Introduction

The Telstra National Escalated Fault Management System is a simplified system to manage faults that Telstra receive from their main database systems. It's efficient and friendly interface makes the system easy to operate. The system also reduces many current database tables for Telstra, simplifies the processes, provides a new database, and improves the overall functions of operating these faults. The convenient data statistics and reports generation will save lots of time and effort for Telstra staff.

The Telstra Fault Management System will help support Telstra's fault department to provide a better humanized service to Telstra customers.

Technology

This Escalated Fault Management System is developed using the Oracle Application Express (APEX) technology. APEX is an online development environment that runs on an Oracle database and provides an easy way of creating forms, reports and charts. These functions can satisfy the interface and structure of the system. Additionally, Oracle APEX is very easy and convenient of storing the data entered into a form for a database system.

Functions

The team leaders can take advantage of intuitive tools developed for this system. The Absentee page allows team leaders to create, edit, and delete users in an event calendar who are (or going) on leave. The calendar gives an overview of current staff members who are on leave. Creating a new entry is as easy as setting the start and end date, and selecting the name and reason from a select list.

Case Management and User Management tools are the primary reason for the new application. Case management provides the functions that the different roles use to manage and process each stage of the cases through the escalation system. Team Leaders can also view charts and statistics to monitor the day-to-day processes of the cases. User management can add, edit, and delete user accounts in the system.