 8300HD boxes when ordering VOD **Please update remedy with title ordered**Please email live examples	All Regions	03/10/2016 01:43 PM	03/10/2016 04:47 PM
<a href="#">1780104</a>	iO	All Devices	Intermittent Audio on Ch. 1182 (RTVi) and Ch. 1188 (TeleKlub) - All Regions (Provider Issue)	All Regions	03/06/2016 01:01 PM	03/08/2016 07:00 PM

# Tool Outages

Last but not least, tool outages.. Tools outages allows us to look up any issues with our own internal tools.

For example, here we see issues with the Case Information Window displaying a wrong phone number as well as problems with credit card payments through the IVR.”

Open Outages															
CTS ID	Node	Corp	Video	iO	OOL	OV	Wifi	Tools	Description	Town/Dept Affected	Field Ops Region	Geo Region	Date Opened		
<a href="#">1757088</a>	N/A	N/A						Tools	<b>Tools Outage:</b> Optimum Support App displaying incorrect phone number in Case Information Window. <b>DO NOT CALL BACK (347) 755-0403.</b>	Customer Svc	N/A	N/A	01/04/2016 01:15 PM		
<a href="#">1784785</a>	N/A	N/A						Tools	<b>Tools Outage:</b> Issues affecting multiple customer service lines and unable to take Credit card Payments thru IVR (INC0442043)	Customer Svc, Sales	N/A	N/A	03/16/2016 10:36 PM		

Known Issues															
CTS ID	Node	Corp	Video	iO	OOL	OV	Wifi	Tools	Description	Town/Dept Affected	Field Ops Region	Geo Region	Date Opened		

**Thank You!**

