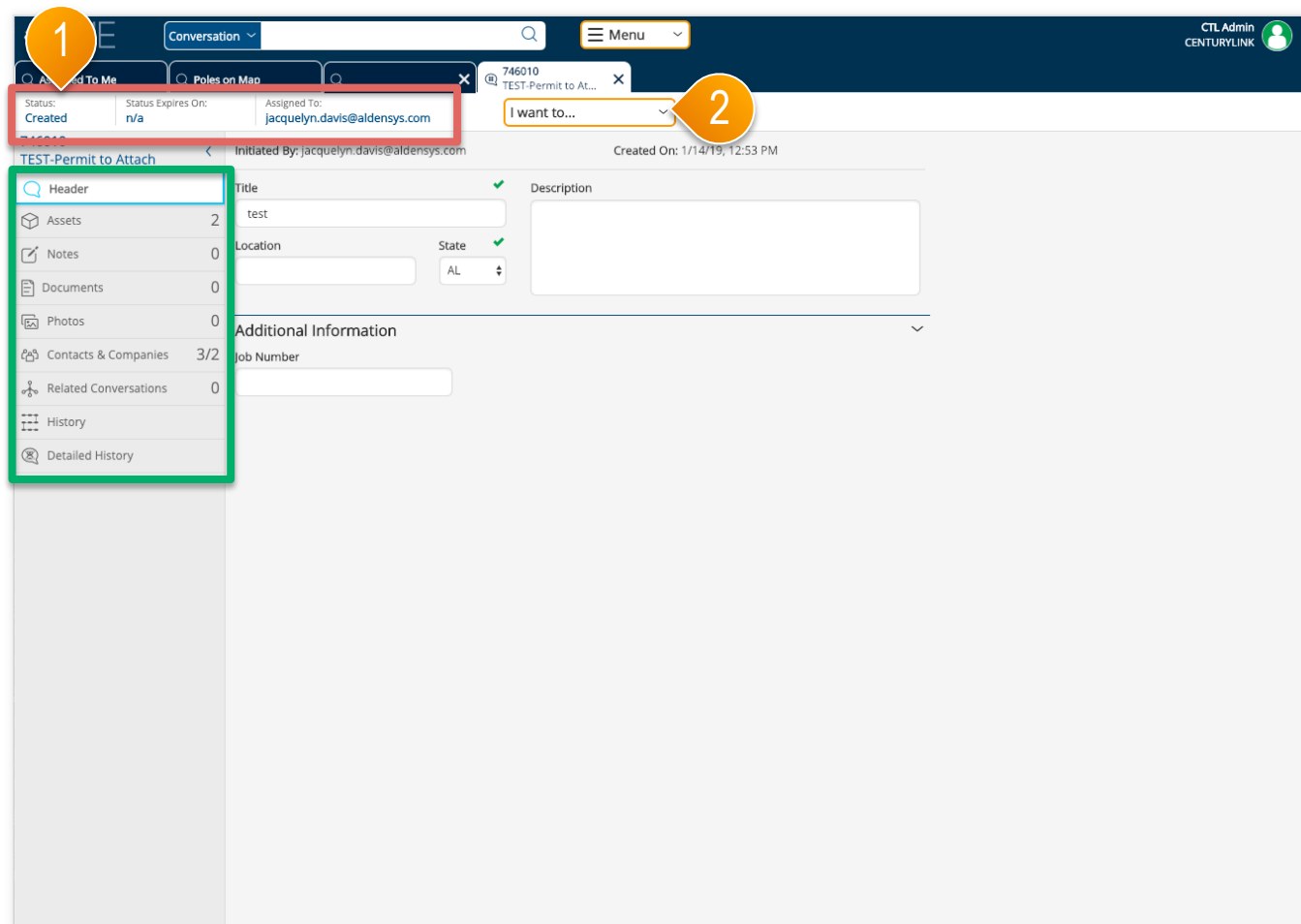




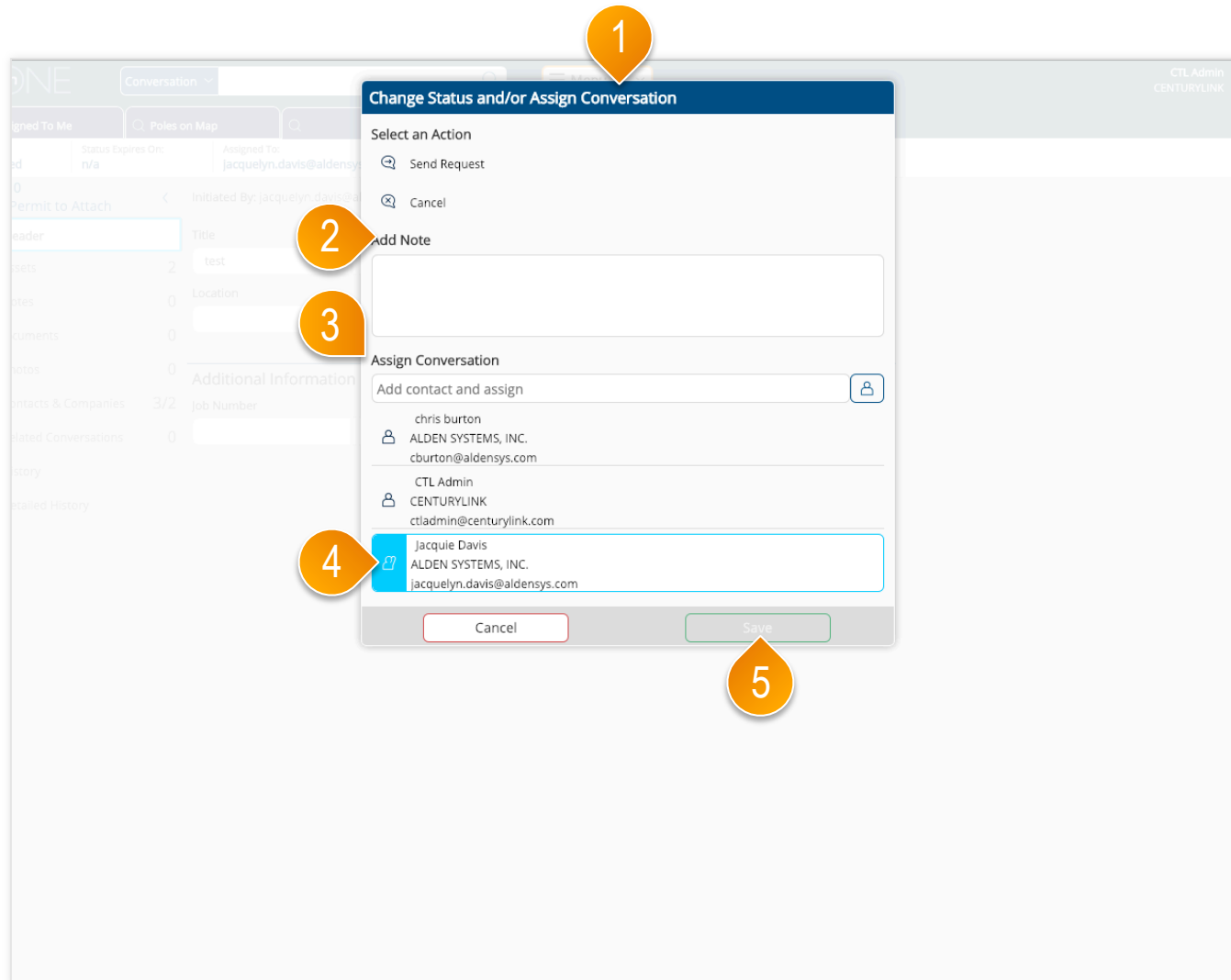
Conversations

aldenONE Conversation Overview



page walkthrough

- ① After opening a conversation in a new tab, the current status and current assignee are shown in the **red area**. Click anywhere in this area to take an action to change the status or to change the assignee. Refer to the help topic Conversation – Change Status and Assignee for more information about these options.
- ② The “I want to...” menu has the actions for this conversation. From here, you can perform actions on the conversation (such as cloning the conversation, changing the status or assignment, etc.) or utility functions (like printing the conversation, sending an email reminder, etc.).
- ③ A conversation is divided into sections that can be quickly be accessed by clicking on the tabs at the left of the conversation in the **green area**. The count of items in each section is shown in each tab.



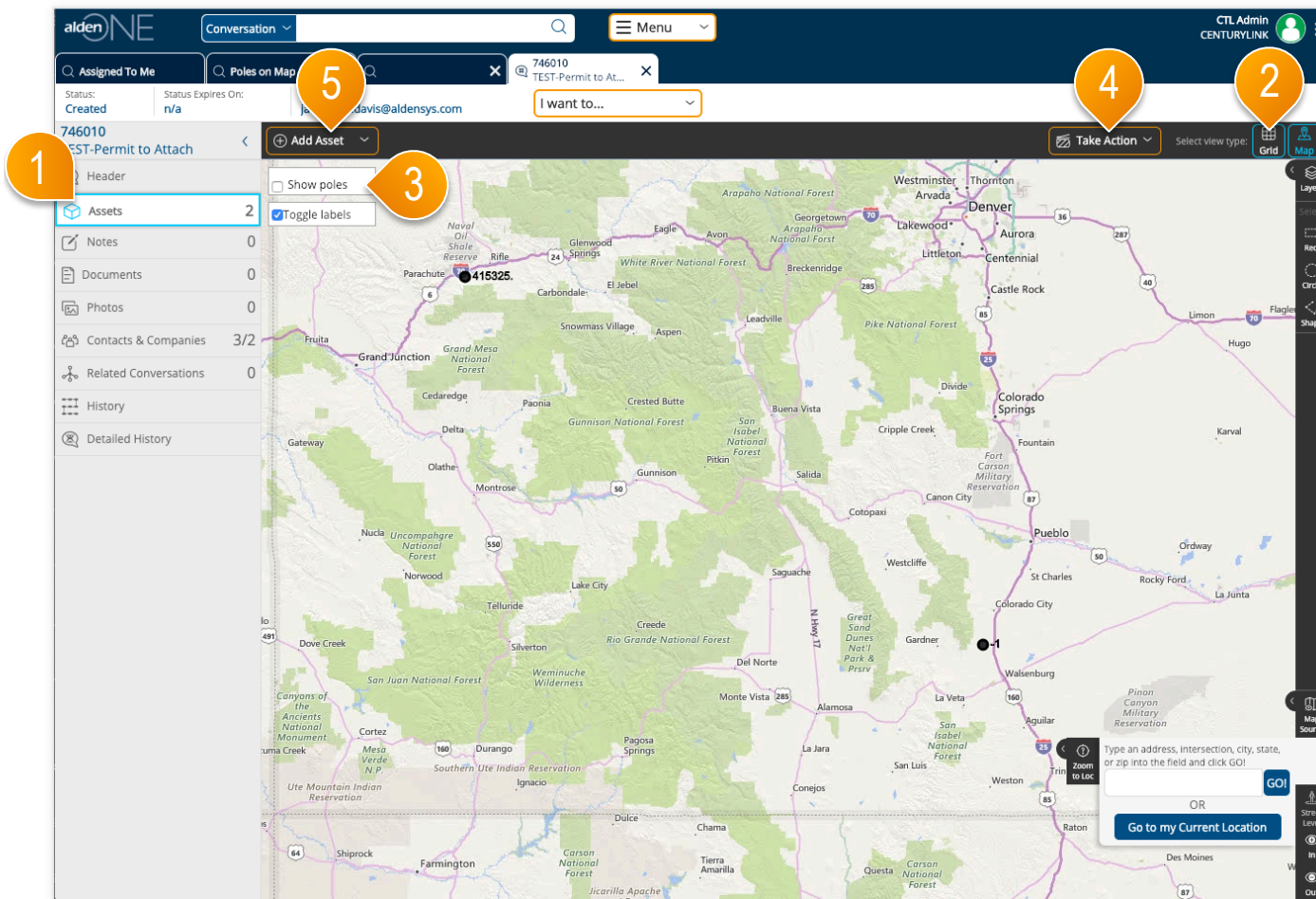
page walkthrough

- ① After clicking the Change button at the top of a conversation, the Status/Assign dialog is displayed. Select from the available workflow actions to change the status of the workflow. The selected action to be applied has a light blue icon to the right of the action name. The available actions are dependent upon the current status of the conversation.
- ② In some cases, a note is required when performing an action on a conversation. A note can be added even when it is not required.
- ③ The list of contacts from the conversation are listed. Add a new contact by typing a user's name or email address.
- ④ Set the new assignee by clicking the desired contact. The selected user to be assigned has a light blue icon to the right of the user's name.
- ⑤ Click "Save" to save your changes.

The screenshot displays the 'aldenONE' interface for a 'Conversation' header section. The top navigation bar includes the 'aldenONE' logo, a 'Conversation' dropdown, a search bar, a 'Menu' button, and a user profile for 'CTL Admin CENTURYLINK'. Below the navigation bar, there are tabs for 'Assigned To Me', 'Poles on Map', and a search bar. The main content area shows a conversation titled '46010 EST-Permit to Attach' initiated by 'jacquelyn.davis@aldensys.com' on 1/14/19 at 12:53 PM. The left sidebar lists various sections: Header, Assets, Notes, Documents, Photos, Contacts & Companies, Related Conversations, History, and Detailed History. The main form area contains fields for 'Title' (marked with a red asterisk), 'Description', 'Location', 'State' (with a green checkmark), and 'Additional Information' (with a dropdown arrow). A 'Save Changes' button is located at the bottom right. Numbered callouts 1 through 5 highlight specific elements: 1 points to the 'Header' tab, 2 points to the 'Title' field, 3 points to the 'Description' field, 4 points to the 'State' dropdown, and 5 points to the 'Save Changes' button.

page walkthrough

- ① The conversation will start on the header tab. If you are in another section, click Header to move back to the first section of the conversation. You can add or update the general information for the conversation by entering values into the fields located in this section.
- ② Some fields cannot be edited. These are designated with a lock icon.
- ③ Some fields are required. If required, the field will be outlined in red with an asterisk.
- ④ Enter a value in the required fields, then they will be marked with a green checkmark to indicate the requirement has been met.
- ⑤ You must enter a value into required fields marked with a red asterisk before you are allowed to save the conversation.



page walkthrough

- 1 Click the Assets tab to move to the section of the conversation containing assets such as poles, as well as sub-assets such as pole attachments. Each conversation type may have different asset types.
- 2 To switch to a grid view of the assets, click Grid.
- 3 To look for assets in the same area, click "Show Poles."
- 4 Find the poles you wish to add to this conversation, select them, then from the Action Menu, add them to this conversation.
- 5 If you do not see your asset on the map, you can add it to the map by clicking "Add Asset." Then, click the place on the map where the pole is, fill in the information you have about the pole, click "Save," and it will be added to the conversation.

The screenshot shows the 'aldenONE' interface for the 'Conversation' section. The left sidebar contains navigation links: Assets, Notes, Documents, Photos, Contacts & Companies, Related Conversations, History, and Detailed History. The main area displays a grid of assets under the heading 'Poles (2)'. A 'Take Action' menu is open, showing options like 'Line edit asset(s)', 'Form edit asset(s)', 'Remove asset(s)', 'Add Proposed Attachment to asset(s)', 'Show Poles In Jrm', 'Show Poles In Jrm', 'Create a child conversation', and 'Clear selection'. The grid lists assets with columns for Owner Name, Custodian, Pole Tag, and Telco No. The first asset is 'ADOLPH COORS BREWERY OF COLO' with custodian 'CENTURYLINK'. Below the grid, there are sections for 'Proposed Attachment (1)' with columns for Company Name, Type, Weight, Height, and Attachment Location. The first proposed attachment is 'CENTURYLINK' with Type 'Communication Main Line'. The bottom of the screen shows a pagination bar with '<< < 1 > >>'.

page walkthrough

- ① Click the Assets tab to move to the section of the conversation containing assets such as poles, as well as sub-assets such as pole attachments. Each conversation type may have different asset types.
- ② To switch to a grid view of the assets, click Grid.
- ③ Select an asset or assets by clicking the checkbox at the start of the row.
- ④ Once at least one asset is selected, the Take Action menu will become available. Perform an action on the selected assets by picking the action from the menu.
- ⑤ Expand your assets to view the sub-assets/ attachments/proposed attachments by clicking the plus icon next to the row.
- ⑥ To view only the attachments on the conversation, click "Hide Poles,"

The screenshot displays the aldenONE web application interface. The top navigation bar includes the aldenONE logo, a 'Conversation' dropdown, a search bar, a 'Menu' button, and a user profile for 'CTL Admin CENTURYLINK'. Below the navigation bar, there are tabs for 'Assigned To Me', 'Poles on Map', and a search bar. The main content area shows a map of Colorado with various locations marked. A sidebar on the left contains a list of assets and other information. An 'Add Asset' modal is open in the foreground, showing a form to add a new pole to the conversation. The modal includes fields for Owner Name, Custodian, Pole Tag, Telco No, Power No, Class, Usage, State, Longitude, Height, Date Placed, City, Latitude, and Zip Code. The 'Add Asset' button is highlighted in green.

1 Go to the map view.

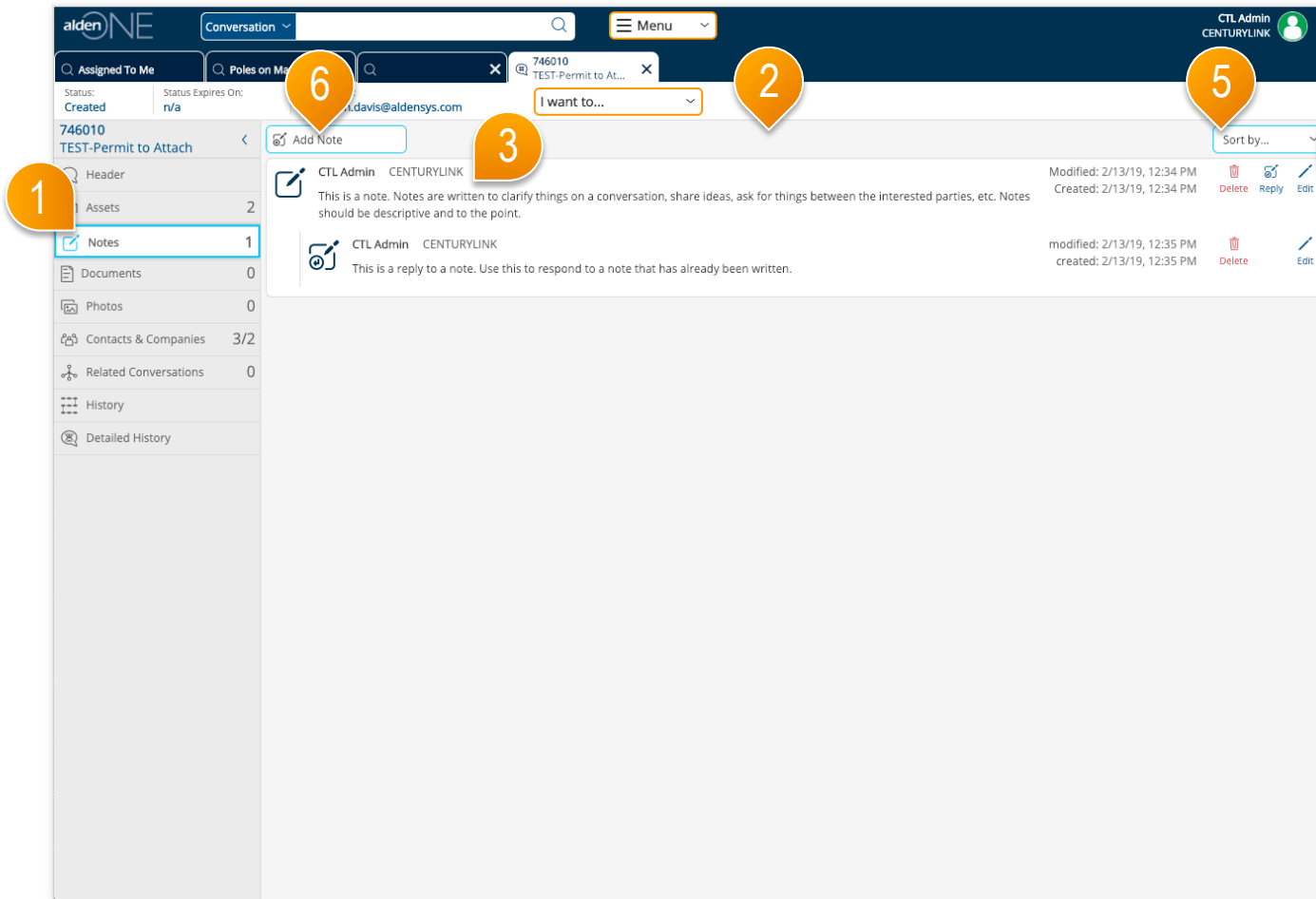
2 To look for assets in the same area, click "Show Poles."

3 If you do not see your asset on the map after clicking "Show Poles." you can add it to the map by clicking "Add Asset." Then, click the place on the map where the pole is.

4 Fill in the information you have about the pole, click "Save," and it will be added to the conversation.

page walkthrough

- 1 Go to the map view.
- 2 To look for assets in the same area, click "Show Poles."
- 3 If you do not see your asset on the map after clicking "Show Poles." you can add it to the map by clicking "Add Asset." Then, click the place on the map where the pole is.
- 4 Fill in the information you have about the pole, click "Save," and it will be added to the conversation.



page walkthrough

- ① Click the Notes tab to quickly move to the conversation notes section. The count of notes is shown in the tab.
- ② You can view all notes and replies on the conversation except those that someone has marked private that are not intentionally shared with you or your company. Notes that you have marked private are indicated with a lock icon on the left of the note.
- ③ Each note indicates the user that wrote the note and their company, the date the note was created, and the date the note was last modified.
- ④ You can delete or edit only notes and replies that you created. Anyone with access to the notes can reply one or more times per note.
- ⑤ Use the "Sort by" option to change the sort order of the notes. Replies will always be listed along with the note it is associated with.
- ⑥ Click Add Note to create a new note. Refer to the help topic Conversation – Add, Edit, & Share Notes for more information.

Respond to Note

This is how you write a note. The text goes in here, then you specify who can read the note.

☐ Public - Only people/companies on this conversation can view.

☒ Private - Select people/companies who can view.

Who can see this?

Contacts

Add Contact

chris burton
Company: ALDEN SYSTEMS, INC.
Username: cburton
Email: cburton@aldensys.com

Jacquie Davis
Company: ALDEN SYSTEMS, INC.
Username: jdavis
Email: jacquelyn.davis@aldensys.com

Companies

Add Company

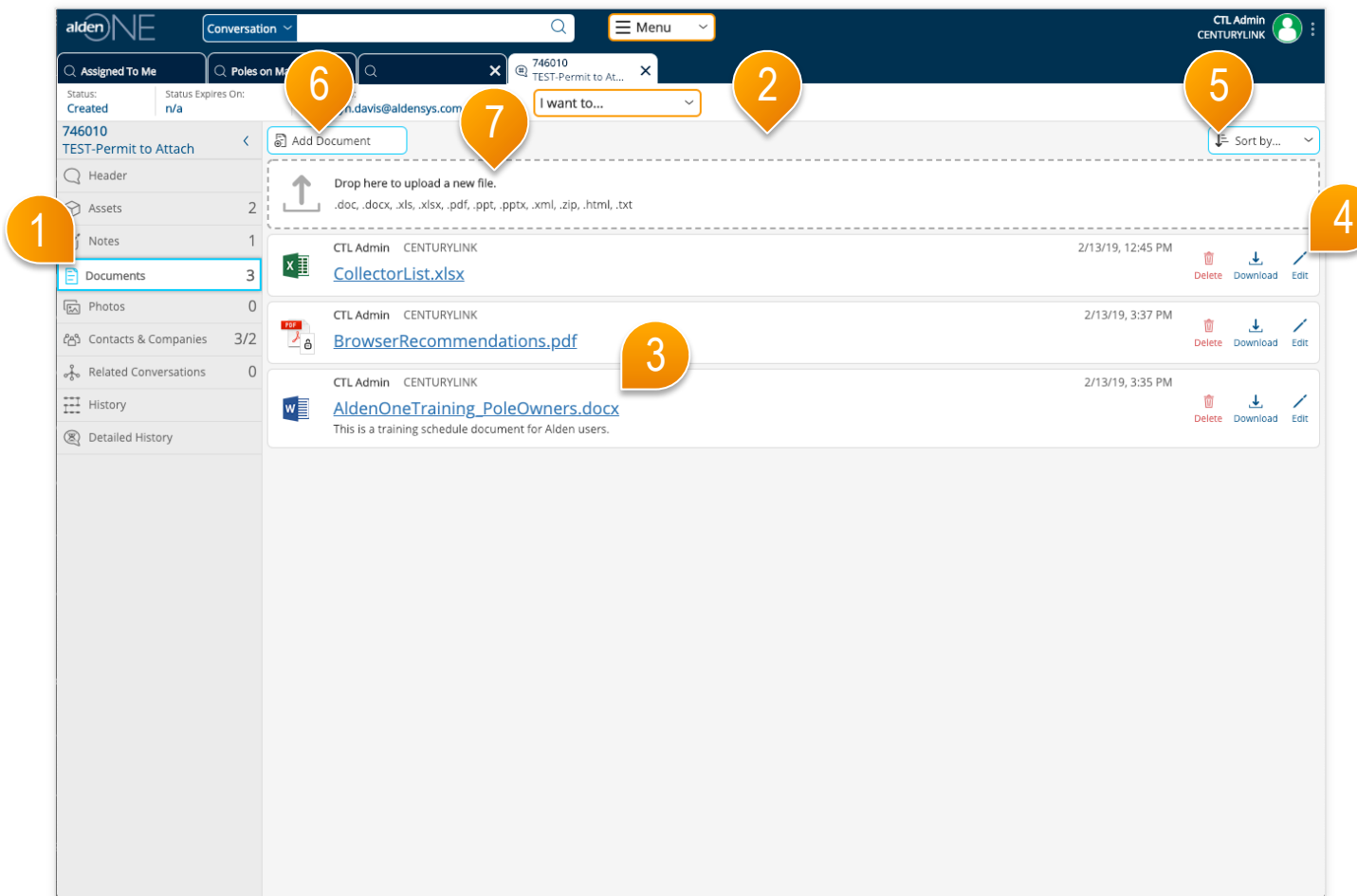
ALDEN SYSTEMS, INC.
Company Contact Name: Notify Support
Company Contact Email: notifysupport@aldensys.com

CENTURYLINK
Company Contact Name: Marcy Aguon
Company Contact Email: Marcy.Aguon@centurylink.com

Cancel Save

page walkthrough

- ① Enter your note text, or modify existing note text if editing a note.
- ② Click either Public or Private to set the security on this note. The selected option has a light blue icon. When you select Is Private, other options for contact and company permissions are displayed.
- ③ The existing contacts and companies are listed. You can share a note with one or more contacts or companies. By default, a private note is not shared with any contacts or companies. Select the Shared option beside each user or company that you want to be able to view this note. Select the Private option beside each user you do NOT want to be able to view this note. The selected option for each user has a light blue icon.
- ④ Enter a new contact on the conversation by typing the user name or email address, then click the add button to the right of the Add Contact field. Similar options are available to add companies to the conversation.
- ⑤ Click "Save" to save your changes and add the note.



page walkthrough

- 1 Click the Documents tab to move to the conversation documents section. The count of documents is shown in the tab.
- 2 You can view all documents on the conversation except those that someone has marked private that are not intentionally shared with you or your company. Documents that you have marked private are indicated with a lock icon on the right of the document.
- 3 Each document indicates the filename and extension of the document, the user that added the document and their company, and the date the document was last modified. If a description was entered, it appears below the document filename.
- 4 You can delete or edit document information only for documents that you added. You can also save a document to your desktop. To edit a document's content, save the document to your desktop, make changes, then upload it to Alden One again.
- 5 Use the Filter option to change the sort order of the documents.
- 6 Click Add Document to upload a new document. Refer to the help topic Conversation – Add, Edit, & Share Documents for more information.
- 7 You can also drag a file from your desktop into the area outlined by the dotted line.

Conversation – Add, Edit, & Share Documents

Edit Document

1

2 **Add Description (optional)**
This is our document with browser recommendations. Please follow the guidelines in this document.

☒ **Public** - Only people/companies on this conversation can view.
☐ **Private** - Select people/companies who can view.

Who can see this?

3 **Contacts**

chris burton
Company: ALDEN SYSTEMS, INC.
Username: cburton
Email: cburton@aldensys.com
☒ Shared ☐ Private

4 **Jacquie Davis**
Company: ALDEN SYSTEMS, INC.
Username: jdavis
Email: jacquelyn.davis@aldensys.com
☐ Shared ☒ Private

Companies

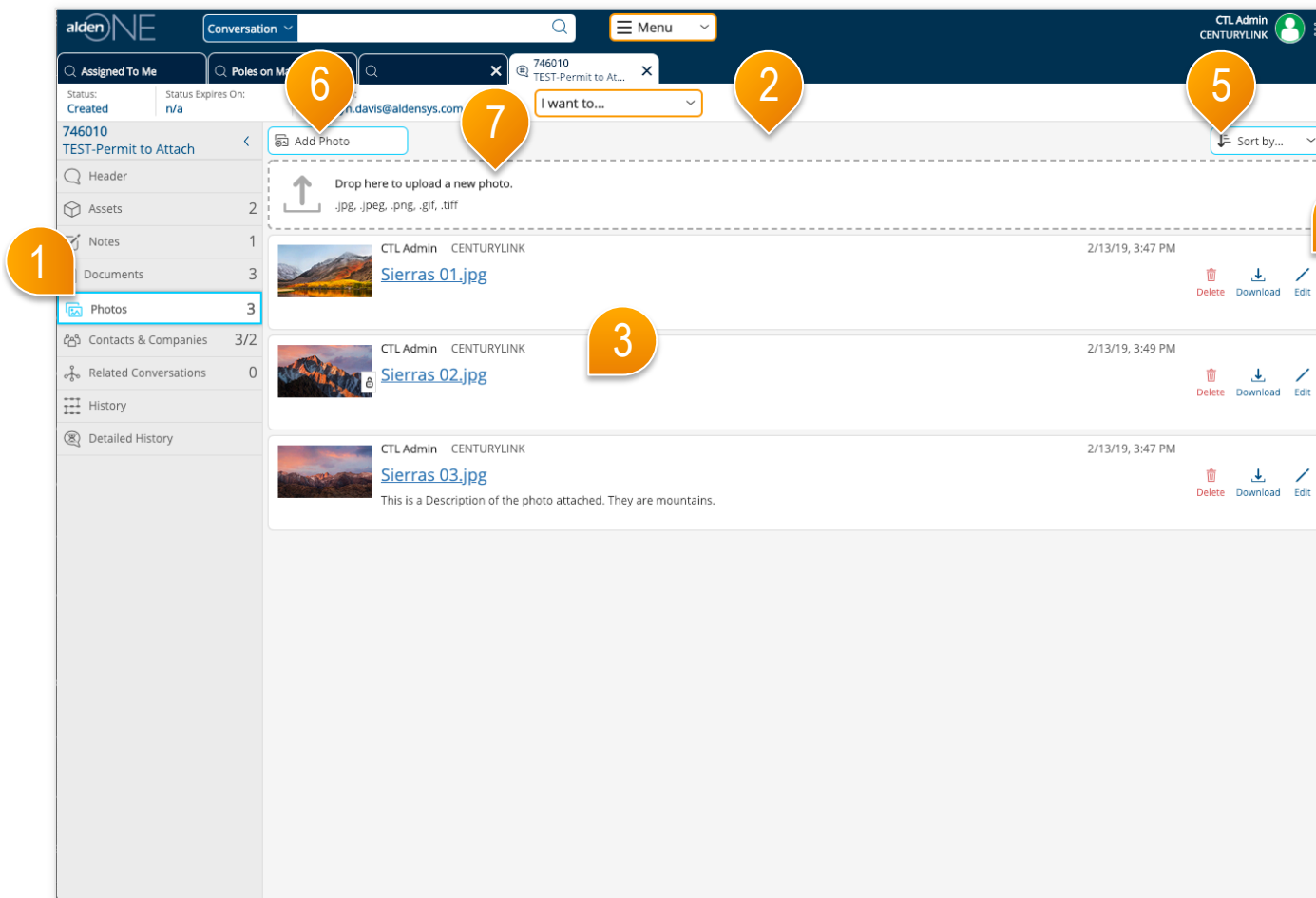
ALDEN SYSTEMS, INC.
Company Contact Name: Notify Support
Company Contact Email: notifysupport@aldensys.com
☒ Shared ☐ Private

CENTURYLINK
Company Contact Name: Marcy Aguon
Company Contact Email: Marcy.Aguon@centurylink.com
☐ Shared ☒ Private

5

page walkthrough

- 1 Enter a document description if desired, or modify existing description text if editing a document.
- 2 Click either Is Public or Is Private to set the security on this document. The selected option has a light blue icon. When you select Is Private, other options for contact and company permissions are displayed.
- 3 Enter a new contact on the conversation by typing the user name or email address, then click the add button to the right of the Add Contact field. Similar options are available to add companies to the conversation.
- 4 The existing contacts and companies are listed. You can share a document with one or more contacts or companies. By default, a private document is not shared with any contacts or companies. Select the Shared option beside each user or company that you want to be able to view this document. Select the Shared option for any contact you would like to share this document with.
- 5 Click "Save" to save your changes.




page walkthrough

- ① Click the Photos tab to move to the conversation photos section. The count of documents is shown in the tab.
- ② You can view all photos on the conversation except those that someone has marked private that are not intentionally shared with you or your company. photos that you have marked private are indicated with a lock icon on the right of the photo.
- ③ Each photo indicates the filename and extension of the photo, the user that added the photo and their company, and the date the photo was last modified. If a description was entered, it appears below the photo filename.
- ④ You can delete or edit photo information only for photos that you added. You can also save a photo to your desktop. To edit a photo's content, save the photo to your desktop, make changes, then upload it to Alden One again.
- ⑤ Use the Filter option to change the sort order of the photos.
- ⑥ Click Add photo to upload a new photo. Refer to the help topic Conversation – Add, Edit, & Share photos for more information.
- ⑦ You can also drag a file from your desktop into the area outlined by the dotted line.

Conversation – Add, Edit, & Share Photos

Edit Photo



1 .jpg


Add Description (Optional)

2 ☒ **Public** - Only people/companies on this conversation can view.

☐ **Private** - Select people/companies who can view.

Who can see this?

Contacts

3 


4 **chris burton**
Company: ALDEN SYSTEMS, INC.
Username: cburton
Email: cburton@aldensys.com

☒ Shared ☒ Private

Jacquie Davis
Company: ALDEN SYSTEMS, INC.
Username: jdavis
Email: jacquelyn.davis@aldensys.com

☒ Shared ☒ Private

Companies



5

page walkthrough

- ① Enter a photo description if desired, or modify existing description text if editing a photo.
- ② Click either Is Public or Is Private to set the security on this photo. The selected option has a light blue icon. When you select Is Private, other options for contact and company permissions are displayed.
- ③ Enter a new contact on the conversation by typing the user name or email address, then click the add button to the right of the Add Contact field. Similar options are available to add companies to the conversation.
- ④ The existing contacts and companies are listed. You can share a photo with one or more contacts or companies. By default, a private photo is not shared with any contacts or companies. Select the Shared option beside each user or company that you want to be able to view this photo. Select the Shared option for any contact you would like to share this photo with.
- ⑤ Click "Save" to save your changes.

page walkthrough

The screenshot shows the 'aldenONE' interface for a conversation. The top navigation bar includes a search bar, a 'Menu' button, and a user profile for 'CTL Admin CENTURYLINK'. Below the navigation bar, there are tabs for 'Assigned To Me', 'Poles on Map', and a search bar. The main content area is divided into two sections: 'Contacts' and 'Companies'. The 'Contacts' section lists three contacts: 'chris burton' (ALDEN SYSTEMS, INC.), 'CTL Admin' (CENTURYLINK), and 'Jacquie Davis' (ALDEN SYSTEMS, INC.). The 'Companies' section lists two companies: 'ALDEN SYSTEMS, INC.' and 'CENTURYLINK'. Each contact and company entry includes a 'Read Only?' checkbox, an 'Assign' button, and a 'Remove' button. The 'Assigned' button is highlighted with a blue outline and a raised hand icon. The 'Contacts' section also includes an 'Add Contact' button and a search bar. The 'Companies' section includes an 'Add Company' button and a search bar. The left sidebar contains a list of conversation items: '746010 TEST-Permit to Attach', 'Assets', 'Notes', 'Documents', 'Photos', 'Contacts & Companies' (highlighted), 'Related Conversations', 'History', and 'Detailed History'. The 'Contacts & Companies' tab is highlighted with a blue border and a blue icon. The 'Contacts & Companies' section is highlighted with a blue border and a blue icon.

1. Click the Contacts & Companies tab to quickly move to the conversation contacts & companies section. The count of contacts and companies is shown in the tab. The first number indicates the number of contacts and the second number, after the slash, indicates the number of companies. Users listed as a contact have access to this conversation. All users belonging to the companies listed have access to this conversation.

2. To add a new contact, type a user's name or email address in the Add Contact field, then click the button to the right of the field to add that user as a contact. Similarly, to add a new company, type the company name, then click the button to the right of the field to add that company.

3. Each contact shows the user's name, email address, and company name.

4. Each company shows the company name along with the main person to contact for that company and their email address.

5. The contact to whom the conversation is assigned is indicated by the user icon with the raised hand and the outline of blue. You can remove some users from the list of contacts, but you cannot remove the user who created the conversation, nor the user to whom the conversation is currently assigned. Click the assign button beside a user to assign the conversation to that user.

6. To grant read-only access to a user or company, click "Read-only" next to the user or company. That user or company will still be able to add notes, documents, and photos, view all information on the conversation, but will not be able to edit any header information, change the status of the conversation, or reassign it.

aldenONE Conversation

Menu

CTL Admin CENTURYLINK

Assigned To Me Poles on Map

Status: Fielding Complete Status Expires On: n/a Assigned To: james.hefley@centurylink.com I want to...

615314 TEST-CTL Field Inspection

Header

Assets 1

Notes 6

Documents 1

Photos 7

Contacts & Companies 4/1

Related Conversations 1

History

Detailed History

Parent

There is no parent conversation for this conversation.

Children

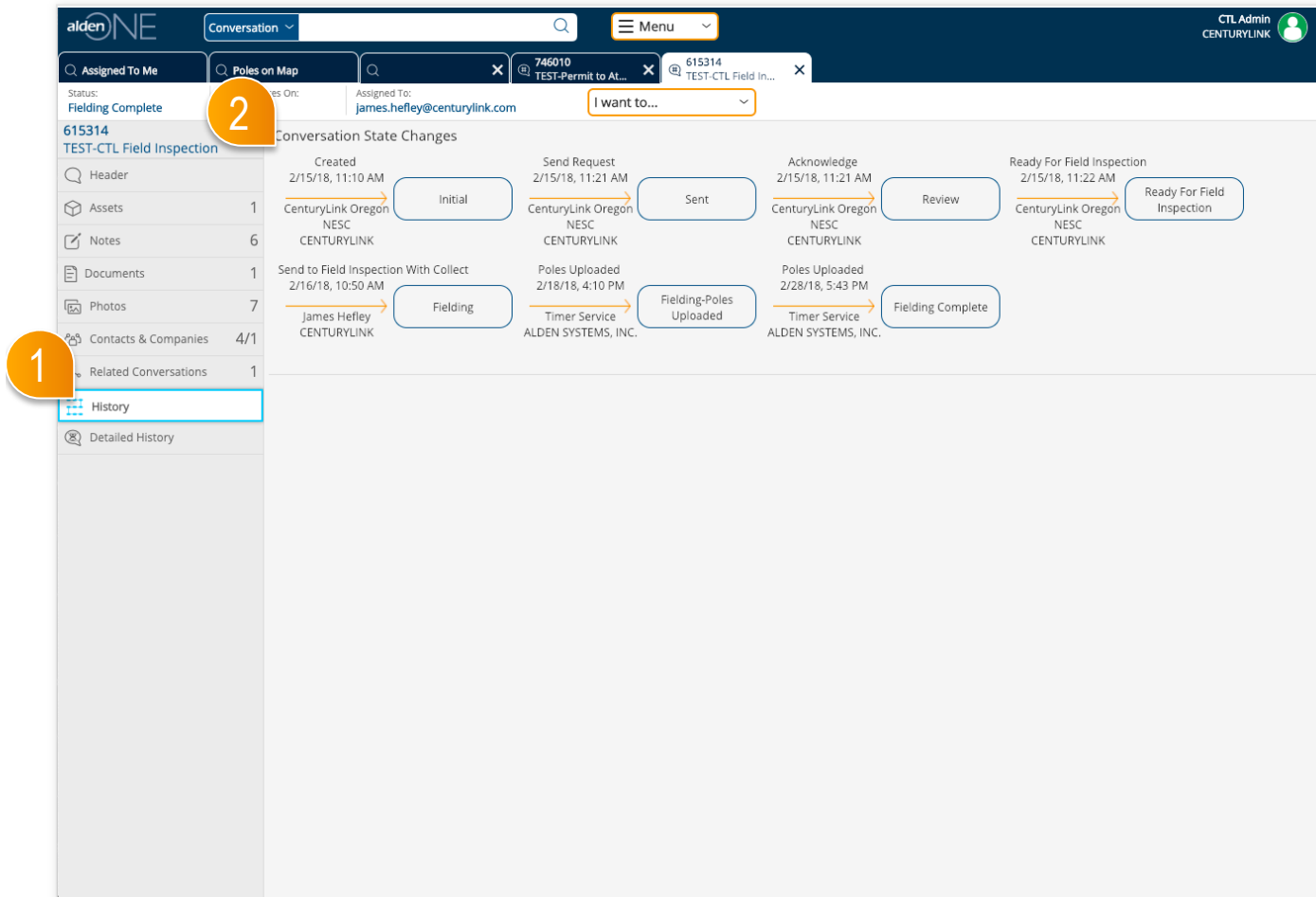
Selection: 0 conversations selected

Take Action

<input type="checkbox"/>	Conversation Number	Is Closed	Conversation Type	State	Assigned To	Conversation
<input type="checkbox"/>	619768		TEST-CTL Construction	Pending	oregon.nesc@centurylink.com	Corr...

page walkthrough

- ① Click the Related Conversations tab to quickly move to the related conversations section. The count of related conversations is shown in the tab.
- ② You can view parent conversations and child conversations. Click the link in the first column to open a related conversation in a separate tab.
- ③ If the related conversation is in a final status, a check appears in the Is Closed column; otherwise nothing appears in this column.
- ④ Scroll left and right in these tables to see other information about each related conversation.



page walkthrough

- ① Click the History tab to quickly move to the conversation history section.
- ② In the Conversation State Changes section, you can view a diagram of all of the workflow actions and resulting state changes that have occurred on this conversation. These details include the action name, the date and time of the action, the resulting status name, and the user that performed the action along with their company name.

The screenshot shows the 'aldenONE' interface. On the left is a sidebar with navigation tabs: Header, Assets (1), Notes (6), Documents (1), Photos (7), Contacts & Companies (4/1), Related Conversations (1), History, and Detailed History (selected). The main area displays a list of conversation history items for '615314 TEST-CTL Field Inspection'. Each item includes a timestamp, a 'Sort by...' dropdown, and a list of actions with 'From' and 'To' fields. Callout 1 points to the 'Detailed History' tab in the sidebar. Callout 2 points to a conversation item in the list. Callout 3 points to the 'Sort by...' dropdown.

Timestamp	Action	From	To
6/4/18, 12:36 PM	CenturyLink Oregon NESC / CENTURYLINK Note Added		
6/2/18, 8:06 PM	CenturyLink Oregon NESC / CENTURYLINK Assigned to james.hefley@centurylink.com	Phillip.Hefley@centurylink.com	james.hefley@centurylink.com
4/13/18, 12:10 PM	Grace Paulson / CENTURYLINK Title	PPL 3206076 NESC	PPL PT 3206076 NESC VIOLATION
3/26/18, 3:04 PM	CenturyLink Oregon NESC / CENTURYLINK Assigned to Phillip.Hefley@centurylink.com	james.hefley@centurylink.com	Phillip.Hefley@centurylink.com
3/26/18, 12:26 PM	CenturyLink Oregon NESC / CENTURYLINK Note Added		
2/28/18, 5:43 PM	Timer Service / ALDEN SYSTEMS, INC. Poles Uploaded	Fielding-Poles Uploaded	Fielding Complete
2/19/18, 11:14 AM	James Hefley / CENTURYLINK Note Added		
2/18/18, 4:10 PM	Timer Service / ALDEN SYSTEMS, INC. Poles Uploaded	Fielding	Fielding-Poles Uploaded
2/16/18, 10:50 AM	James Hefley / CENTURYLINK Send to Field Inspection With Collect	Ready For Field Inspection	Fielding
2/15/18, 11:23 AM	CenturyLink Oregon NESC / CENTURYLINK Assigned to james.hefley@centurylink.com		

page walkthrough

- 1 Click the Detailed History tab to quickly move to the detailed conversation history section.
- 2 Each workflow action, as well as field and asset modifications, added notes, documents, photos and any other changes are listed in the Detailed History section.
- 3 Use the "Sort by" option to change the sort order of the Detailed History records.