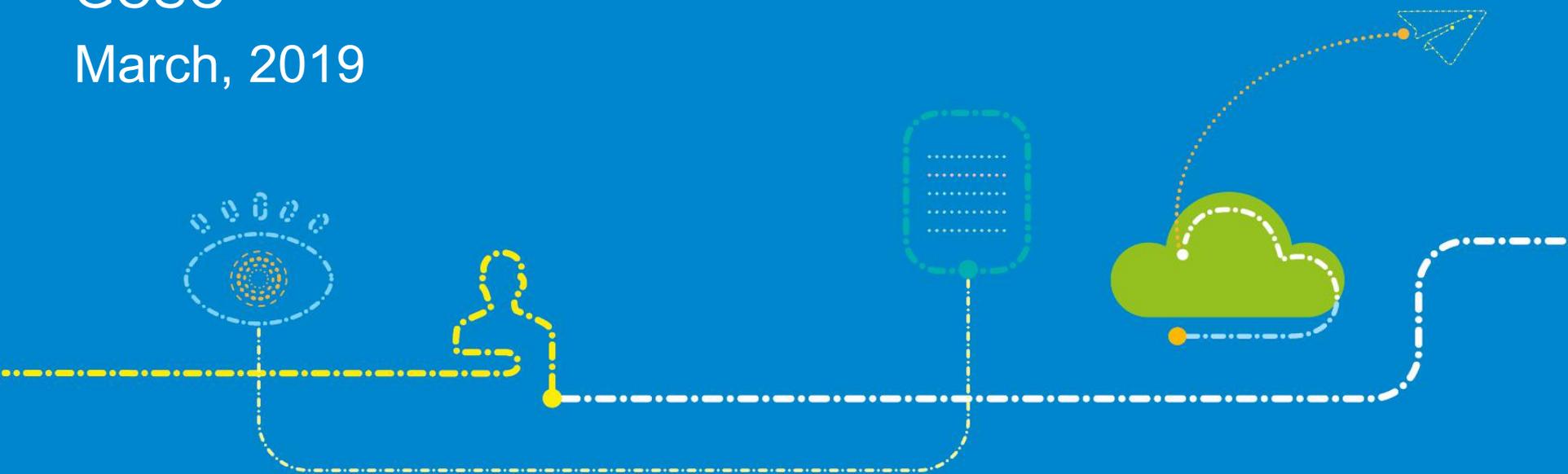


Maintenance Knowledge Base (TT Case) User Manual

ZTE

GCSC

March, 2019



Contents

1

Overview of the Maintenance Knowledge Base System

2

Guide to Submitting Maintenance Knowledge

3

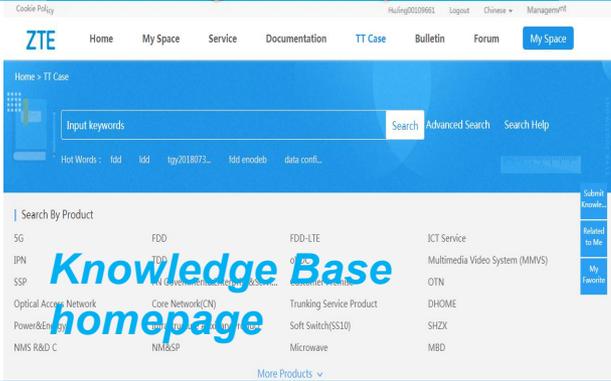
Guide to Searching for Maintenance Knowledge

4

FAQs on the Maintenance Knowledge Base System

Overview of the Maintenance Knowledge Base System

Introduction to the System



The maintenance knowledge base is developed to enhance the capability of customers to solve their own problems and to improve the efficiency of internal personnel in solving customer problems. It aims to help quickly find fault solutions and transmit knowledge and skills.

The knowledge base supports the following functions: knowledge submission, review, and release, statistics collection and analysis, knowledge browse through Web pages, knowledge search, .

Benefits

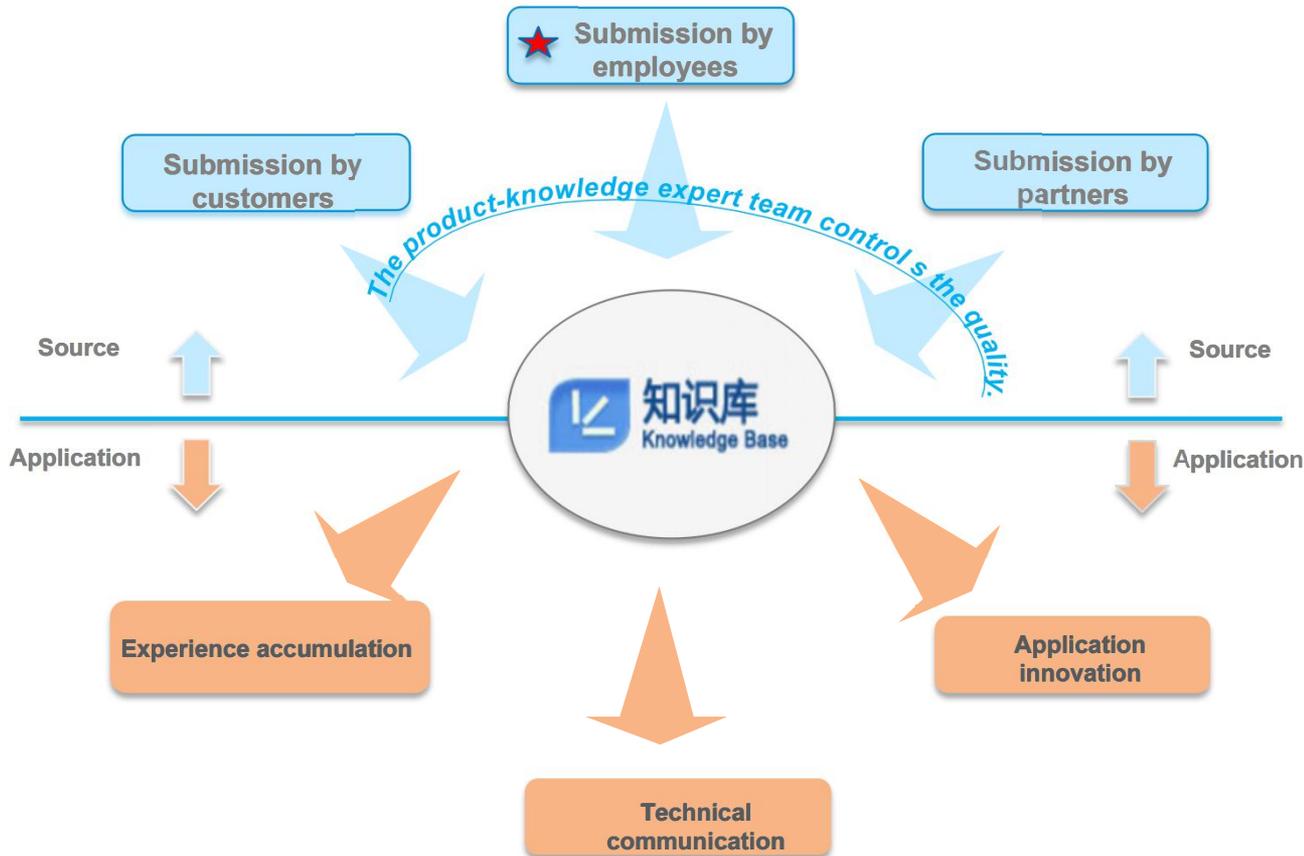
- 1 The content is updated on a daily basis. On the one hand, the increasingly expanded maintenance experience can help you solve technical problems. On the other hand, your valuable experience can be shared across the globe.
- 2 Supporting the powerful fill-text search and multiple-keyword search functions, the knowledge base can help quickly and accurately find the information that you need.
- 3 The knowledge base provides a valuable technical communication and training platform to help you constantly improve your technical capability.

Please join us!

- 1 Submit your maintenance knowledge to share your valuable experience.
- 2 Report non-standard knowledge (for example, linguistic errors or the knowledge that breach information security rules) to help standardize the knowledge base platform.
- 3 Offer your advice, suggestions, and evaluations for the knowledge content to help improve the knowledge base quality and co-build a satisfactory system.

Overview of the Maintenance Knowledge Base System

Basic Operation Procedure



Knowledge base procedure



★ indicates maximum knowledge submission amount

Guide to Submitting Maintenance Experience

System Login

● Login address: <http://support.zte.com.cn/support/index.aspx>

Cookie政策

登录 注册 English Global - English

Step1

Cookie Policy

Login

ZTE

Home

My Space

Service

Documentation

TT Case

Bulletin

Forum

Step2



Note

Select **TT Case**. For a ZTE employee, click **ZTE Staff Login** to log in with the current account or enter your employee ID and HR password. For an external user, log in with a username and password.

Account Login

Account/Email

Password

Images Code **2268** Change

Login

ZTE Staff Login | Forgot Password

User Account Detected: **00136319**, would you like to log in with this account?

No, I want to try other account.

Yes, log in with the account authenticated by UAC.

Step3

Step4

Guide to Submitting Maintenance Experience

Maintenance Knowledge Submission

Click **Submit Knowledge** on the homepage of the page. The page for submitting knowledge is displayed.

Select the types of knowledge template to submit.

FAQ Maintenance Experience

Step 1: select a knowledge category.

Knowledge ID: WH20190322596946

*Title: ZXC10 MGW-

Title format: Product model (board) + Knowledge description (problem description)

Submitted by: HuJing00109661

Submitter Department: Customer Support Center

Contact Person Info.

*Product: ZXC10 MGW/Circuit Core Network(CDMA)/Core Network/Core Network(CN)

Step 2: Added Tree Structure and Condition Query. The system automatically associates the product category, subcategory, and model

The system generates a random knowledge ID for each knowledge item.

Navigation Tree Selection Search

Guide to Submitting Maintenance Experience

Maintenance Knowledge Product Selection

After Step 2, the product model field is automatically generated in the Title text box (the product model field can be changed).

select the types of knowledge

template to submit.

FAQ Maintenance Experience

Knowledge ID WH20190325340558

*Title

Title format: Product model (board) + Knowledge description (problem description)

Submitted by

Submitter Department Customer Support Center/Service Delivery D

Contact Person Info.

*Product

ent Hardware Version

Navigation Tree Selection Search

A title must meet the knowledge title format requirements.

You can click the magnifying glass button to select relevant personnel. You can submit knowledge on behalf of others. This function is reserved for only users with knowledge query and statistics collection permission.

Guide to Submitting Knowledge on the Support System

Maintenance Knowledge Content Editing

After a knowledge item is released, it is presented on the Web page. Therefore, when submitting knowledge, you cannot upload attachments. Only online editing is allowed.



Note: If you need to copy content from a Word document, you can click either of the buttons to remove the original format.

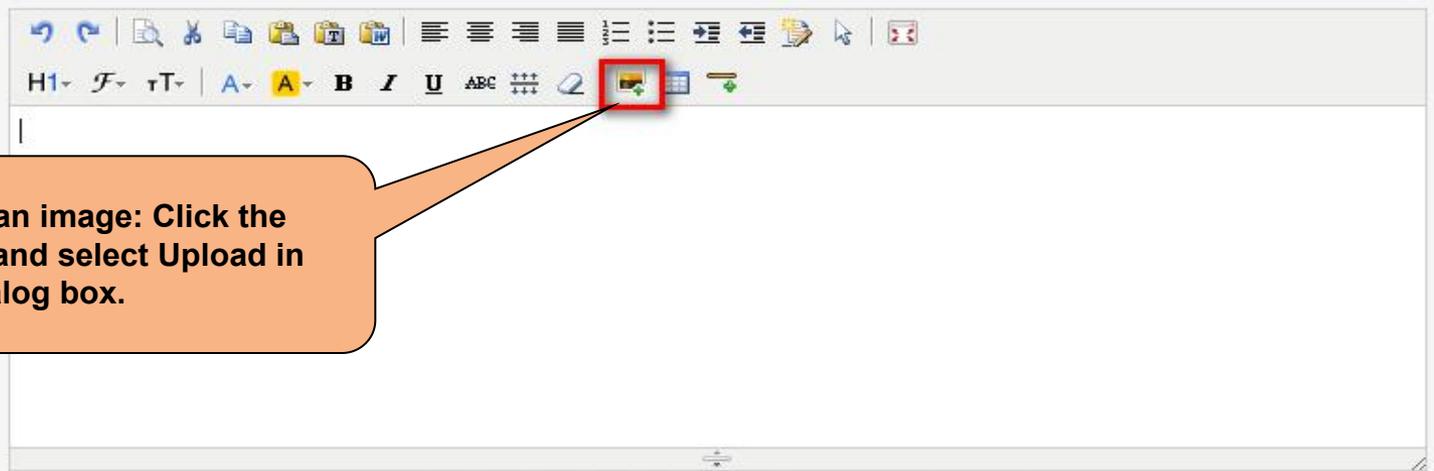
If you need to enter full screen mode, click this button. If you need to exit full screen mode, click this button again.

Drag here to adjust the size of the area for editing.

✖ Incident Description (Incident Phenomena)

Notes of Incident Description (Incident Phenomena):Font: Tahoma, number 12 (keywords are excluded).

1. Before inserting the image, please edit it locally and upload it to the server. Never directly copy and paste an image.
- 2.Editing requirements:Problem description should be concise, to give the reader a clear account of this problem in the shortest time. Do not beat around the bushes and do not describe it too simple to understand. Problem description, incident phenomena and service impact can be included here.

Guide to Submitting Knowledge on the Support System
Insert an Image


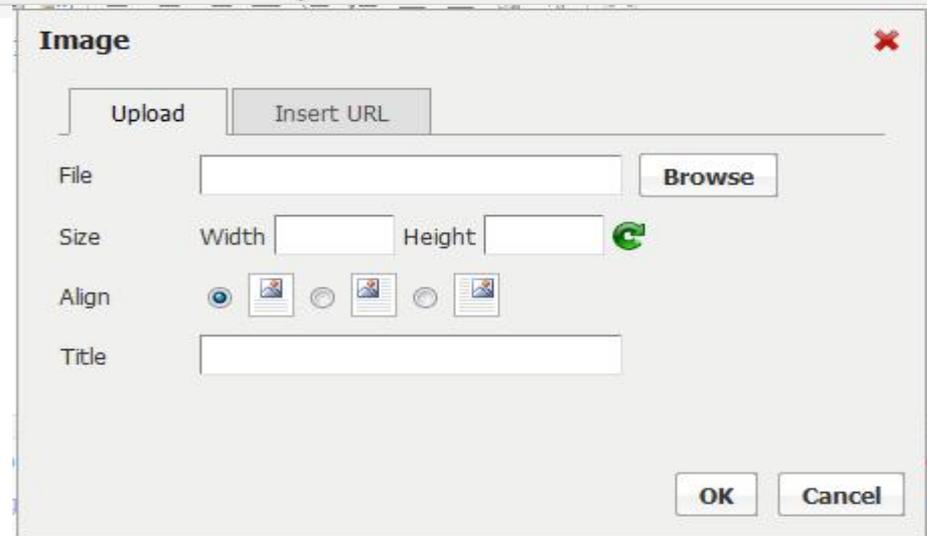
How to insert an image: Click the Image button and select Upload in the pop-up dialog box.

× Incident

Phenomena)


Note

1. A picture can only be uploaded and cannot be copied or pasted. Though it appears that a picture can be copied and pasted, the picture will be presented as a red cross after being released.
2. The title of a picture must not contain spaces, special characters or Chinese characters.



Guide to Submitting Knowledge on the Support System

Standard Requirements for Knowledge Content

* Incident Description (Incident Phenomena)	
Networking Environment	
* Problem Cause Analysis	
* Troubleshooting Process (Problem Solution)	
Summary and Notes	

Overall requirements: short, concise, accurate, and easy to understand and implement.

Keywords	
* Knowledge Audience	<input type="checkbox"/> Open to Partner <input type="checkbox"/> Open to ZTE Staff <input type="checkbox"/> Open to Operator <input type="checkbox"/> Open to End User
* Knowledge Review Team	Please select

There must be a minimum of three keywords.

Automatic matching review group, can select suitable one when there are multi groups are available.

Information security requirements: 1. In writing a document, you must abide by the information security requirements to protect customer information. The document must not contain any customer company, customer name, dedicated customer access code, device site, the information about competitors or the devices of the competitors, or the information about the company's employees. The knowledge content must not contain sensitive information such as the core technologies, patent technologies, underlying data, and commercial information of the company's products.

2. A security level must be set for each document so that different reader groups can have the corresponding access permission.

Guide to Submitting Maintenance Knowledge
Definition and Reading Permission Scope of Knowledge Readers

* Knowledge Audience Open to Partner Open to ZTE Staff Open to Operator Open to End User Open to Multivendor

User Type	Definition	Reading Permission Scope
ZTE employees	ZTE internal employees, including the employees of ZTE's subsidiaries.	Knowledge that is open to ZTE employees, partners, operators, individual customers, and multi-vendor users.
Partners	Users that have passed ZTE's outsourcing certifications and have become qualified ZTE's engineering/service vendors.	Knowledge that is open to partners, operators, individual customers, and multi-vendor users.
Operators	Users from companies or organizations that have established contractual relationships with ZTE for the procurement of equipment products or services, or the contractual users who purchase equipment products or services directly from ZTE.	Knowledge that is open to operators.
Individual customers	Users who have purchased ZTE's terminal products (including the ADSL modems and WLAN-related products) and want to obtain relevant technical support information.	Knowledge that is open to individual customers.
Multi-vendor users	Users who use non-ZTE devices but need to obtain ZTE's services.	Knowledge that is open to multi-vendor users.

Guide to Submitting Maintenance Knowledge

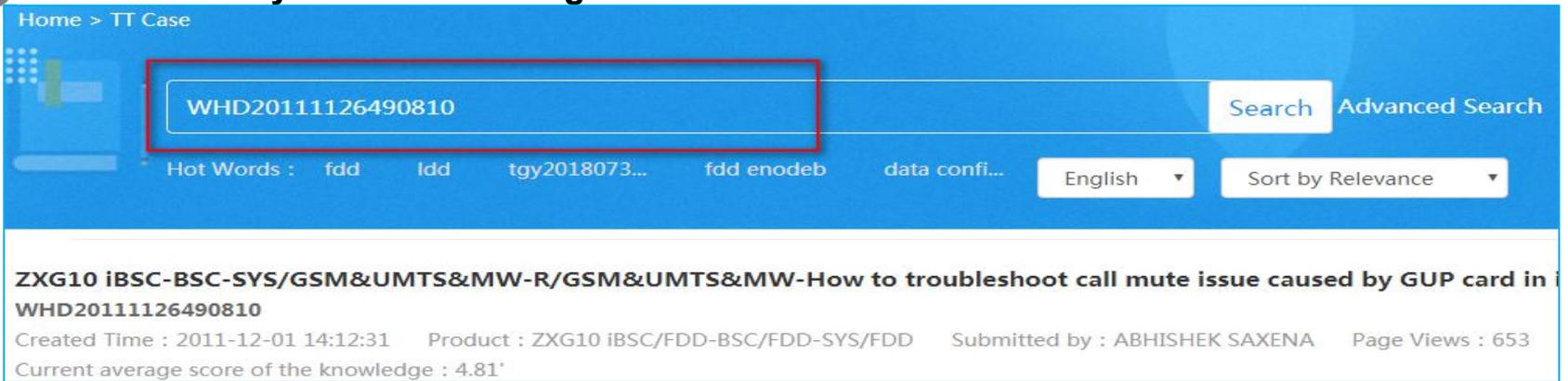
Definitions of Different Types of Maintenance knowledge and the Corresponding Reading Permission Scopes

Category	Sub-category	Definition	Reading Permission Scope
Maintenance experience	General maintenance experience	Solutions to all the problems except for version bugs. This type of experience focuses on problem analysis procedures and aims to help users form clear solutions to problems of the same type.	Internal users, partners, and external users.
	Known mistakes	Known product defects and the corresponding final solutions or temporary solutions. Problems of this type usually require final solutions, such as version upgrades for eventual problem solving. Maintenance experience of this category usually includes the descriptions about known mistakes, methods of identifying mistakes, and the solutions (including temporary and final solutions).	Internal users and partners. If a mistake is too serious, it is accessible to only internal users.
	Technical experience	Summary of practical experience about a new technology or function. In addition, some rarely used technologies and functions can also be collected as technical experience. The maintenance experience of this type resembles a special subject that involves the advantages and application methods of new technologies and functions as well as related scenario descriptions or usage restrictions.	Internal users, partners, and external users. The content involving product defects is accessible to only internal users and partners.
FAQ	-	Questions and brief answers, with one question focusing on only one particular problem. Maintenance experience of this type must be precise, and the answer to each question must be unique.	Internal users, partners, external users. The content involving product defects is accessible to only internal users and partners.

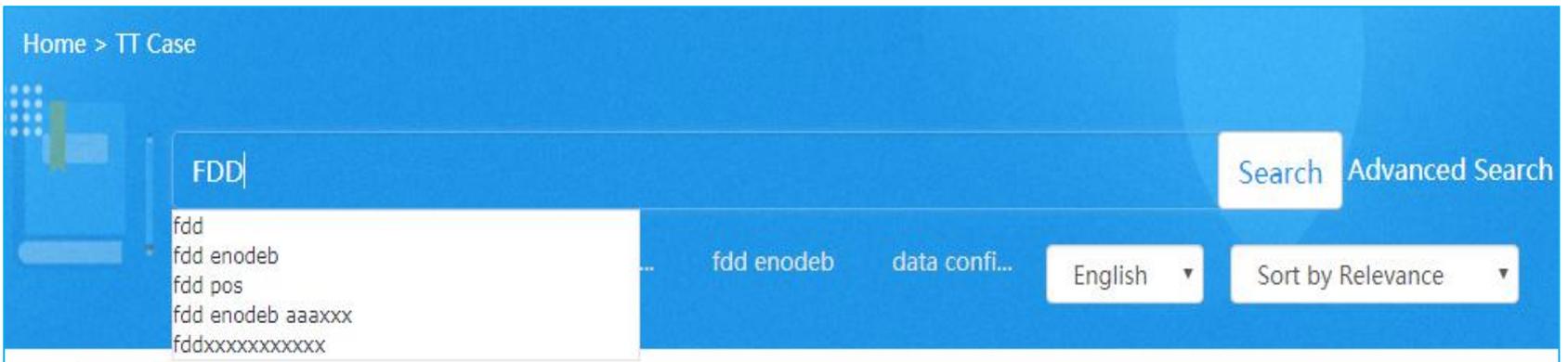
Guide to Searching on the Support System

General Search for Maintenance Knowledge

You can directly enter a knowledge ID to obtain an accurate search result.



Support Displaying Association Word



Guide to Searching on the Support System

Advanced Search for Maintenance Knowledge

● Added Advanced Search along with detailed user manual.

The screenshot shows the search interface with a search bar containing 'Input keywords'. To the right of the search bar are three buttons: 'Search', 'Advanced Search' (highlighted with a red box), and 'Search Help'. Below the search bar is a navigation menu with items: ZTE, Home, My Space, Service, Documentation, TT Case, Bulletin, Forum, and My Space. The main content area is titled 'Advanced Search' and contains several input fields: 'Product', 'Issue Date' (with a date range selector), and 'Knowledge Audience' (with checkboxes for 'Open to Partner' and 'Open to ZTE Staff'). There is also a dropdown menu for 'Full Text' with options like 'Knowledge No.', 'Knowledge Subject', 'Incident Error Code Info.', etc. A 'Search' button is at the bottom right.

● Results can be displayed and sorted by relevance and time

The screenshot shows search results for the keyword 'FDD'. Below the search bar, there are 'Hot Words' including 'fdd', 'ldd', 'tgy2018073...', 'fdd enodeb', and 'data confi...'. There is a language dropdown set to 'English'. A dropdown menu for sorting is open, showing options: 'Sort by Issue Date', 'Sort by Relevance', and 'Sort by Issue Date' (highlighted with a red box).

ZXC10-BSS-ldtest3401

ZXC10-BSS/BSS(IS95/1X)/CDMA(1X)/FDD

Created Time : 2019-03-04 15:38:13 Product : ZXC10-BSS/BSS(IS95/1X)/CDMA(1X)/FDD Submitted by : HUJING Page Views : 1

Current average score of the knowledge : 0*

- **Q1: Why is the page for editing rather than the page for browsing displayed after I click a released maintenance knowledge case?**

Answer: The link address that you clicked is the link of the page for editing. You only have to change the link address to the page for browsing. Each knowledge passage has one editing-page link and one browsing-page link. The format of an editing-page link is as follows: http://support.zte.com.cn/support/KnowledgeBase/KLMaintain/ShowKL.aspx?FormID=***** (random number). The format of a browsing-page link is as follows: http://support.zte.com.cn/support/KnowledgeBase/KLSearch/ViewKL.aspx?FormID=***** (random number).

- **Q2: Why does the font size look so small on the homepage of the Support system?**

Answer: You can increase or decrease the font size by holding down the control key while rolling the scroll wheel.

- **Q3: I find one knowledge item to be reviewed on the Knowledge Detail Query page but that item cannot be found on the Related to Me -Rejected to review page?**

Answer: The knowledge item to be reviewed may have been stored while being reviewed by a product knowledge expert. Only the expert himself or herself can review the item. You can query the item on the **Knowledge Detail Query** page and check the **Operation** and **Operator Name and ID** fields to find out who has stored the knowledge item. Then you need to request the person who stored the item to implement further processing.

- **Q4: Why is a project ID entered on the Maintenance Experience page displayed in a picture format after being released?**

Answer: This is because the project ID used a special format. The IE browser cannot display special-format characters. To solve this problem, you should avoid using any format that can be directly entered through the keyboard.

- **Q5: Why is part of the content of a released knowledge case missing on the left side while the content of the case is complete on the page for editing?**

Answer: This is because left indentation was set for the knowledge content. You need to set the value of left indentation to 0.

- **Q6: Why can a released knowledge case still be found through knowledge search after it was deleted on the Related to Me page?**

Answer: Although the knowledge case was deleted, it has not been updated for the knowledge search, which regularly creates an index on a daily basis (the current fixed time interval set on the maintenance knowledge base system)

- **Q7: I have been on an overseas business trip recently. The local network is unstable, so I cannot submit maintenance knowledge. Is there a solution?**

Answer: You need to contact the knowledge base operation manager of your unit, and ask him or her to submit maintenance experience for you.

- **Q8: I cannot change the format of the content that I copied from a Word document to the knowledge base platform. Is there a solution here?**

Answer: Directly copying content from a Word document brings the format in the Word document to the platform. When you upload a picture, the picture may be affected by the Word-to-platform format conversion, and you may fail to obtain the desirable effect after adjustment. Before format adjustment, it is recommended that you perform the following operations to copy content from a Word document: Click  or  in the toolbar, press the **control** and **V** keys together, and click **OK**.

- **Q9 : Why product type cannot be fully displayed when entry is manually input?**

Answer: Please clear cache of browser and utilize the function of Tree Structure Query and Condition Query.

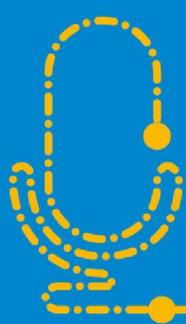
- **Q10: I'm not sure how to find my products by Tree Structure.**

Answer: Input product name or type in Condition Query and select correct one from results.

- **Q11: How can I find help in case of any questions?**

Answer: Contact Ran Meng00136315 or Baochun Li 10229843 for help.

Thank you



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