Evolve Operational Reports Playbook

Evolve Voice Service (EVS)

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I. Introduction

Welcome to the playbook for the Operational Reports module in the Evolve Voice Service (EVS). This new module is designed to provide users with the ability to generate comprehensive reports for various operational aspects of your corporation.

This playbook will walk you through the process of accessing, creating, and understanding operational reports, ensuring that you can leverage this powerful module to gain actionable insights and optimize your operations.

As part of the Operational Reports module, you will have the ability to create specific types of reports, including Toll Free and User Roles reports, which offer additional functionality and customization options.

Before we dive into the instructions and features, it is important to familiarize yourself with foundational concepts that will help you better understand and navigate the product. This section provides an overview of key terms and concepts that are essential for using Operational Reports in Evolve effectively.

II. Foundational Concepts

Playbook Coverage

This playbook focuses primarily on providing instructions and guidance for Operational Reports. It is important to note that Corporation, Toll Free and Hierarchy modules are not covered in detail within this playbook and users are expected to be familiar with these modules through other available training material

User Roles

This playbook is created from the perspective of an internal user in Evolve, similar to how agents access Evolve. External users, i.e. end users or customers, will have the same functionality however they will be able to generate reports for their corporation only and unable to search across all corporations where applicable, similar to how it works for Toll Free and Long Distance modules.

Report Format

Operational reports in Evolve are generated in the **.xlsx** format, a Microsoft Excel Workbook which can be opened with Microsoft Excel on your computer. You can also find the file extension as a part of the output file name on the **Report List** page.

Report Language

The language of the report is based on the currently selected language of the user interface of the application.

- If you use an English user interface and would like to generate a report in French, you must first change the user interface language by selecting **FR** in the top right corner of the page.

  t921576 | EN | FR | Logout

- Alternatively, if you use a French user interface and would like to generate a report in English, change the user interface language by selecting **AN** in the top right corner of the page.

  t921576 | AN | FR | Déconnexion

NOTE: By default, when you land on the Report List page, the list of the reports at the bottom of the page are filtered by the language of your user interface. In order to view reports generated in both English and French, please refer to the description of Language in the Searching Reports section.

Report Domain & Report Type

All operational reports are grouped by a domain which refers to different modules of Evolve. For example, if you are trying to generate a report for a Toll Free service, you can find all available reports in the respective Toll Free domain. Currently, the following domains are available in Evolve:

- **Toll Free.** This domain includes reports covering Toll Free number services.
- **Hierarchy.** This domain includes reports associated with assigned users and their permissions.

Each Report Domain includes different types of the reports. In order to select a report type, specify the report domain first when searching or generating reports. Available options in the Report Type depend on the selection of the Report Domain. Here is a list of available reports:

- Within the **Toll Free** domain:

    - Area of Service Report,
    - Detailed Report,
    - Reverse Lookup Report,
    - Summary Report.

- Within the **Hierarchy** domain:

    - User Roles Report.

By familiarizing yourself with these foundational concepts, you'll be better equipped to navigate and utilize Operational Reports effectively. Now, let's dive in and explore how the Operational Reports module can help you utilize operational reports for your corporation in Evolve.

III.   Accessing Operational Reports

To access the Operational Reports module, follow these steps:

1. Log in to the Evolve.
2. From the navigation menu at the top of the page, select the **Corporation** tab.
3. Choose your corporation to set the corporation in context.
4. Navigate to the **Operational Reports** tab. You will be directed to the **Report List** page, where you can view and search recently generated operational reports.

NOTE: Similar to Toll Free and Long Distance, external users can view and download reports generated for their corporation only.

In order to find your report, you can search reports or select an existing report from the report list at the bottom of the page.

Searching Reports

At the top of the **Report List** page you can search existing reports by one of the following criteria:

- **Report Number** is a sequential number of the report provided to a user when creating a report.

- **Output File Name** refers to the file name of the report when a user generates it. Output File Name includes the type of the report, report number and the date when the report is generated in the YYYYMMDD format.

- **Report Domain.** All operational reports are grouped by domain. For more information on available domains, please refer to the Report Domain & Report Type section.
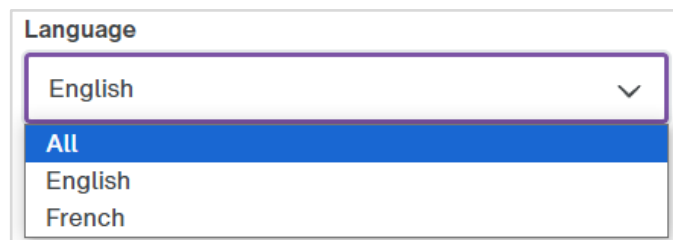
- **Report Type.** By default, the Report Type is grayed out. In order to select a report type, you should specify the Report Domain first. Available options in the Report Type depend on the selection of the Report Domain. For more information on available domains and types, please refer to the [Report Domain & Report Type](#) section.

- **Created By** defaults to your user ID. By default, at the bottom of the page you see a list of reports created by you. If you would like to search existing reports for your corporation created by another user, clear this field or enter a user ID.

- **Created On** refers to the date when a report was created. To change the date, click on the calendar icon on the right side of this field to select a date from the calendar. You can also enter the date using the following format: YYYY-MM-DD.

- **Language** refers to the language of the report. The language of the generated report is based on the currently selected language of the user interface of the Evolve.

NOTE: If you would like to view reports generated for a customer in both English and French, select **All** from the dropdown menu:

- The **Search Only Selected Corporation** checkbox is available for internal users only.

  - If a corporation is set in context, the 'Search Only Selected Corporation' checkbox will be checked by default allowing a user to search reports created for the corporation set in context only. A user can uncheck this checkbox in order to search for orders matching input criteria created for any corporation.
  - If a corporation is not set in context, the 'Search Only Selected Corporation' checkbox will be unchecked by default allowing a user to search reports created for any corporation. In order to search for an order created for the customer, please select the corporation in the Corporation module from the running menu in the top.

- **Search** button. Once you enter a search criteria, click on the Search button to perform a search. Your search results will be displayed at the bottom of this page.

- **Reset** button**.** If you would like to reset search criteria to its default values, click on the Reset button.

Viewing & Downloading Existing Reports

At the bottom of the Report List page, by default you can find all reports that you generated for the selected corporation sorted by Report Number in descending order so that the most recent report appears at the top of the list. The report list includes the following information:

- **Report Number**

- **Report Domain**

- **Report Type**

- **Output File Name** is also a hyperlink to download the report. Clicking on the output file name allows you to download a <u>completed</u> report to your device.

- **Language**

- **Status** refers to the status of a generated report:

  - **Completed** - when a user sends a request to generate a report and the report is ready for download.
  - **Processing** - when a user sends a request to generate a report and the report is not ready for download yet.
  - **Pending** - when a user sends a request to generate a report and the report is not ready for download yet, however your request is added to the queue, and Evolve is currently working on generating the first report in the queue.

- **Created By**

- **Created On**

- **Message**. If error occurs during the generation of the report, a short description of the error will be displayed here.

- **Parameters** provide detailed information of the report. By clicking on the hyperlink, you can view report parameters. These parameters include Corporation ID, Toll Free Number, Plan, and other customizable options that you can specify when running a report.

Parameters

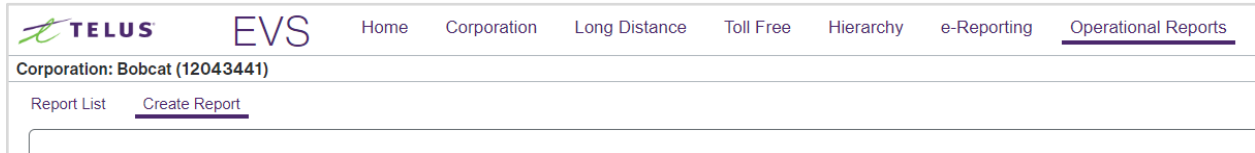Corp. ID: 12043441 ^

Toll Free Plan: Preplan 1

AOS Type: Canadian Zone Area, Canadian Zone Exchange, US Zone Area, Country Zone, Country Route

Toll Free Number: 822-928-7862

IV. Creating a New Report

To create a report, follow these steps:

1. Navigate to **Operational Reports**.

2. Select a **Create Report** tab.
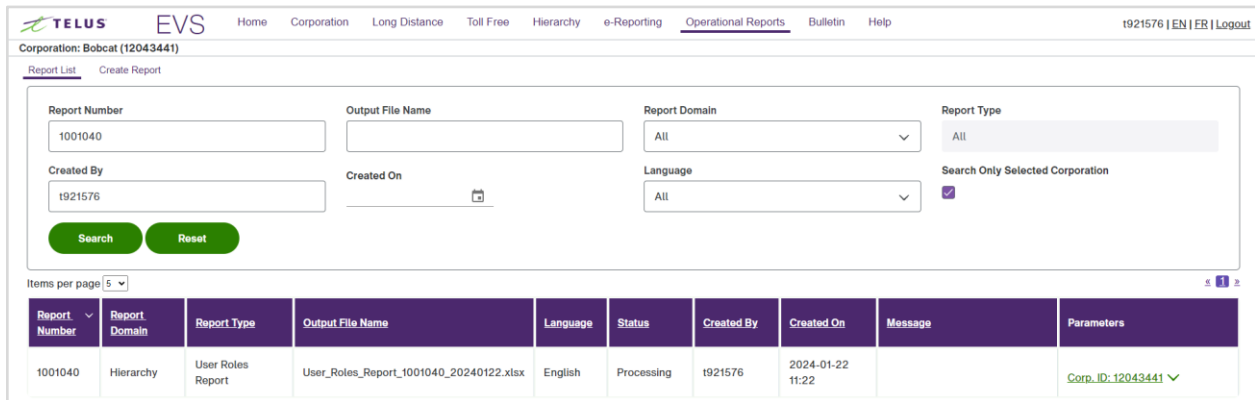
3. Select a report domain and report type of the desired report. Reports have mandatory and optional criteria which are available for you to customize your reports and are unique for each report. For more information on how to generate each report, please refer to the Report Customization available for each report in the next section.

NOTE: If no results matching the criteria are found, the report will still be generated. However, the report will not contain any content.

4. Once you select criteria, click on the **Run Export** button at the bottom of the page. You will be automatically redirected to the Report list page where you can find a report number of the generated report in the Report Number field at the top of the page as well as as a record associated with your report at the bottom of the page.

5. Completed operational reports can only be downloaded from the **Report List** page by clicking on the hyperlink under the **Output File Name** column next to a selected report.

NOTE: Reports in the *Completed* status only can be downloaded. Reports in *Pending* or *In Progress* status will not have a hyperlink available until the report is processed and completed.

Report Glossary

Here is a list of common fields you will find in the generated reports:

- **Record Number** is a sequential number assigned to each physical record in a file.

- **Corp. Id** is a corporation ID of the customer as it appears on the Evolve.

- **Corp. Name** is a corporation name of the customer as it appears on the Evolve.

For Toll Free Reports:

- **TF number** refers to a Toll Free number associated with a selected customer.

- **Plan** is a name of the Toll Free preplan associated with a selected customer and Toll Free number.

- **Active** is a flag displaying whether this preplan is currently active or inactive.

V. Hierarchy Reports

User Roles Report

This report includes a list of **active** and **dormant external** users who have access to the corporation in Evolve by the organizational hierarchy. Inactive users are excluded from this report. If a corporation's organizational hierarchy is structured by department, with multiple regions for each department, it will be reflected in the report in a similar way as **Assigned Users** and their roles are displayed in **Hierarchy**.

NOTE: For this report a corporation must be set in context.

Report Customization

Report Domain | Report Type
Hierarchy | User Roles Report

Run Export

Customization is not available for this report. To run the report, follow this steps:

1. Set **Report Domain** to **Hierarchy** , and **Report Type** to **User Roles Report**.

2. Click **Run Export**.

Report Content

A User Roles report includes the following information:

- **Corporation ID**

- **Corporation Name**

- **First** and **Last Name** of the user

- **Login Name** of the user

- **User Status** refers to whether the user is active or not.

- **Email address** of the user

- **Role** and respective **Node** there this role is assigned as they appear in the Evolve.

Here is an example of the generated report for a selected corporation:

Corp. Id	Corp. Name	First Name	Last Name	Login Name	User Status	Email Address	Role Description	Node	Cascade
12043279	Tollify	Nataliia	Sokolova	nataliia.sokolovauser1@ci-qa.com	Active	nataliia.sokolovauser1@ci-qa.com	Toll Free activate plan user (external)	TF	Yes
12043279	Tollify	Nataliia	Sokolova	nataliia.sokolovaadmin1@ci-qa.com	Active	nataliia.sokolovaadmin1@ci-qa.com	User role administrator (external)	Tollify	Yes
12043279	Tollify	Nataliia	Sokolova	nataliia.sokolovauser1@ci-qa.com	Active	nataliia.sokolovauser1@ci-qa.com	Toll Free activate plan user (external)	Tollify	Yes
12043279	Tollify	Nataliia	Sokolova	nataliia.sokolovaadmin1@ci-qa.com	Active	nataliia.sokolovaadmin1@ci-qa.com	Toll Free activate plan user (external)	Tollify	Yes
12043279	Tollify	Nataliia	Sokolova	nataliia.sokolovauser1@ci-qa.com	Active	nataliia.sokolovauser1@ci-qa.com	Toll Free advanced user (external)	TF	Yes
12043279	Tollify	Nataliia	Sokolova	nataliia.sokolovauser1@ci-qa.com	Active	nataliia.sokolovauser1@ci-qa.com	Toll Free advanced user (external)	LD Default	Yes
12043279	Tollify	Nataliia	Sokolova	nataliia.sokolovauser1@ci-qa.com	Active	nataliia.sokolovauser1@ci-qa.com	Toll Free advanced user (external)	Tollify	Yes
12043279	Tollify	Nataliia	Sokolova	nataliia.sokolovaadmin1@ci-qa.com	Active	nataliia.sokolovaadmin1@ci-qa.com	Toll Free advanced user (external)	Tollify	Yes
12043279	Tollify	Nataliia	Sokolova	nataliia.sokolovauser1@ci-qa.com	Active	nataliia.sokolovauser1@ci-qa.com	Long Distance advanced user (external)	TF	Yes
12043279	Tollify	Nataliia	Sokolova	nataliia.sokolovauser1@ci-qa.com	Active	nataliia.sokolovauser1@ci-qa.com	Long Distance advanced user (external)	LD Default	Yes
12043279	Tollify	Nataliia	Sokolova	nataliia.sokolovauser1@ci-qa.com	Active	nataliia.sokolovauser1@ci-qa.com	Long Distance advanced user (external)	Tollify	No
12043279	Tollify	Nataliia	Sokolova	nataliia.sokolovauser1@ci-qa.com	Active	nataliia.sokolovauser1@ci-qa.com	Reports advanced user (external)	TF	Yes
12043279	Tollify	Nataliia	Sokolova	nataliia.sokolovauser1@ci-qa.com	Active	nataliia.sokolovauser1@ci-qa.com	Reports advanced user (external)	LD Default	Yes
12043279	Tollify	Nataliia	Sokolova	nataliia.sokolovauser1@ci-qa.com	Active	nataliia.sokolovauser1@ci-qa.com	Reports advanced user (no BTN) (external)	TF	Yes
12043279	Tollify	Nataliia	Sokolova	nataliia.sokolovauser1@ci-qa.com	Active	nataliia.sokolovauser1@ci-qa.com	Reports advanced user (no BTN) (external)	LD Default	Yes
12043279	Tollify	Nataliia	Sokolova	nataliia.sokolovauser1@ci-qa.com	Active	nataliia.sokolovauser1@ci-qa.com	Reports basic user (external)	Tollify	Yes
12043279	Tollify	Nataliia	Sokolova	nataliia.sokolovauser1@ci-qa.com	Active	nataliia.sokolovauser1@ci-qa.com	Toll Free activate plan user (external)	LD Default	Yes

VI.   Toll Free Reports

Before implementation of Operational Reports, Toll Free Reports available in this module were served by agents per customer's request, i.e. if a customer would like to obtain a copy of this report, they would have to send a request to an agent so that they could pull that information for them using a third party tool.
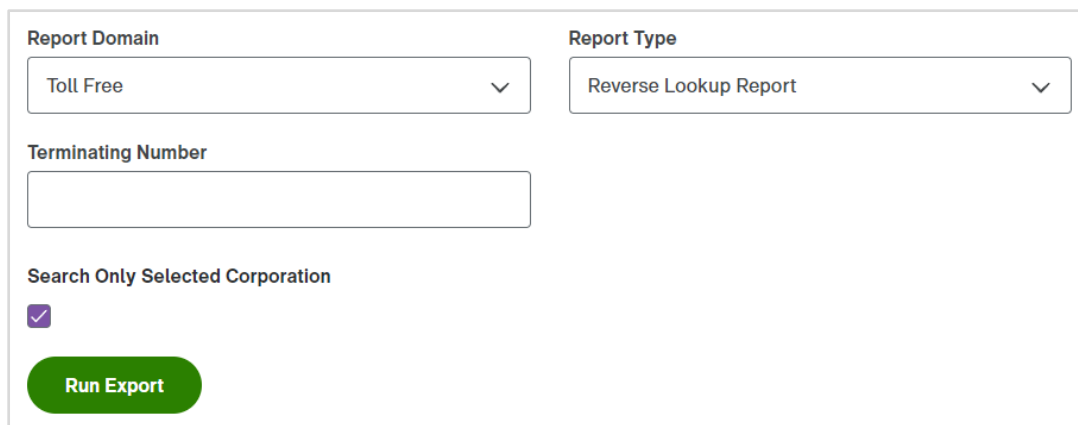
With the implementation of the Toll Free domain in the Operational Reports module, a customer will be able to generate these reports on a self-serve basis without having to involve the agent.

DISCLAIMER: Toll Free reports are strictly intended for informational purposes only and should not be used as a source of financial, billing, or legal advice. The contents of these reports solely consist of a comprehensive description of the services offered by TELUS, and do not encompass any financial, billing or legal data. It is important to consult with your agent for accurate and authoritative information pertaining to financial, billing or legal matters. TELUS does not assume any responsibility or liability for any actions taken based on the information provided in these reports.

1. Reverse Lookup Report

The Reverse Lookup Report is primarily designed to help a customer identify the Toll Free numbers within a selected corporation which terminate to a selected telephone number. This report could also be helpful when a customer would like to verify whether there are any other Toll Free numbers, perhaps outside of their corporation in Evolve, that terminate to the selected telephone number. Although it's unlikely to happen in real-life scenarios, this validation check is designed to prevent this scenario and provide appropriate information to a customer.

Report Customization

Here you can specify the **Terminating Number**. This field is demi-optional for this report. Here is how it works:

- If you would like to generate a report that includes all Toll Free service numbers that terminate to a selected telephone number within the selected corporation, enter the terminating number. Ensure the Search Only Selected Corporation checkbox is checked.

- If you would like to generate a report that includes all Toll Free service numbers that terminate to a selected telephone number and search across all corporations registered with Evolve, enter the terminating number. Ensure the Search Only Selected Corporation checkbox is unchecked.

- If you would like to generate a report that includes all Toll Free service numbers and all terminating numbers associated with them for a selected corporation, leave the Terminating Number field blank. Ensure the Search Only Selected Corporation checkbox is checked.

Report Content

A Reverse Lookup report includes the following information:

- **Record Number**

- **Corporation ID**

- **Corporation Name**

- **TF Number** is a Toll Free number that terminates to the selected terminating number.

- **Plan** - a preplan of the Toll Free number.

- **Terminating Number**

- **Customer Number** - an indicator displaying whether this terminating number is defined by the customer ("Yes") or not ("No").

Here is an example of the generated report to search for all Toll Free numbers that terminate to a selected terminating number within the selected corporation:

Corp. Id	Corp. Name	TF number	Plan	Terminating Number	Customer Number
12043441	Bobcat	8229675645	Primary	8339233039	Yes
12043441	Bobcat	8339233039	Primary	8339233039	Yes
12043441	Bobcat	8552323049	Primary	8339233039	Yes
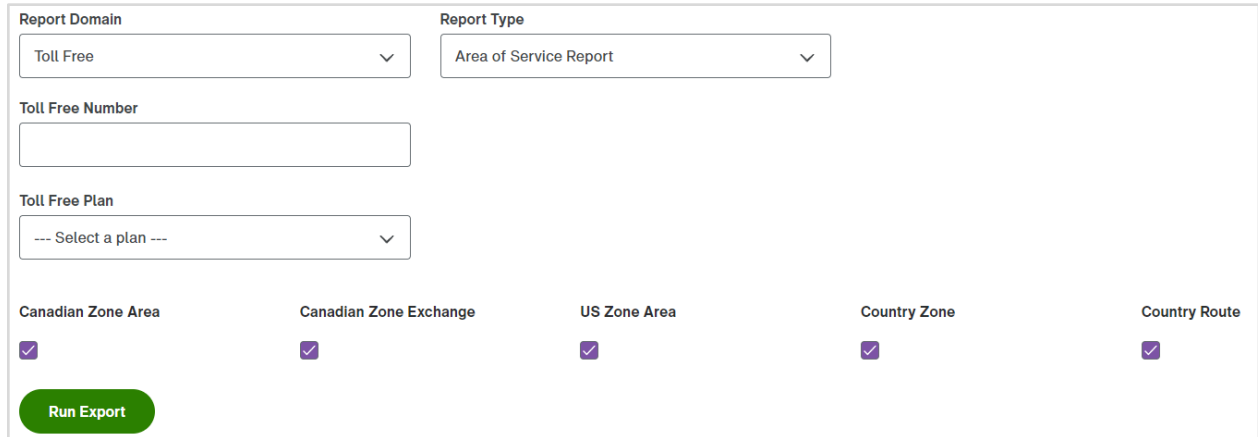
Note: While external users can access Toll Free numbers with Web Access, the reverse lookup report includes Toll Free numbers regardless of the status of Web Access indicator.

2. Area of Service Report

The purpose of this report is to display the area of service where calls will be accepted from for a selected Toll Free service and preplan.

NOTE: For this report a corporation must be set in context.
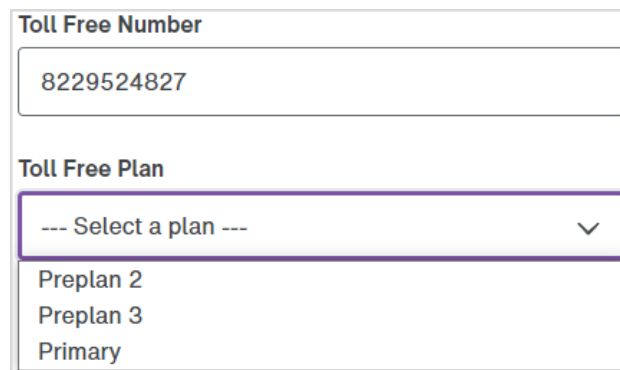
Report Customization

There are 3 criteria for how you can customize this report:

- **Toll Free Number**. This field is optional.

  - To generate a report for a selected Toll Free number service, you must specify a valid **Toll Free Number** assigned to the corporation.

  - To include all Toll Free number services set for a selected corporation, leave **Toll Free Number** field blank.

- **Toll Free Plan**. This field is optional.

○ To generate a report for a selected Toll Free service and preplan, you must first specify a valid **Toll Free Number** assigned to your corporation and select a **Toll Free Plan** from the drop down menu.

○ To generate a report for a selected Toll Free service and include all preplans set for that Toll Free number, specify valid **Toll Free Number** assigned to the corporation and do not make changes to the **Toll Free Plan** field.

● **Area of Service** checkboxes. Here you can specify area of service you would like to include in the report by checking/unchecking corresponding checkboxes:

○ Canadian Zone Area

○ Canadian Zone Exchange

○ US Zone Area

○ Country Zone

○ Country Route

For more information on Area of Service, please refer to the Evolve Toll Free Routing guide.

Report Content

Corp. Id	Corp. Name	TF number	Plan	Active	Area of Service	From Zone	To Zone	Zone Group Desc.	Zone	Zone Description	NPA	NXX
12043441	Bobcat	8229524827	Primary	Yes	Canada Exchange	ABCLGR08	ABCLGR08	Alberta	ABCLGR08	Calgary - B13 [AB] Telus Comm	368	610
12043441	Bobcat	8229524827	Primary	Yes	Canada Exchange	ABCLGR08	ABCLGR08	Alberta	ABCLGR08	Calgary - B13 [AB] Telus Comm	403	226
12043441	Bobcat	8229524827	Primary	Yes	Canada Exchange	ABCLGR08	ABCLGR08	Alberta	ABCLGR08	Calgary - B13 [AB] Telus Comm	403	274
12043441	Bobcat	8229524827	Primary	Yes	Canada Exchange	ABCLGR08	ABCLGR08	Alberta	ABCLGR08	Calgary - B13 [AB] Telus Comm	403	275
12043441	Bobcat	8229524827	Primary	Yes	Canada Exchange	ABCLGR08	ABCLGR08	Alberta	ABCLGR08	Calgary - B13 [AB] Telus Comm	403	295
12043441	Bobcat	8229524827	Primary	Yes	Canada Exchange	ABCLGR08	ABCLGR08	Alberta	ABCLGR08	Calgary - B13 [AB] Telus Comm	403	516
12043441	Bobcat	8229524827	Primary	Yes	Canada Exchange	ABCLGR08	ABCLGR08	Alberta	ABCLGR08	Calgary - B13 [AB] Telus Comm	403	567
12043441	Bobcat	8229524827	Primary	Yes	Canada Exchange	ABCLGR08	ABCLGR08	Alberta	ABCLGR08	Calgary - B13 [AB] Telus Comm	403	730
12043441	Bobcat	8229524827	Primary	Yes	Canada Exchange	ABCLGR08	ABCLGR08	Alberta	ABCLGR08	Calgary - B13 [AB] Telus Comm	403	731

The Area of Service report includes the following information:

● **Corporation ID**

● **Corporation Name**

● **Toll Free Number**

● **Active**

● **Area of Service:**

○ **Canada** for Canadian Zone Area

○ **Canada Exchange** for Canadian Zone Exchange

- **US** for US Zone Area

- **Country** for Country Zone

- **Country Route** for Country Route

- **From Zone** and **To Zone** refer to a range of the zone code group that covers a corresponding zone group (country, province or state).

- **Zone Group Desc**. - a name of the zone group (country, province or state) covered in a corresponding range of zone codes.

- **Zone** is an individual zone code under a corresponding zone group.

- **Zone Description** is a name of the individual zone code under a corresponding zone group.

- **NPA** & **NXX** - 3 digits of actual zone codes.

3. Summary Report

The purpose of this report is to provide a customer a high level overview of selected toll free number services for a selected corporation. A customer can use this report to get a quick summary of provisioning options, features, terminating numbers and area of service coverage for a selected toll free number.

NOTE: For this report a corporation must be set in context.

Report Customization

Report Domain	Report Type
Toll Free ⌄	Summary Report ⌄

Toll Free Number

[   ]

Run Export

- **Toll Free Number**. This field is optional.

    - To generate a report for a selected Toll Free number service, you must specify a valid **Toll Free Number** assigned to the corporation.

    - To include all Toll Free number services set for a selected corporation, leave **Toll Free Number** field blank.

Report Content

A Summary report includes the following information:

	Corp. Id	Corp. Name	TF number	Service Status	Web Accces	Network Reporting	CLID	DNID
1								
2	12043441	Bobcat	8229524827	Working	Yes	No	No	No
3	12043441	Bobcat	8229524827	Working	Yes	No	No	No
4	12043441	Bobcat	8229524827	Working	Yes	No	No	No
5	12043441	Bobcat	8229524827	Working	Yes	No	No	No
6	12043441	Bobcat	8229524827	Working	Yes	No	No	No
7	12043441	Bobcat	8229524827	Working	Yes	No	No	No
8	12043441	Bobcat	8229524827	Working	Yes	No	No	No

Summary Report, part 1 out of 4

- **Corporation ID** and **Corporation Name**

- **Toll Free Number** associated with the selected corporation and their current **Service Status** (working, suspended or disconnected).

- Status of the Toll Free Service provisioning options:

  - **Web Access**

  - **Network Reporting**

  - **Caller ID (CLID)**

  - **Dialed Number Identification Service (DNID)**

	Plan	Active	CND Coverage	US Coverage	Country Coverage	CND NPANXX Coverage	Country Route	Terminating Number
1	Plan	Active	CND Coverage	US Coverage	Country Coverage	CND NPANXX Coverage	Country Route	Terminating Number
2	Primary	Yes	Partial	No	Yes	Yes	Yes	8229204990
3	Preplan 2	No	Partial	No	No	No	No	8229049888
4	Preplan 2	No	Partial	No	No	No	No	8229420991
5	Preplan 2	No	Partial	No	No	No	No	8229488902
6	Preplan 2	No	Partial	No	No	No	No	8339405989
7	Preplan 3	No	Partial	No	No	No	No	4169871122
8	Preplan 3	No	Partial	No	No	No	No	8229420991

Summary Report, part 2 out of 4

- Preplan and its current status

- Area of Service - as it appears for each Toll Free Number service and preplan in Evolve:

  - **CND Coverage** - Canadian Zone Area

  - **US Coverage** - US Zone Area

  - **Country Coverage** - Country Zone

  - **CND NPANXX Coverage -** Canadian Zone Exchange

  - **Country Route**

NOTE: For Canadian Zone Area, "Yes" refers to ALL OF CANADA coverage, and "Partial" means coverage in certain provinces/zones only. For other coverage, "Yes" means there is at least one zone set under that category, "No" means no coverage is set up under that category.

- All terminating numbers associated with a selected Toll Free number and plan.

	AreaCode Routing	Exchange Routing	Courtesy Response	Enroute Announcement	Ten Digit Routing	Call Allocator Routing
2	No	No	No	No	No	No
3	No	No	No	No	No	Yes
4	No	No	No	No	No	Yes
5	No	No	No	No	No	Yes
6	No	No	No	No	No	Yes
7	Yes	No	No	No	No	No
8	Yes	No	No	No	No	No

Summary Report, part 3 out of 4

	Prompter Routing	Overflow Routing	Database Routing	Cust Schd. Routing	Stat Hol. Routing	TOD Routing	Carrier Routing
2	No	No	No	No	No	No	No
3	No	No	No	No	No	No	No
4	No	No	No	No	No	No	No
5	No	No	No	No	No	No	No
6	No	No	No	No	No	No	No
7	No	No	No	No	No	No	No
8	No	No	No	No	No	No	No

Summary Report, part 4 out of 4

- Yes/No Indicators for each type of routing features describing whether a selected Toll free number and plan has a routing feature enabled or not.

4. Detailed Report

The Detailed Report includes detailed information on routing features for a selected plan of the selected Toll Free number.

NOTE: For this report a corporation must be set in context.

Report Customization

- **Toll Free Number and Toll Free Plan** are both mandatory to generate this report.

  - To generate a report for a selected Toll Free service and preplan, you must first specify a valid Toll Free number assigned to your customer and then select a toll free plan from the drop down menu.

  - If your Toll Free number is not valid or is not assigned to your corporation, the error message with a description of the error at the top will be displayed.

Report Content

The report includes the service tree with nodes as well as detailed information on each routing feature defined for a selected TF service and plan in the next tabs. Details of each feature can be found in the dedicated tab.

The **Service Tree** tab includes a Service Tree with nodes as they appear in the Service tree in Evolve. Here you can find the following details:

- **Feature** refers to the type of the routing feature. The level of each node is denoted with "--", so that the first node under the plan will appear with one set of these symbols, the second node under the plan will appear with two sets ("-- --"), etc.

- **Node Type** - the code of the routing feature as they appear in Evolve.

- **Node Number** - a number of the node for a select Toll Free number.
- **Node Name**

- **Node** includes a hyperlink. When you click on the record under Node, you will be redirected to a tab where details of the node/feature are selected.

Here is an example of a simple service tree in Evolve:
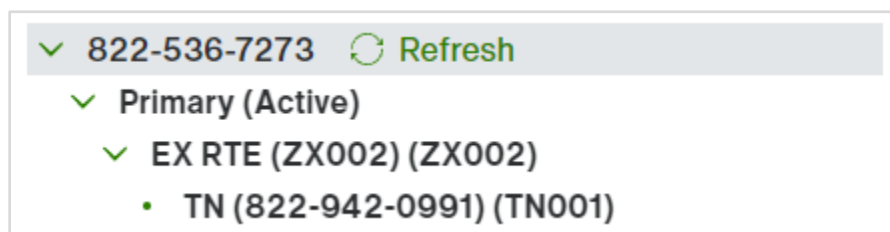
And here is how it is displayed in the report:

Feature	Node Type	Node Number	Node Name	Node
-- ZX:Exchange Routing	ZX	002	ZX002	ZX002 : ZX002
-- -- TN:Terminating Number	TN	001	8229420991	TN001 : 8229420991

Tabs to the right of the Service List tab, include details on the corresponding routing features similar to how they appear in Evolve.

Here is an example of how a Call Allocator routing is captured in the report:

Corp. Id	Corp. Name	TF Number	Plan Name	Node	Anticipated Call Volume	Percentage	Termination
12043441	Bobcat	8229675645	Primary	CA001 : CA001		99	TN005 : 6472398499
12043441	Bobcat	8229675645	Primary	CA001 : CA001		1	CP001 : CP001

◄ ► ...	**CA - Call Allocator**	CH - Customer Defined Holiday	CP - Call Prompter	CR - Courtesy Response

The corresponding tab includes details on the Call allocator feature including Anticipated Call Volume, percentage and termination as they appear in Evolve:

View Call Allocator

Feature Name	Anticipated Call Volumes Optional
CA001	Please select Call Volume ...

Percent	Select Feature or Termination
99	TN(6472398499)(TN005)
1	CP(CP001)(CP001)

Here is an example of how details of the Customer Defined Holiday Routing are displayed in the Detailed report:

Corp. Id	Corp. Name	TF Number	Plan Name	Node	Time Zone	Match	No Match	Start Day	End Day	Name of Holiday
12043441	Bobcat	8229675645	Primary	CH001 : CH001	Eastern Daylight Time (EDT)	TN007 : 4168787777	EA001 : EA001	2023/11/23	2023/11/23	Thanksgiving U.S. 2023

◄ ► ... **CH - Customer Defined Holiday** | CP - Call Prompter | CR - Courtesy Response | DR - Database Routing | EA - Enroute Announcement | IX - Carrie ...

It includes information on various provisioning options available for this routing feature as well as the holiday details as they appear in Evolve.

View Customer Defined Holiday Routing

Feature Name	Time Zone
CH001	Eastern Daylight Time (EDT)

Select Feature or Termination	Default Next
TN(4168787777)(TN007)	EA(EA001)(EA001)

Selected		
Start Date	End Date	Name of Holiday
2023-11-23	2023-11-23	Thanksgiving U.S. 2023

The same approach is applied to capturing other routing features in the Detailed report. For more information on the preplan routing, please refer to training material covering Toll Free preplan routing.

Default Area Code & Exchange Routing

It is important to note that the Detailed report includes default area code and exchange routing, which is based on the specifics of Toll Free Number service provisioning, so that a simple subscription with a terminating number will have at least four tabs in this report including: Service Tree, Terminating Number, Area Code Routing and Exchange Routing.

Feature	Node Type	Node Number	Node Name	Node
-- TN:Terminating Number	TN	001	4168787777	TN001 : 4168787777

Service Tree | TN - Terminating Number | ZA - Area Code Routing | ZX - Exchange Routing

In every report, Area Code and Exchange Routing includes the Default zone which is based on the specifics of the Toll Free number service provisioning.

Here is an example of default settings for Area Code Routing:

Corp. Id	Corp. Name	TF Number	Plan Name	Node	From Zone	To Zone	Zone Name	Termination
12043441	Bobcat	8777676766	Primary	ZA001 : ZA001 CAAB0		CAABZ	Alberta	TN001 : 4168787777
12043441	Bobcat	8777676766	Primary	ZA001 : ZA001 CABC0		CABCZ	British Columbia	TN001 : 4168787777
12043441	Bobcat	8777676766	Primary	ZA001 : ZA001 AAAA0		ZZZZZ	Default	ZX001 : ZX001

Service Tree | TN - Terminating Number | **ZA - Area Code Routing** | ZX - Exchange Routing

Here is an example of default settings for Exchange Routing:

Corp. Id	Corp. Name	TF Number	Plan Name	Node	From Zone	To Zone	Zone Name	NPA	NXX	Termination
12043441	Bobcat	8777676766	Primary	ZX001 : ZX001	########	zzzzzzzz	Default			ST007 : Out of Zone 1

Service Tree | TN - Terminating Number | ZA - Area Code Routing | **ZX - Exchange Routing**

TELUS Business

For Evolve assistance, please contact us at: **telus.roc@telus.com** or M-F: **1-866-880-4510**

For after-hours preplan activation and support only, please contact us at: **1-877-807-8883**

Please note that a service charge will apply if TELUS activates or deactivates your plan.