

Introduction to Nokia Customer Documentation

Version 1

October 2020

INTRODUCTION

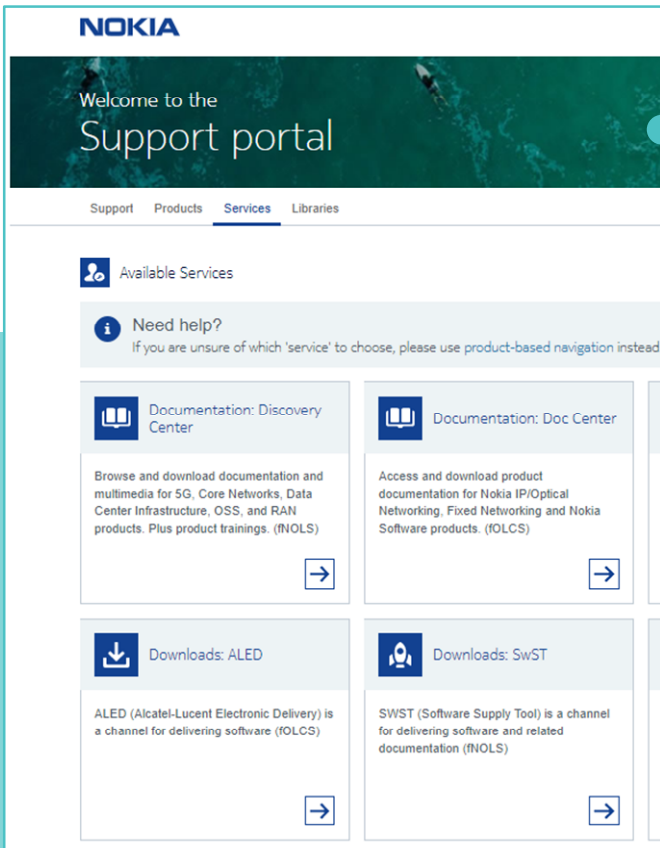
This presentation gives guidance for accessing and using Nokia customer documentation. The following topics are covered:

- Documentation portals
- Documentation media and tools
- Documentation types
- Operating documentation key deliveries



CUSTOMER SUPPORT PORTAL - CENTRAL CUSTOMER ACCESS

CUSTOMER DOCUMENTATION PORTALS

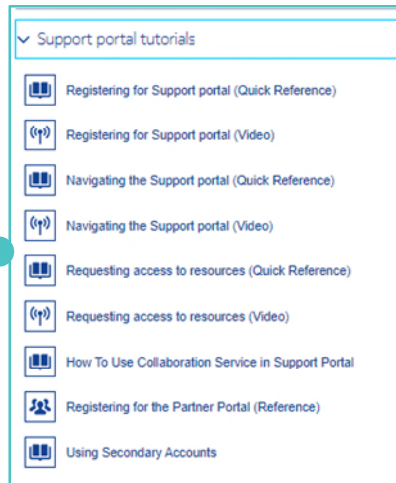


SUPPORT PORTAL

Customer Support portal provides central customer access to the various portals providing documentation and SW deliveries.

This [YouTube video](#) explains how to navigate the Support portal.

You can find helpful instructions for using the Support portal under the **Support portal tutorials** tab.



CUSTOMER SUPPORT PORTAL - SERVICES VIEW

CUSTOMER DOCUMENTATION PORTALS **NOKIA**

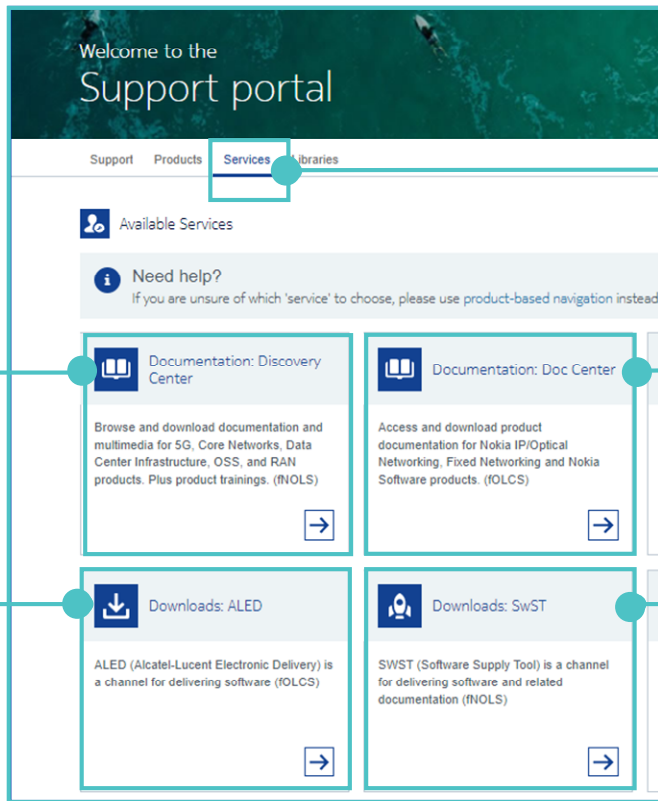
Discovery Center

Discovery Center – contains documentation for Mobile Networks products, some Nokia Software products and a few IP Routing, Optical Networks, and Fixed Networks products

Discovery Center tutorials

ALED

Alcatel-Lucent Electronic Delivery (ALED) some documentation is distributed via ALED with the SW packages



Services tab shows the various portals providing access to documentation and SW deliveries

Doc Center

Documentation Center – contains documentation for IP Routing, Optical Networks, Fixed Networks, Nuage, some Nokia Software products, and former MN products

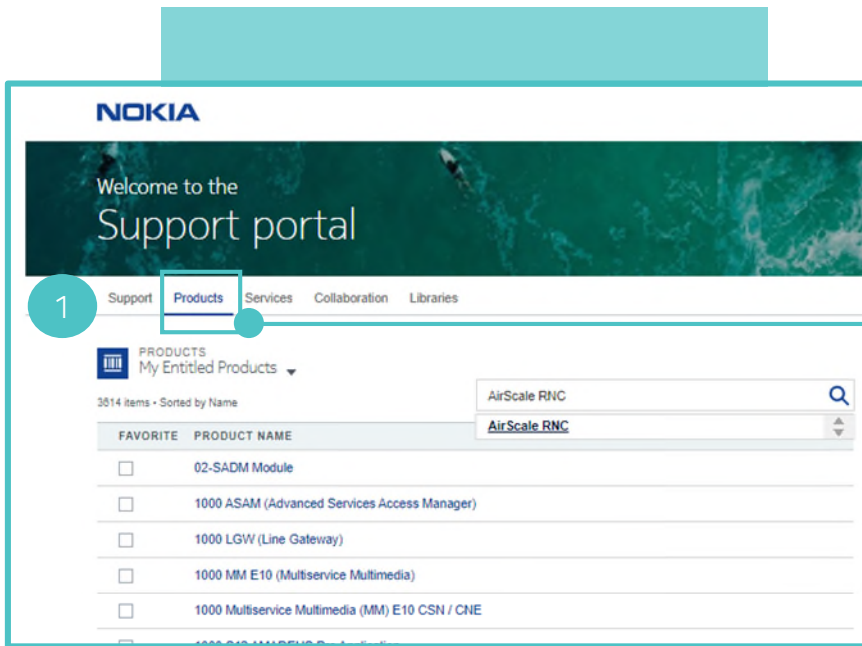
SWST

Software Supply Tool (SWST) some documentation is distributed via SWST with the SW packages

<https://customer.nokia.com/support/s/services>

CUSTOMER SUPPORT PORTAL – PRODUCT VIEW

CUSTOMER DOCUMENTATION PORTALS



Products tab provides access to all the resources for individual products, including documentation and SW deliveries located in different portals

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PRODUCTS > AirScale RNC

AirScale RNC

☒ Add to favorites

AS RNC combines the functions of existing Nokia RNC solutions with cloud-based capabilities that overcome the drawbacks of conventional hardware-based products. AS RNC is part of the Cloud RAN solution.

Resources

Technical Documentation
Documentation: Discovery Center

Product Downloads

Downloads: SwST

License Keys: ClcS

Troubleshooting Information
Case Handling: Help Desk

<https://customer.nokia.com/support/s/services>

DOCUMENTATION MEDIA AND TOOLS



ONLINE

Online browsing via **Discovery Center**, **Doc Center**, **Webdocs** or **Software Supply Tool**.

- HTML can be browsed in the portal or downloaded as Webdoc collections . Other formats (PDF, XLS, PPT) can be browsed or downloaded.
- May include also Rich Media

Infocenters/HTML Libraries are available to customers online from the Doc Center

OFFLINE

Offline browsing tools for viewing downloads.

- **Information Browser (IB)** is used for offline browsing of the HTML or PDF documentation libraries which are downloaded from Discovery Center or Doc Center and imported in IB. The IB installation kit and associated documentation are available in Discovery Center.
- **Webdoc collections** are is used for offline browsing of the HTML or PDF documentation libraries which are downloaded from the Doc Center without requiring any additional SW.
- **eReader** – can be downloaded from the Doc Center
- **ePub** – for iPad viewing; **MOBI** – for Kindle viewing.

SOFTWARE EMBEDDED

Online helps are delivered with software, or SW user assistance is available directly on the UIs in the immediate operating context.

- Available for selected products.

OVERVIEW OF CUSTOMER FACING DOCUMENTATION TYPES

DOCUMENTATION TYPE	DESCRIPTION	LOCATION
Technical sales documentation	Marketing related documentation about products and features	Marketing repositories/Discovery Center/Doc Center
Release phase documentation	Information on a new product release or delivery	SWST/Discovery Center/Doc Center
Operating documentation	Descriptions and instructions needed for operating a product or a system.	Discovery Center/Doc Center
	Reference information data: alarms, parameters, counters, measurements, KPIs	
Maintenance documentation	Notifications about SW and HW faults, corrections and temporary workarounds.	Discovery Center/Doc Center
Project documentation	Customer, delivery and/or site- specific documents created by customer teams.	Customer project repositories

OPERATING DOCUMENTATION KEY DELIVERY POINTS

DOCUMENTATION DELIVERIES AND RELEVANT PROCESS MILESTONES

DOCUMENTATION READINESS	DELIVERED OPERATING DOCUMENTATION	RELEVANT PROCESS MILESTONES
Ready for Trials	Operating documentation is provided to a product trial delivery and is available for selected customers. New and updated documents have been reviewed, but not necessarily approved.	CT
Ready for Pilots	Operating documentation is provided to a product pilot delivery and is available for pilot customers. New and updated documents have been reviewed, tested, approved.	CP
Ready for Commercial Deliveries	Completed Operating documentation is provided to an official program completion milestone. New and updated documents have been reviewed, tested, approved.	C5
CP_FPx	Feature Package Operating documentation is provided to a product pilot delivery (CP_FPx) and is available for pilot customers. New and updated documents have been reviewed, tested, approved.	CP_FPx
C5_FPx	Operating documentation is provided to an official product FP customer delivery. New and updated documents have been reviewed, tested, approved.	C5_FPx
Maintenance delivery	Operating documentation updated. New and updated documents have been reviewed, approved and tested.	

NOKIA

Awareness of ...

Customer Support portal (steps)

CUSTOMER SUPPORT PORTAL – CENTRAL CUSTOMER ACCESS

The screenshot displays the Nokia website's navigation bar with links for 'For consumers', 'For business', 'Innovation', and 'About us'. A dropdown menu for 'For business' is open, showing 'Solutions for service providers', 'Solutions for industry and public sector', and 'Phones for businesses'. A red circle with the number '1' is placed next to the 'Solutions for service providers' link. The main header features the Nokia logo and the tagline 'We create the technology to connect the world'. Below the header, there are four sections: 'Solutions' (Hardware and software to evolve your network), 'Services' (Maximize the potential of your network), 'Training' (Speed. Innovation. Agility. Winning starts with the right training), and 'Support' (Get help and training for network products and solutions). A red circle with the number '2' is placed next to the 'Support' section. A red box highlights the 'Support' section and its description.

For consumers ▾ For business ▾ Innovation ▾ About us ▾

NOKIA

We create the technology to connect the world

Solutions

Hardware and software to evolve your network

Services

Maximize the potential of your network

Training

Speed. Innovation. Agility. Winning starts with the right training

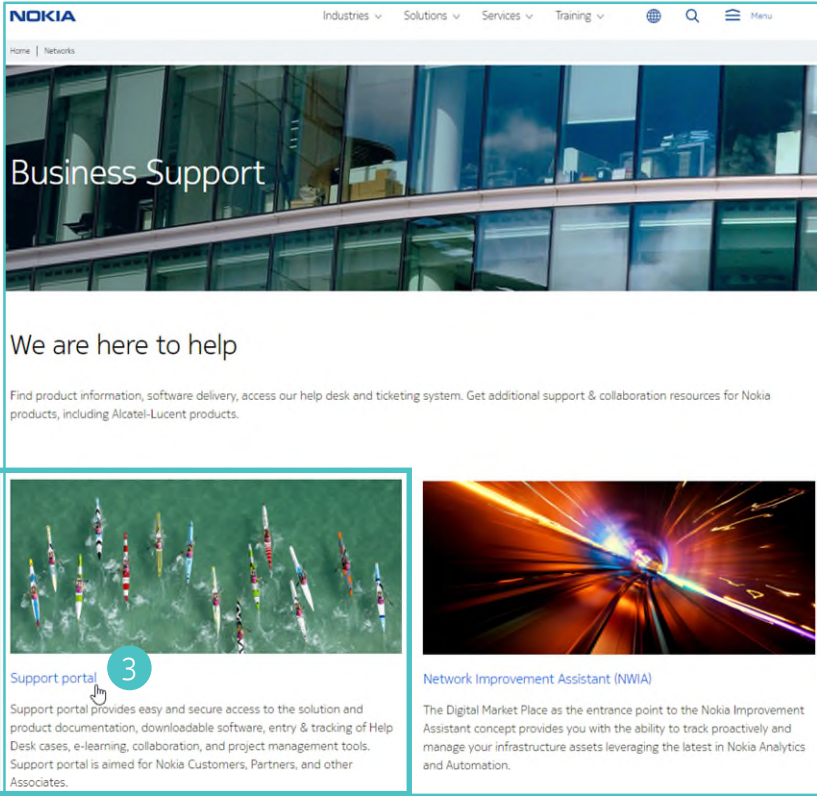
Support

Get help and training for network products and solutions

<https://www.nokia.com/>

<https://www.nokia.com/networks/>

CUSTOMER SUPPORT PORTAL – CENTRAL CUSTOMER ACCESS



The screenshot shows the Nokia Business Support portal. At the top is the Nokia logo and a navigation bar with links for Industries, Solutions, Services, and Training, along with search and menu icons. Below the navigation bar is a large banner image of a modern building with the text "Business Support". Underneath the banner is the heading "We are here to help" followed by a paragraph: "Find product information, software delivery, access our help desk and ticketing system. Get additional support & collaboration resources for Nokia products, including Alcatel-Lucent products." Below this are two featured sections. The first section, titled "Support portal" with a circled number 3, features an image of sailboats and describes the portal as a central access point for product documentation, software, and help desk services. The second section, titled "Network Improvement Assistant (NWIA)", features an image of a tunnel with light trails and describes it as a digital marketplace for proactive infrastructure management.

Business Support

We are here to help

Find product information, software delivery, access our help desk and ticketing system. Get additional support & collaboration resources for Nokia products, including Alcatel-Lucent products.

Support portal 3

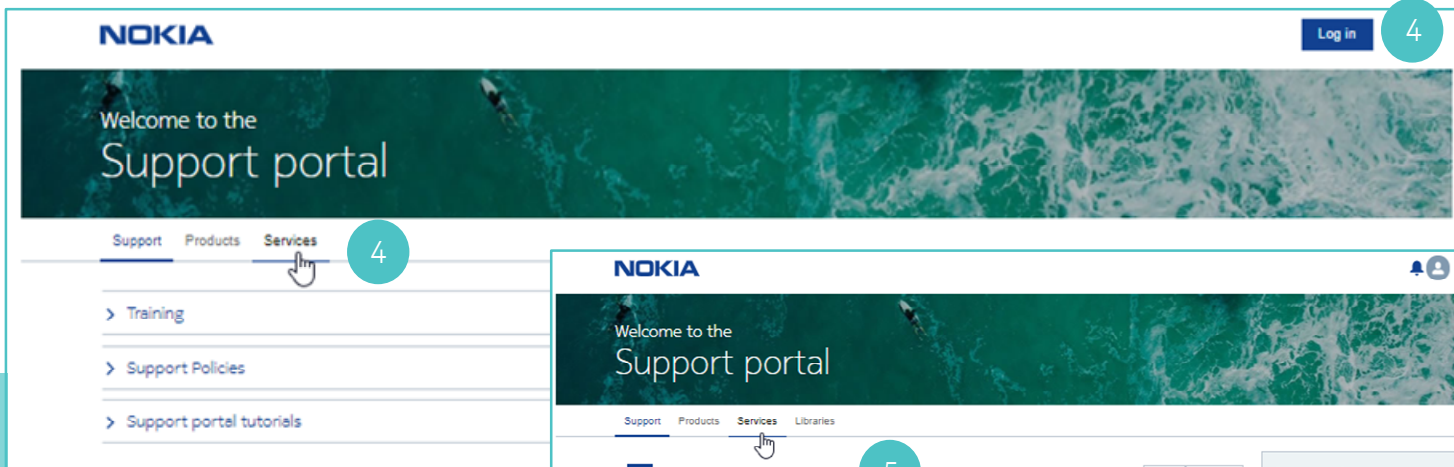
Support portal provides easy and secure access to the solution and product documentation, downloadable software, entry & tracking of Help Desk cases, e-learning, collaboration, and project management tools. Support portal is aimed for Nokia Customers, Partners, and other Associates.

Network Improvement Assistant (NWIA)

The Digital Market Place as the entrance point to the Nokia Improvement Assistant concept provides you with the ability to track proactively and manage your infrastructure assets leveraging the latest in Nokia Analytics and Automation.

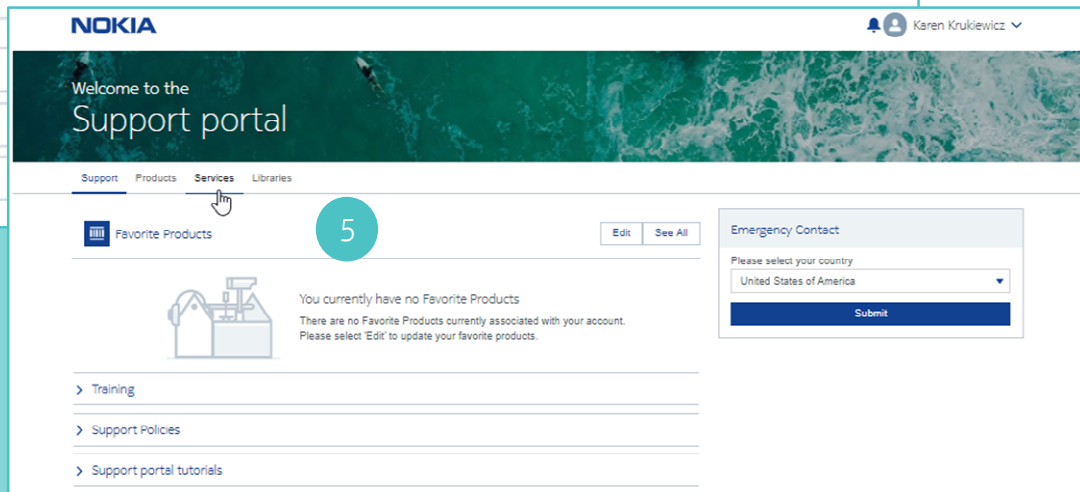
<https://www.nokia.com/networks/business-support/>

CUSTOMER SUPPORT PORTAL – CENTRAL CUSTOMER ACCESS



Logged in...

<https://customer.nokia.com/support/s/services>



CUSTOMER SUPPORT PORTAL – CENTRAL CUSTOMER ACCESS

CUSTOMER DOCUMENTATION PORTALS

NOKIA Log in

Welcome to the
Support portal

Support Products **Services**

i Login to access Services
In order to see the available services we need you to login so we can see what is associated with your account.

i Need help?
If you are unsure of which 'service' to choose, please use product-based navigation instead.

5 Available Services

i Documentation: Discovery Center
Browse and download documentation and multimedia for 5G, Core Networks, Data Center Infrastructure, OSS, and RAN products. Plus product trainings. (FNOLS)

i Documentation: Doc Center
Access and download product documentation for Nokia IP/Optical Networking, Fixed Networking and Nokia Software products. (FOLCS)

Public access

<https://customer.nokia.com/support/s/services>

CUSTOMER SUPPORT PORTAL – CENTRAL CUSTOMER ACCESS

CUSTOMER DOCUMENTATION PORTALS

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Logged in...

The screenshot displays the Nokia Customer Support Portal interface. At the top, the Nokia logo is on the left, and a user profile for 'Karen Krukiewicz' is on the right. Below the header is a navigation bar with 'Support', 'Products', 'Services', and 'Libraries'. The main content area is titled 'Available Services' and includes a 'Need help?' section with a message: 'If you are unsure of which 'service' to choose, please use product-based navigation instead.' Below this is a grid of 16 service tiles, each with an icon, title, description, and a right-pointing arrow. The tiles are: Documentation: Discovery Center, Documentation: Doc Center, Case Handling: CARES, Case Handling: Help Desk, Downloads: ALED, Downloads: SwST, Software Maintenance - Collaboration, License Keys: LKDI, License Keys: ASLM, License Keys: CICS, Collaboration: Services Collaboration, Collaboration: Team Service, Knowledge Base: PSP, Knowledge Base: PSP (Internal), Knowledge Base: ask AL, and Product Alerts.

Authenticated access

<https://customer.nokia.com/support/s/services>