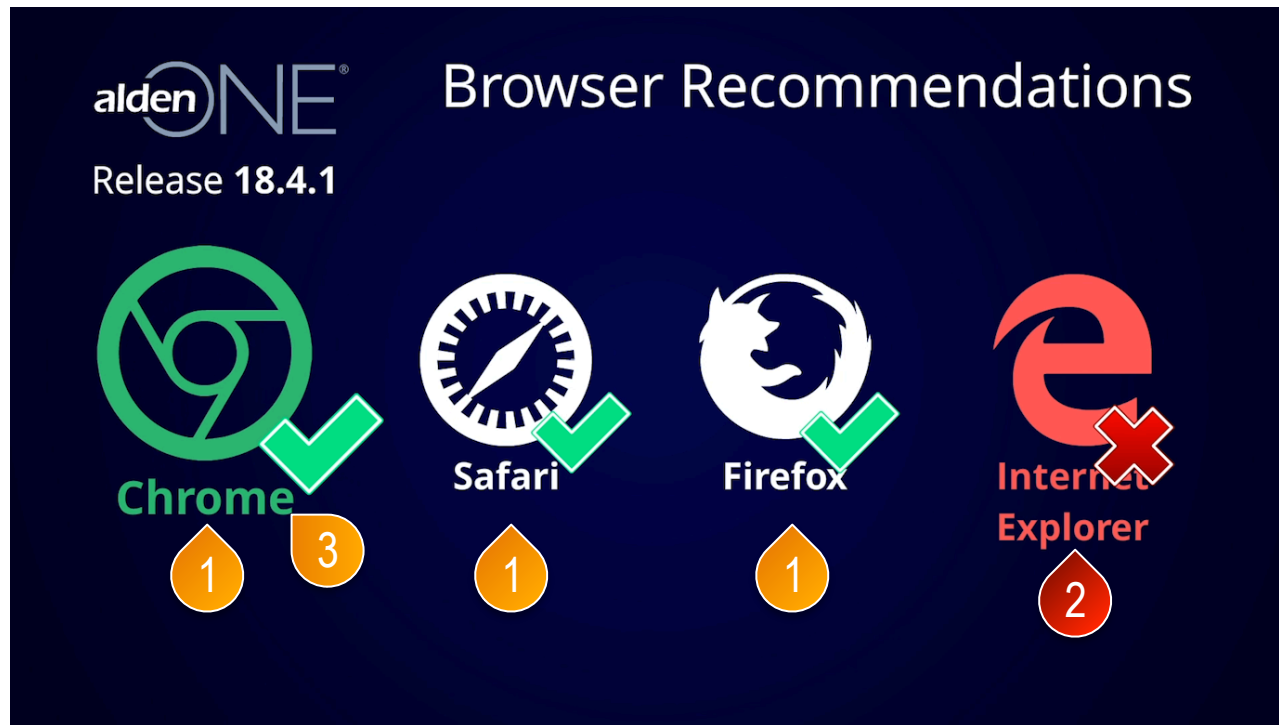




Browser Recommendations

alden ONE Using a Browser with Alden One



The graphic features the Alden ONE logo and 'Release 18.4.1' in the top left. The title 'Browser Recommendations' is centered at the top. Below the title, four browser logos are displayed in a row: Chrome (green), Safari (white), Firefox (white), and Internet Explorer (red). Each logo is accompanied by a green checkmark or a red 'X' and a yellow drop icon containing a number. Chrome has a checkmark and two drops with numbers 1 and 3. Safari has a checkmark and one drop with number 1. Firefox has a checkmark and one drop with number 1. Internet Explorer has a red 'X' and one drop with number 2.

alden ONE[®]
Release 18.4.1

Browser Recommendations

Chrome ✓
1 3

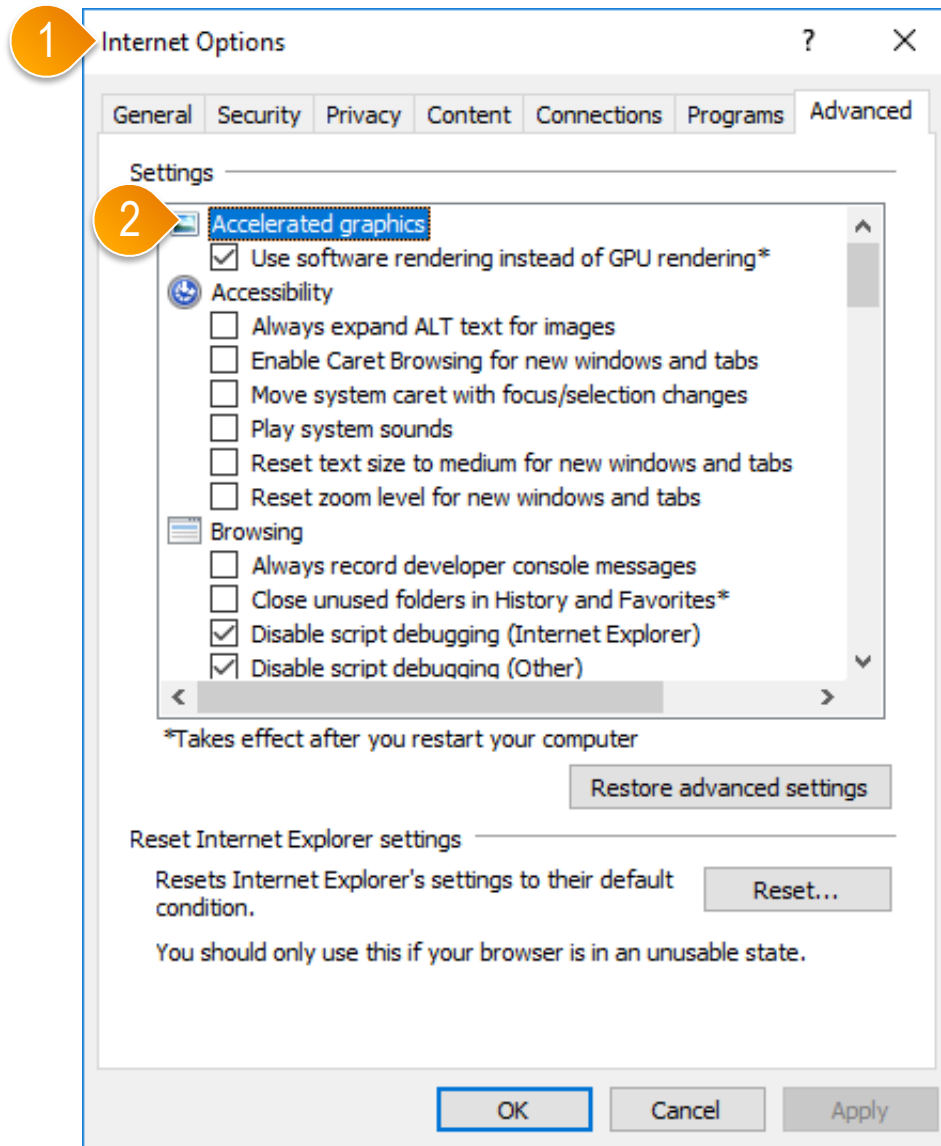
Safari ✓
1

Firefox ✓
1

Internet Explorer ✗
2

page walkthrough

- ① Alden One runs best on an up-to-date browser. We suggest using Chrome, Safari, or Firefox.
- ② We no longer recommend using Internet Explorer because IE has known speed issues that are not being fixed as IE is no longer supported by Microsoft. If you are forced to use Internet Explorer by your organization, see the next page for a recommendation that should help with some known issues.
- ③ We recommend using Google Chrome.



page walkthrough

- ① If Internet Explorer is your only available choice for browsers, go to your Internet Options in IE.
- ② Go to "Accelerated Graphics" and make sure the box is checked for "Use software rendering instead of GPU rendering."



Homepage

aldenONE Homepage - Overview

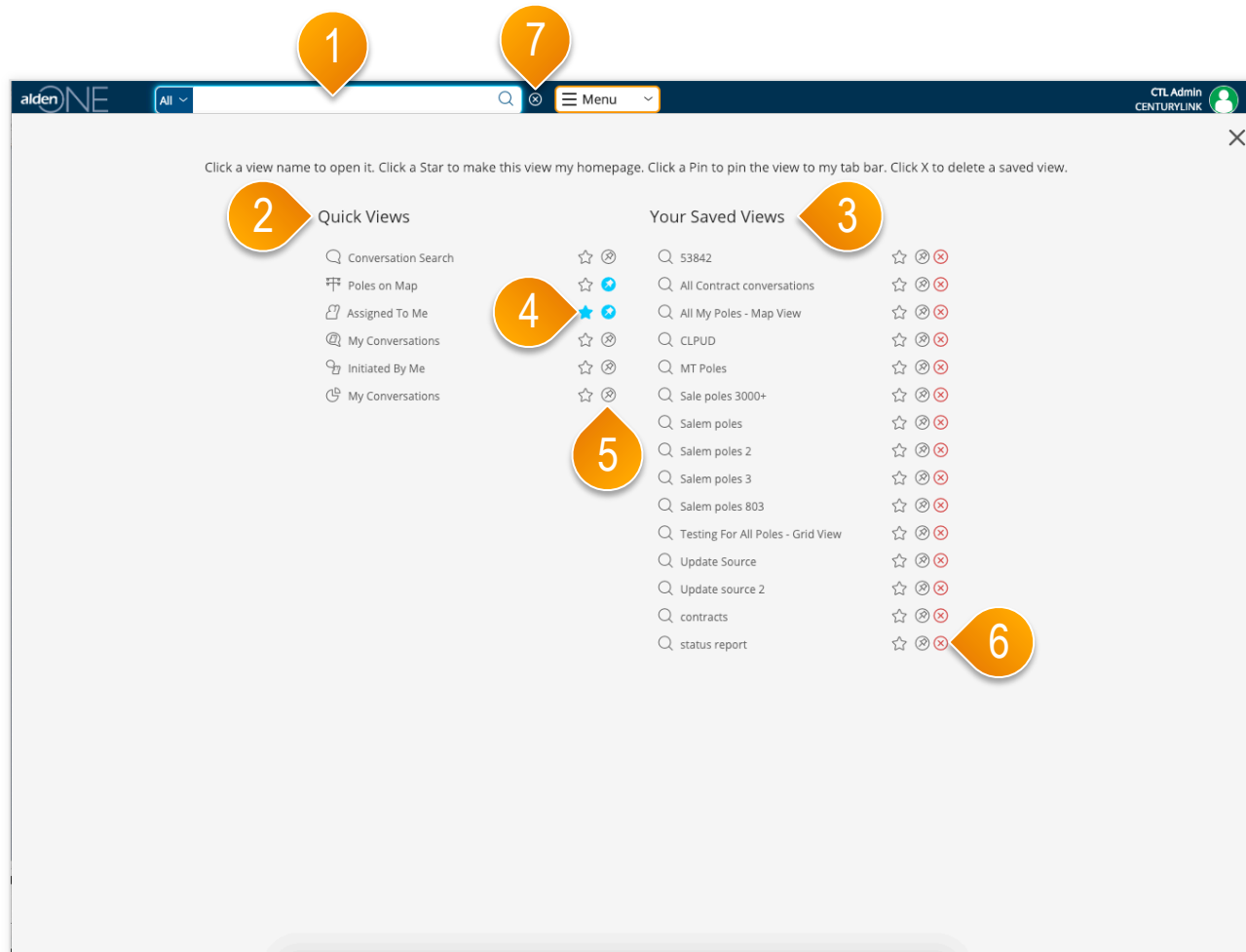
The screenshot shows the aldenONE homepage interface. Callout 1 points to the search bar at the top left. Callout 2 points to the filter panel on the left side. Callout 3 points to the view toggle buttons (Grid and Map) at the top right. Callout 4 points to the search bar above the table. Callout 5 points to the Menu button at the top right. Callout 6 points to the user profile menu at the top right. Callout 2a points to the 'Export to Excel' button above the table. Callout 2b points to the 'Apply Filters' button at the bottom of the filter panel.

Conversation #	Type	Last Update	Title	Initiated By	Status
746037	TEST-CTL Transfer Notice	2/4/2019	test	ctladmin@centurylink.com	Initial
746029	TEST-CTL Field Inspection	1/29/2019	test	ctladmin@centurylink.com	Initial
	TEST-CTL Field Inspection	1/29/2019	test	ctladmin@centurylink.com	Initial
	TEST-CTL Transfer Notice	1/29/2019	test	ctladmin@centurylink.com	Initial
746020	TEST-CTL Field Inspection	1/29/2019	test	ctladmin@centurylink.com	Review Overdue
746016	TEST-CTL Transfer Notice	1/16/2019	test	ctladmin@centurylink.com	Initial
746015	TEST-CTL Pole Correction	1/29/2019	test	ctladmin@centurylink.com	Overdue
736010	TEST-CTL Field Inspection	1/14/2019	test	ctladmin@centurylink.com	Initial
735993	TEST-CTL Field Inspection	1/12/2019	test	ctladmin@centurylink.com	Initial
735989	TEST-CTL Field Inspection	1/14/2019	test	ctladmin@centurylink.com	Fielding Overdue
735851	TEST-CTL Field Inspection	11/8/2018	test	ctladmin@centurylink.com	Ready For Field Ins

page walkthrough

- ① Your home screen is set to your Conversations Assigned to You, but this can be changed.
- ② From the top right, you can Apply filters on your data from the column headers (2a) or from the filters panel (2b).
- ③ Change the view type of your results by toggling between Grid and Map views.
- ④ To view your Saved Searches and Quick Views, click into the search bar. You can also type in search terms here, or change the context of the search to only return a specific asset type here (4b).
- ⑤ To create conversations, run reports, and other actions, use the Menu.
- ⑥ To change your user settings, access the help page, give feedback, and/or logout, use the User Menu.

aldenONE Homepage – The Search Menu



page walkthrough

- ① Clicking into the Search Bar brings up the Search Menu.
- ② Your Quick Views are here. These views cannot be deleted.
- ③ Your Saved Views are here. Anytime you save a new view, it will be available here.
- ④ The star icon sets your homepage for all future logins (until you change it). The filled star is your current homepage setting.
- ⑤ The pin icon opens a tab for that view anytime you open the application.
- ⑥ To delete a saved view, click the "Remove" icon here.
- ⑦ Close the Saved Views menu by clicking the X, OR by typing into the Search Bar.

The screenshot shows the aldenONE homepage with the main menu open. The menu is located at the top right, next to the search bar. The menu items are:

- Start a Conversation
- Run Reports
- View Admin Page
- View Reference Page
- Create TEST-Billing Request
- Create TEST-CTL Emergency Pole Correction
- Create TEST-CTL Field Inspection
- Create TEST-CTL Pole Audit
- Create TEST-CTL Pole Correction
- Create TEST-CTL Tower Lease
- Create TEST-CTL Tower Maintenance
- Create TEST-CTL Tower Sale
- Create TEST-CTL Transfer Notice
- Create TEST-Connecticut Permit to Attach
- Create TEST-Contract Compliance/Review
- Create TEST-Contract Rate Review
- Create TEST-Contract Renewal/Termination/Amendment
- Create TEST-Detach Notice
- Create TEST-Emergency Pole Replacement
- Create TEST-Joint Trench Request
- Create TEST-Legislation Review/Issues
- Create TEST-Miscellaneous Joint

The main content area displays a table of conversations with columns for Conversation #, Type, Date, and Status. The table is filtered to show 11 conversations. The 'Export to Excel' button is located above the table. The 'Run Reports' option is highlighted in the menu.

page walkthrough

- ① Clicking the Menu button next to the Search Bar will bring up your menu.
- ② Choose a recently used conversation type from this sub-menu.
- ③ To start a conversation, select your conversation type from the sub-menu. (If you know where your poles are we recommend finding your poles on a map first and beginning a conversation after selecting the poles.)
- ④ Run Reports here.
- ⑤ If you have administration access for your account, you can access company, user and role management from "View Admin Page."

The screenshot shows the Alden One homepage with the user settings menu open. The menu is located in the top right corner, next to the user profile 'CTL Admin CENTURYLINK'. The menu items are: User Settings, Training & Help Documentation, Give Us Feedback, Logout, and Show Columns. The main content area displays a table of conversations with columns for Conversation #, Type, Last Update, Title, and Initiated By. The table contains 11 rows of data. The left sidebar shows filters for Assigned To, Companies, Contact, and Initiated By.

Conversation #	Type	Last Update	Title	Initiated By
746037	TEST-CTL Transfer Notice	2/4/2019	test	ctladmin@centurylink.com
746029	TEST-CTL Field Inspection	1/29/2019	test	ctladmin@centurylink.com
746028	TEST-CTL Field Inspection	1/29/2019	test	ctladmin@centurylink.com
746027	TEST-CTL Transfer Notice	1/29/2019	test	ctladmin@centurylink.com
746020	TEST-CTL Field Inspection	1/29/2019	test	ctladmin@centurylink.com
746016	TEST-CTL Transfer Notice	1/16/2019	test	ctladmin@centurylink.com
746015	TEST-CTL Pole Correction	1/29/2019	test	ctladmin@centurylink.com
736010	TEST-CTL Field Inspection	1/14/2019	test	ctladmin@centurylink.com
735993	TEST-CTL Field Inspection	1/12/2019	test	ctladmin@centurylink.com
735989	TEST-CTL Field Inspection	1/14/2019	test	ctladmin@centurylink.com
735851	TEST-CTL Field Inspection	11/8/2018	test	ctladmin@centurylink.com

page walkthrough

- ① Access the User Settings menu by clicking your user name.
- ② To edit your user settings, click "User Settings"
- ③ Click here to view training and help documentation.
- ④ Give us feedback about Alden One by clicking here.
- ⑤ To log out of the application, click "Logout."

aldenONE Homepage – Starting a Search

The screenshot displays the aldenONE homepage interface. At the top, there is a search bar with the text "Poles on Map" and a "Menu" button. Below the search bar, the results section shows "Results Returned: 867262" and "Pole density: 526832". The main area is a map of North America with a colored grid overlay. The sidebar on the left contains "Assets Searched" (Pole, Conversation, Contract) and "Pole Filters" (Owner Name, State, Year Placed). At the bottom, there are buttons for "Apply Filters" and "Save View".

5b

1

2

4a

4b

5a

3

page walkthrough

- ① One of your default tabs is the "Poles on a Map" search. Click the tab to open it.
- ② Your available poles are plotted on a map. If you're results are more than 1,000 on the screen, your poles will be grouped into a colored grid. The darker colors contain more densely populated poles. The key here shows how many poles are in the most densely populated grids.
- ③ Use your mouse-wheel to zoom the map, or type in an address, intersection, city, or state to zoom the map to a particular place.
- ④ Use the filters to filter your results further (4a). Once selected, click "Apply Filters" (4b) to return the results that meet your criteria.
- ⑤ Once your filters and map bounds are set, you can save all the parameters for later use with the "Save View" button. Name the view, click "Save," then that view will be available in your Saved Views by clicking in the search bar (5b) and bringing up your saved views menu.

aldenONE Homepage – Selecting Poles

The screenshot displays the aldenONE interface. On the left, there is a sidebar with search filters for 'Assigned To Me', 'Assets Searched', and 'Pole Filters'. The main area shows a map with numerous poles represented by colored dots. A 'Take Action' menu is open over a selected pole. Numbered callouts (1-7) highlight key UI elements: 1. Search bar, 2. A pole on the map, 3. 'Take Action' menu, 4. 'Take Action' menu, 5. 'Color by?' filter, 6. A colored dot in the filter menu, and 7. 'Color by?' filter.

page walkthrough

- 1 Once the map is zoomed in (or when enough filters are applied) to return less than 1,000 results, the assets on the screen will display as dots instead of colored grid clusters.
- 2 To select an asset, click it on the screen. Selected assets are colored yellow.
- 3 You can also draw a shape to select multiple assets at once, using the shape tools.
- 4 Once at least one asset is selected, the "Take Action" menu will appear. You can create a conversation with your selected assets, clear your entire selection, or in the cases of some assets, perform other actions, from this menu.
- 5 To view more information about your selected assets, expand this tray here by clicking "View All."
- 6 Click on the colored dot in the filter menu to change the color of the dots by this Owning Company.
- 7 Click on the "Color by?" radio button to color the dots by that filter type.

The screenshot shows the aldenONE interface with a map of poles. A 'Take Action' menu is open, showing 'Create Conversation With Selected Assets' and 'Clear Selection'. A dialog box titled 'Create A New Conversation' is displayed in the center, with fields for 'Conversation Type', 'Conversation Title', 'Description', and 'State'. The 'State' field is set to 'CO'. At the bottom of the dialog are 'Cancel' and 'Create' buttons. Three numbered callouts (1, 2, 3) highlight the 'Take Action' menu, the dialog box, and the 'Create' button respectively.

ID	Owner	Power Number	Telco Number	Height-Class	Action
1481842	XCEL ENERGY PSCO	227299	01065	40 - 5	open pole
1481841	XCEL ENERGY PSCO	NONE	01019	40 - 5	open pole
1481532	XCEL ENERGY PSCO	229172	01037	40 - 5	open pole
1478436	XCEL ENERGY PSCO	NONE	01093	30 - 6	open pole
1478308	XCEL ENERGY PSCO	NONE	01083	35 - 5	open pole

page walkthrough

- ① With your selected poles, use the Take Action menu to select "Create Conversation with Selected Assets."
- ② A dialog window will come up. Fill in the required fields with your Conversation Type and give the new conversation a title.
- ③ Click "Create." (Create is only available once the required information is put in.)



Pole Search Results

aldenONE Pole Search Results – Overview

The screenshot shows the aldenONE Pole Search Results interface. The interface includes a search bar at the top with a dropdown menu (1) and a search icon (2). The search results are displayed as a map of the United States and Canada, with a bounding rectangle (3) around the search area. The map shows a grid of red squares representing poles. The interface also includes a sidebar with filters (4) and a view type selector (5) at the bottom right.

1. Search context dropdown menu

2. Search icon

3. Bounding rectangle around search results

4. Pole filters sidebar

5. View type selector (Grid/Map)

page walkthrough

- 1 Use the search context to change your search to “Poles.”
- 2 Click the search icon, or type in a keyword.
- 3 Each new search opens a search results tab and displays the count of the results.
- 4 Use the pole filters located in the **red area** to limit the search results. Refer to the help topics related to Filters for more information.
- 5 View the search results as a grid, or on a map by selecting the desired view type in the **green area**. Refer to the help topics related to Views for more information.



Pole Search Results – Views

aldenONE Pole Search Results – Grid View

The screenshot shows the aldenONE interface with search results in Grid View. The interface includes a search bar, filters on the left, and a table of results. Numbered callouts highlight the following features:

- 1:** View toggle (Grid/Map)
- 2:** Column headers (Pole Id, Pole Tag, Telco Number, Power Number, Owner Name, Height)
- 3:** Filter icon in a column header
- 4:** Page navigation controls (25 items per page, page 1 of 5)
- 5:** Clickable link in the Pole ID column
- 6:** Clickable link in the Owner Name column
- 7:** Export to Excel button
- 8:** Show/Hide Columns button

Pole Id	Pole Tag	Telco Number	Power Number	Owner Name	Height
80021571	NONE	016-375	NONE	CENTURYLINK	30
80021570	NONE	016-375	NONE	CENTURYLINK	30
79864294	NONE	00735	NONE	CENTURYLINK	40
79540391	NONE	NONE	1167-10-250	INTERMOUNTAIN RURAL ELECTRIC	35
79540380	NONE	NONE	1167-08-271	INTERMOUNTAIN RURAL ELECTRIC	30
79540378	NONE	NONE	1167-08-266	INTERMOUNTAIN RURAL ELECTRIC	30
79540377	NONE	NONE	1167-08-233	INTERMOUNTAIN RURAL ELECTRIC	35
79540376	NONE	NONE	1167-08-230	INTERMOUNTAIN RURAL ELECTRIC	35
79540359	NONE	NONE	1167-08-264	INTERMOUNTAIN RURAL ELECTRIC	40
79538800	NONE	NONE	1167-10-295	INTERMOUNTAIN RURAL ELECTRIC	35
79536648	NONE	NONE	1167-05-497	INTERMOUNTAIN RURAL ELECTRIC	30
79536647	NONE	NONE	1167-08-276	INTERMOUNTAIN RURAL ELECTRIC	30
79536646	NONE	NONE	1167-08-273	INTERMOUNTAIN RURAL ELECTRIC	30
79536644	NONE	NONE	1167-08-229	INTERMOUNTAIN RURAL ELECTRIC	35
79536236	NONE	NONE	1167-08-277	INTERMOUNTAIN RURAL ELECTRIC	30
79536235	NONE	NONE	1167-08-280	INTERMOUNTAIN RURAL ELECTRIC	30

page walkthrough

- 1 Select Grid View to see the search results in a table with a brief amount of information for each pole.
- 2 Sort the results using any of the available fields listed in the **red area**. Click a column header to sort by that column. Click and drag a column to reorder the columns.
- 3 Click a filter icon in a column to add a filter for that column.
- 4 Page through your results and set your number of results per page in the **purple area**.
- 5 Open a pole by clicking the link in the first column.
- 6 Select a pole or poles by clicking on them anywhere in the row (except for in the link under the Pole ID).
- 7 Click the Export to Excel button at the top of the grid to export all search results. The file is downloaded by your browser.
- 8 Show or hide columns by selecting them from the menu here.

The screenshot displays the aldenONE Pole Search Results interface in Map View. The interface includes a search bar at the top with the text "Pole" and a search icon. Below the search bar, the results count is shown as "Results Returned 867262". The map shows the United States with colored grid overlays representing search results. The left sidebar contains filters for Assets Searched, Pole Filters, and Year Placed. The top navigation bar includes search and menu options. Four numbered callouts (1, 2, 3, 4) highlight key features: 1. Map View selection, 2. Filter application, 3. Filter application button, and 4. Zoom to Location feature.

page walkthrough

- ① Select Map View to see the search results displayed on a map.
- ② If there are more than 1,000 search results, then the results are displayed in colored grids. The darker colors denote more densely populated areas.
- ③ To view individual poles on the map, you must use filters to reduce the results count to 1,000 or less. Select your filters then click "Apply Filters." Refer to the help topic Pole Search Results – Applying Filters for more information.
- ④ You can also zoom the map using the mouse wheel or the Zoom to Location feature to use the map boundaries to limit the results.

aldenONE

All

Menu

CTL Admin CENTURYLINK

Assigned To Me

Results Returned 163

Assets Searched

Pole (163)

Conversation

Contract

Keyword Search

Pole Filters

Bounding Rectangle

show shared data

Owner Name

XCEL ENERGY PSC... (123)

CENTURYLINK (40)

State

CO (163)

Year Placed

0 (126)

1968 (6)

1957 (5)

1940 (3)

1945 (3)

See more filters

Zip Code

80204 (160)

unknown (3)

Apply Filters

Save View

Toggle labels

Take Action

Create Conversation With Selected Assets

Clear Selection

View All

6 Selected (6 Poles)

Poles

Asset ID	Owner	Power Number	Telco Number	Height-Class	Action
1481842	XCEL ENERGY PSCO	227299	01065	40 - 5	open pole
1481841	XCEL ENERGY PSCO	NONE	01019	40 - 5	open pole
1481532	XCEL ENERGY PSCO	229172	01037	40 - 5	open pole
1478436	XCEL ENERGY PSCO	NONE	01093	30 - 6	open pole
1478308	XCEL ENERGY PSCO	NONE	01083	35 - 5	open pole

page walkthrough

- Once the map is zoomed in (or when enough filters are applied) to return less than 1,000 results, the assets on the screen will display as dots instead of colored grid clusters.
- To select an asset, click it on the screen. Selected assets are colored yellow.
- You can also draw a shape to select multiple assets at once, using the shape tools.
- Once at least one asset is selected, the "Take Action" menu will appear. You can create a conversation with your selected assets, clear your entire selection, or in the cases of some assets, perform other actions, from this menu.
- To view more information about your selected assets, expand this tray here by clicking "View All."
- Click on the colored dot in the filter menu to change the color of the dots by this Owning Company.
- Click on the "Color by?" radio button to color the dots by that filter type.



Pole Search Results – Filters

aldenONE Pole Search Results – Applying Filters

The screenshot displays the aldenONE Pole Search interface. The top navigation bar includes the aldenONE logo, a search bar, a menu icon, and user information (CTL Admin CENTURYLINK). The main area shows a map of Denver with search results. The sidebar on the left contains the following sections:

- Assigned To Me:** Search bar for "Poles on Map".
- Results Returned:** 3617. A note states "Results over 1,000 will be grouped. Zoom the map to see individual assets." A "Pole density" indicator shows 1 to 1218.
- Assets Searched:** A list of asset types with checkboxes: Pole (3617), Conversation, and Contract.
- Keyword Search:** A search bar.
- Pole Filters:** A "Refine" button and a "Bounding Rectangle" filter.
- show shared data:** A checkbox.
- Owner Name:** A list of owners with checkboxes and counts: XCEL ENERGY PSC... (1697), CENTURYLINK (952), INTERMOUNTAIN R... (940), UNKNOWN (24), and ATCHISON TOPEKA... (2). A "See more filters" link is present.
- State:** A list of states with checkboxes and counts: CO (3615) and NONE (2).
- Year Placed:** A list of years with checkboxes and counts: 0 (2771), 1970 (45), 1960 (31), 1962 (29), and 1923 (28). A "See more filters" link is present.
- Zip Code:** A list of zip codes with checkboxes and counts: 80204 (2423) and 80122 (040).

At the bottom of the sidebar, there is an "Apply Filters" button and a "0 Selected" indicator. A "Zoom to Loc" dialog box is visible on the map, with a "Go to my Current Location" button.

page walkthrough

- 1 The filter options listed in the **red area** are limited to a set of categories that are favored by you (more information available in "Refine All Filters"). The number of values under each filter category is limited to the top 5 values based on the number of results containing those values. Click "See More Filters" to get the next 5 results.
- 2 Click "Apply Filters" to update the search results based on the selected filter values.
- 3 To work with a list of all filter categories for the search results, click the "Refine" link.
- 4 When filters are applied, the Applied Filters are listed in the **green area**. The list of filter values and count in parenthesis are also updated as filters are applied. You can remove a filter by clicking the "X" next to the label for the applied filter.

The screenshot shows the 'Refine Filters' dialog box. On the left, there is a list of filters categorized into 'Favorites' and 'All Filters'. The 'Attacher Name' filter is highlighted with a blue star and a callout '3'. The 'All Filters' list includes options like '.25 Mile Grid', 'Address', 'City', 'Class', 'Conversation Type', 'Country', 'Custodian', 'Custom Attribute', 'Date Placed', 'Division', 'Geo Location', and 'Height'. The 'Attacher Name' filter is currently selected, and its options are displayed in the main area. The options are: ATCHISON TOPEKA & SANTA FE RR CO (2), CENTURYLINK (2861), COMCAST - CO (2497), NONE (260), XCEL ENERGY PSCO (2378), and ZAYO GROUP LLC (1). Each option has a selection button with '=' and '≠' symbols. The 'Apply' button is highlighted with a green border and a callout '5'. The 'Cancel' button is at the bottom left. The dialog title is 'Refine Filters' and the asset type is 'POLE'.

page walkthrough

- ① Your favorited filters for this asset type are saved here. These are the filters that will show in your filters pane on your search pages.
- ② To add a favorite filter, find one in the All Filters area and click the unfilled star.
- ③ To remove a favorited filter, click the filled star of a favorited filter.
- ④ The complete list of filter options available for the type of asset is listed here. Click one of the filter options in the list on the left, then set the values for that filter. Each filter category may have a different method of setting the values, dependent on the type of data and configuration of that filter. In some cases, all available values will be listed as shown in this screen. In other cases, you can search for a phrase or word. Or you may be able to use familiar operators like equals, greater than, or between, to define a numeric value.
- ⑤ As values are selected, the filters are displayed in the **green area**. These filters are applied by clicking the Apply button. The filters with selected values are moved to the top of the list in the list of filters on the left.
- ⑥ When finished, click Apply. This will update your search results with all of the filters you applied and will take you back to the updated search.



Pole Search Results – Take Actions

aldenONE Conversation [Search] Menu [User: CTL Admin CENTURYLINK]

Assigned To Me [Search] Poles on Map [Search]

Results Returned: 3617

Assets Searched: Pole (3617)

Keyword Search

Pole Filters: show shared data, Owner Name, State, Year Placed, Zip Code

Take Action: Open Item, Create Conversation With Selected Assets, Clear Selection

Pole Id	Pole Tag	Telco Number	Power Number	Height
80021571	NONE	016-375	NONE	CENTURYLINK 30
80021570	NONE	016-375	NONE	CENTURYLINK 30
79864294	NONE	00735	NONE	CENTURYLINK 40
79540391	NONE	NONE	1167-10-250	INTERMOUNTAIN RURAL ELECTRIC 35
79540380	NONE	NONE	1167-08-271	INTERMOUNTAIN RURAL ELECTRIC 30
79540378	NONE	NONE	1167-08-266	INTERMOUNTAIN RURAL ELECTRIC 30
79540377	NONE	NONE	1167-08-233	INTERMOUNTAIN RURAL ELECTRIC 35
79540376	NONE	NONE	1167-08-230	INTERMOUNTAIN RURAL ELECTRIC 35
79540359	NONE	NONE	1167-08-264	INTERMOUNTAIN RURAL ELECTRIC 40
79538800	NONE	NONE	1167-10-295	INTERMOUNTAIN RURAL ELECTRIC 35
79536648	NONE	NONE	1167-05-497	INTERMOUNTAIN RURAL ELECTRIC 30
79536647	NONE	NONE	1167-08-276	INTERMOUNTAIN RURAL ELECTRIC 30
79536646	NONE	NONE	1167-08-273	INTERMOUNTAIN RURAL ELECTRIC 30
79536644	NONE	NONE	1167-08-229	INTERMOUNTAIN RURAL ELECTRIC 35
79536236	NONE	NONE	1167-08-277	INTERMOUNTAIN RURAL ELECTRIC 30
79536235	NONE	NONE	1167-08-280	INTERMOUNTAIN RURAL ELECTRIC 30

25 [Page Navigation]

1 Selected (1 Pole)

page walkthrough

- ① Select only one Pole and then choose Open Item to see the full details about the pole.
- ② Select one or more poles to create a conversation with the selected poles.
- ③ In the case that the selections are not the desired poles, use the Clear Selection option to remove all conversations from the selection set of conversations.



Conversation Search Results

The screenshot shows the aldenONE interface for searching conversations. The search bar at the top contains the word "Conversation" and a search icon. The results pane shows 19323 results returned. The main table lists conversation details, and the left sidebar contains filters. Five numbered callouts highlight specific features:

- 1: Search context dropdown menu.
- 2: Search icon and input field.
- 3: Search results count (19323) and "Wrap Text" toggle.
- 4: Conversation filters sidebar, highlighted with a red border.
- 5: View type selection buttons (Grid, Map) highlighted with a green border.

Conversation #	Type	Last Update	Title	Initiated By	Status	Assign
746071	TEST-Permit to Attach	2/12/2019	Test Permit to Attach for Documer	ctladmin@cce	Created	ctladi
746034	TEST-Emergency Pole Replacemen	2/11/2019	EJR testing create from map assets	eleshia.robir	Escalated	jbusc
746041	TEST-Emergency Pole Replacemen	2/4/2019	EJR testing create from map assets	eleshia.robir	Initial	elesh
746040	TEST-Emergency Pole Replacemen	2/4/2019	EJR testing create from map assets	eleshia.robir	Initial	elesh
746030	TEST-Pole Sale	2/4/2019	test	ctladmin@cce	Awaiting Buyer Signature	elesh
746037	TEST-CTL Transfer Notice	2/4/2019	test	ctladmin@cce	Initial	ctladi
746020	TEST-CTL Field Inspection	1/29/2019	test	ctladmin@cce	Review Overdue	ctladi
746029	TEST-CTL Field Inspection	1/29/2019	test	ctladmin@cce	Initial	ctladi
746010	TEST-Permit to Attach	1/29/2019	test	jacquelyn.da	Created	jacqu
579926	TEST-CTL Field Inspection	1/29/2019	PPL NESC 430789844	oregon.nesc	Fielding Complete	mark
746028	TEST-CTL Field Inspection	1/29/2019	test	ctladmin@cce	Initial	ctladi
746027	TEST-CTL Transfer Notice	1/29/2019	test	ctladmin@cce	Initial	ctladi
746015	TEST-CTL Pole Correction	1/29/2019	test	ctladmin@cce	Overdue	ctladi
280450	TEST-SCL Routine Pole Correction	1/24/2019	CenturyLink to Install New Anchor	scl_jointuse@	Sent	seajt
51936	TEST-CTL Pole Correction	1/17/2019	JRM Collect: 03121, N CHASE ST & I	hbrock	Transfer Overdue	pat_p
541524	TEST-Miscellaneous Joint Use Reql	1/16/2019	Customer Complaint - Lori Atkin	tami.katzma	Working	troy.l

page walkthrough

- ① Use the search context to change your search to “Conversations.”
- ② Click the search icon, or type in a keyword.
- ③ Each new search opens a search results tab and displays the count of the results in the top left of the filters pane.
- ④ Use the conversation filters located in the **red area** to limit the search results. Refer to the help topics related to Filters for more information.
- ⑤ View the search results as a grid, or on a map by selecting the desired view type in the **green area**. Refer to the help topics related to Views for more information.



Conversation Search Results – Views

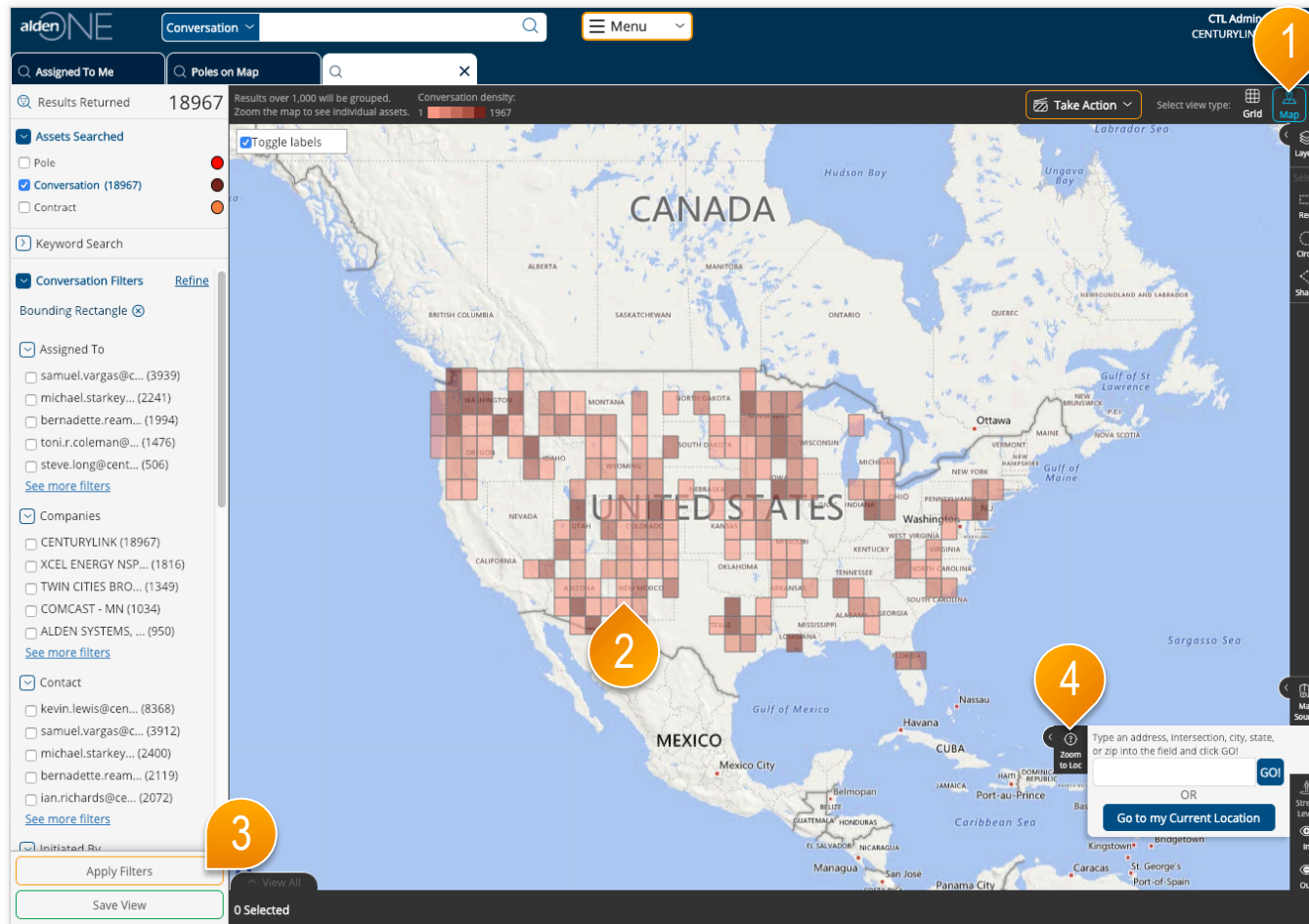
The screenshot displays the aldenONE interface for Conversation Search Results in Grid View. The interface includes a search bar, filters, and a table of results. Numbered callouts (1-8) highlight key features:

- 1. Grid View icon
- 2. Column headers
- 3. Filter icon
- 4. Pagination controls
- 5. Conversation ID link
- 6. Conversation title
- 7. Export to Excel button
- 8. Show/Hide Columns button

Conversation #	Type	Last Update	Title	Initiated By	Status	Assigned To
746071	TEST-Permit to Attach	2/12/2019	Test Permit to Attach for Documen	ctladmin@ce	Created	ctladi
746034	TEST-Emergency Pole Replacemen	2/11/2019	EJR testing create from map assets	eleshia.robir	Escalated	jbust
746041	TEST-Emergency Pole Replacemen	2/4/2019	EJR testing create from map assets	eleshia.robir	Initial	elesh
746040	TEST-Emergency Pole Replacemen	2/4/2019	EJR testing create from map assets	eleshia.robir	Initial	elesh
746030	TEST-Pole Sale	2/4/2019	test	ctladmin@ce	Awaiting Buyer Signature	elesh
746037	TEST-CTL Transfer Notice	2/4/2019	test	ctladmin@ce	Initial	ctladi
746020	TEST-CTL Field Inspection	1/29/2019	test	ctladmin@ce	Review Overdue	ctladi
746029	TEST-CTL Field Inspection	1/29/2019	test	ctladmin@ce	Initial	ctladi
746010	TEST-Permit to Attach	1/29/2019	test	jacquelyn.da	Created	jacqu
579926	TEST-CTL Field Inspection	1/29/2019	PPL NESC 430789844	oregon.nesc	Fielding Complete	mark
746028	TEST-CTL Field Inspection	1/29/2019	test	ctladmin@ce	Initial	ctladi
746027	TEST-CTL Transfer Notice	1/29/2019	test	ctladmin@ce	Initial	ctladi
746015	TEST-CTL Pole Correction	1/29/2019	test	ctladmin@ce	Overdue	ctladi
280450	TEST-SCL Routine Pole Correction	1/24/2019	CenturyLink to Install New Anchor	scl_jointuse@	Sent	seajit
51936	TEST-CTL Pole Correction	1/17/2019	JRM Collect: 03121, N CHASE ST & I	hbrock	Transfer Overdue	pat_p
541524	TEST-Miscellaneous Joint Use Reql	1/16/2019	Customer Complaint - Lori Atkin	tami.katzma	Working	troy.l

page walkthrough

- 1 Select Grid View to see the search results in a table with a brief amount of information for each conversation.
- 2 Sort the results using any of the available fields listed in the **red area**. Click a column header to sort by that column. Click and drag a column to reorder the columns.
- 3 Click a filter icon in a column to add a filter for that column.
- 4 Page through your results and set your number of results per page in the **purple area**.
- 5 Open a conversation by clicking the link in the first column.
- 6 Select a conversation or conversations by clicking on them anywhere in the row (except for in the link under the Conversation ID).
- 7 Click the Export to Excel button at the top of the grid to export all search results. The file is downloaded by your browser.
- 8 Show or hide columns by selecting them from the menu here.



page walkthrough

- 1 Select Map View to see the search results displayed on a map.
- 2 If there are more than 1,000 search results, then the results are displayed in colored grids. The darker colors denote more densely populated areas.
- 3 To view individual poles on the map, you must use filters to reduce the results count to 1,000 or less. Select your filters then click "Apply Filters." Refer to the help topic Pole Search Results – Applying Filters for more information.
- 4 You can also zoom the map using the mouse wheel or the Zoom to Location feature to use the map boundaries to limit the results.

The screenshot displays the aldenONE interface in map view. The top navigation bar includes the aldenONE logo, a search bar, a menu icon, and user information (CTL Admin CENTURYLINK). Below the search bar, there are filters for 'Assigned To Me' and 'Poles on Map'. The left sidebar contains 'Assets Searched' (Pole, Conversation (21), Contract) and 'Conversation Filters' (Assigned To, Companies, Contact, Location). The main map area shows a grid of streets with several asset markers. A blue dashed rectangle highlights a group of assets, and a yellow dot indicates a selected asset. A 'Take Action' menu is visible over the map. At the bottom, a 'Conversations' tray shows details for four selected conversations, including asset ID, type, title, status, and assigned user.

Asset ID	Type	Title	Status	Assigned To	Action
53048	TEST-CTL Pole Correc...	GROUNDLINE:02609...	Posting	samuel.vargas@cent...	open conversation
53049	TEST-CTL Pole Correc...	GROUNDLINE:03545...	Posting	samuel.vargas@cent...	open conversation
53051	TEST-CTL Pole Correc...	GROUNDLINE:03329...	Posting	samuel.vargas@cent...	open conversation
53046	TEST-CTL Pole Correc...	GROUNDLINE:02825...	Posting	samuel.vargas@cent...	open conversation

page walkthrough

- Once the map is zoomed in (or when enough filters are applied) to return less than 1,000 results, the assets on the screen will display as dots instead of colored grid clusters.
- To select an asset, click it on the screen. Selected assets are colored yellow.
- You can also draw a shape to select multiple assets at once, using the shape tools.
- Once at least one asset is selected, the "Take Action" menu will appear. You can create a conversation with your selected assets, clear your entire selection, or in the cases of some assets, perform other actions, from this menu.
- To view more information about your selected assets, expand this tray here by clicking "View All."
- Click on the colored dot in the filter menu to change the color of the dots for conversations.



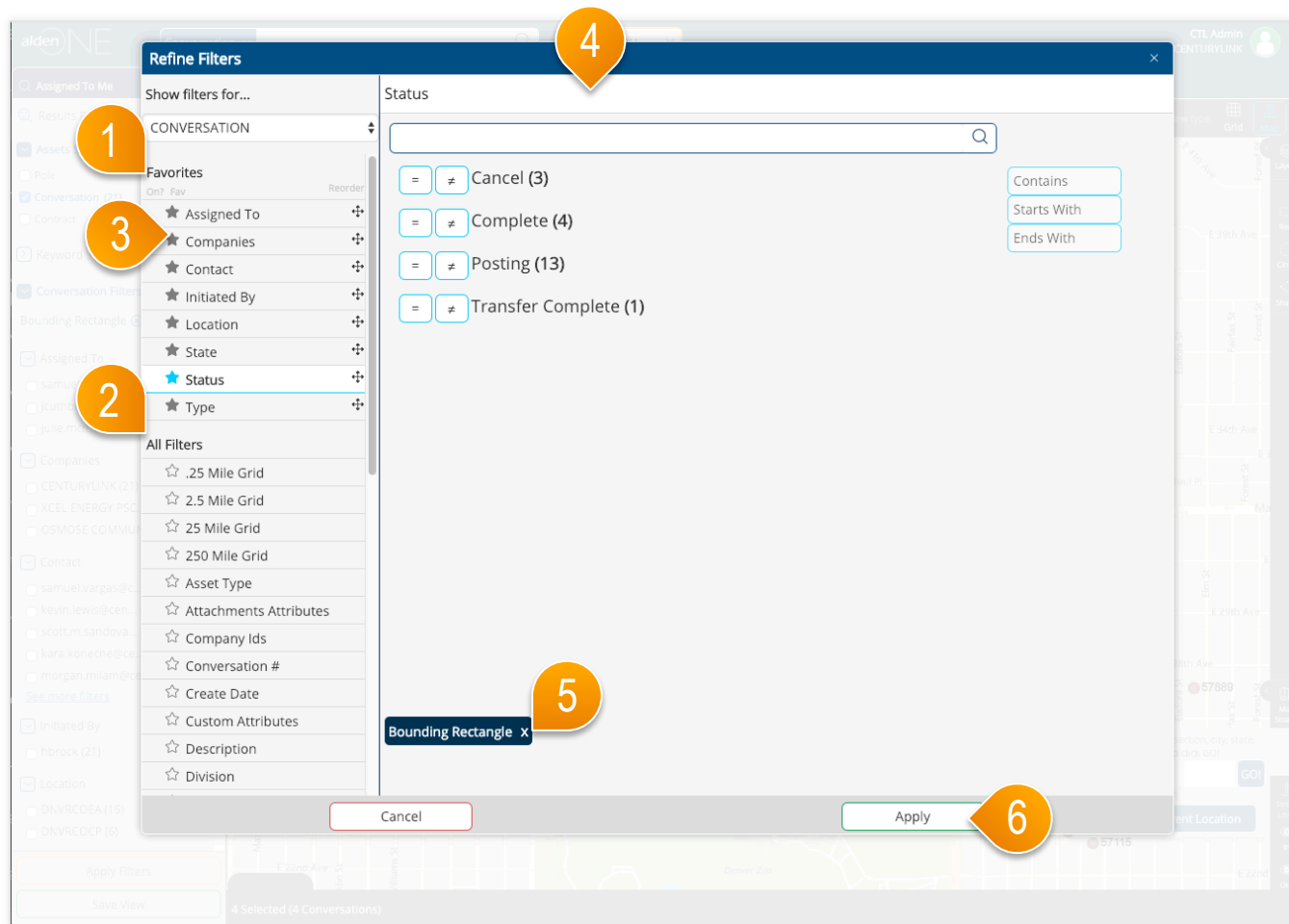
Conversation Search Results – Filters

The screenshot displays the aldenONE interface for conversation search results. The main map shows the United States with a heatmap overlay representing conversation density. The interface includes a search bar at the top, a filter sidebar on the left, and a map view. Four numbered callouts (1, 2, 3, 4) highlight specific UI elements:

- 1: Points to the 'Assigned To' filter list, which includes email addresses and counts.
- 2: Points to the 'Apply Filters' button at the bottom of the filter sidebar.
- 3: Points to the 'Refine' link in the filter sidebar.
- 4: Points to the 'Bounding Rectangle' filter category in the filter sidebar.

page walkthrough

- 1 The filter options listed in the **red area** are limited to a set of categories that are favored by you (more information available in “Refine All Filters”). The number of values under each filter category is limited to the top 5 values based on the number of results containing those values. Click “See More Filters” to get the next 5 results.
- 2 Click “Apply Filters” to update the search results based on the selected filter values.
- 3 To work with a list of all filter categories for the search results, click the “Refine” link.
- 4 When filters are applied, the Applied Filters are listed in the **green area**. The list of filter values and count in parenthesis are also updated as filters are applied. You can remove a filter by clicking the “X” next to the label for the applied filter.



page walkthrough

- ① Your favorited filters for this asset type are saved here. These are the filters that will show in your filters pane on your search pages.
- ② To add a favorite filter, find one in the All Filters area and click the unfilled star.
- ③ To remove a favorited filter, click the filled star of a favorited filter.
- ④ The complete list of filter options available for the type of asset is listed here. Click one of the filter options in the list on the left, then set the values for that filter. Each filter category may have a different method of setting the values, dependent on the type of data and configuration of that filter. In some cases, all available values will be listed as shown in this screen. In other cases, you can search for a phrase or word. Or you may be able to use familiar operators like equals, greater than, or between, to define a numeric value.
- ⑤ As values are selected, the filters are displayed in the **green area**. These filters are applied by clicking the Apply button. The filters with selected values are moved to the top of the list in the list of filters on the left.
- ⑥ When finished, click Apply. This will update your search results with all of the filters you applied and will take you back to the updated search.



Conversation Search Results – Take Actions

aldenONE Conversation Search Results – Take Action

Results Returned: 21

Assets Searched: Pole, Conversation (21), Contract

Conversation Filters: Assigned To, Companies, Contact, Initiated By, Location

Conversation #	Type	Last Update	Title	Assign
56934	TEST-CTL Pole Correction	10/10/2018	GROUNDLINE:03571,E 31ST AV	samu
53551	TEST-CTL Pole Correction	10/10/2018	GROUNDLINE:02907, N BIRCH ST & hbrock	Posting samu
53048	TEST-CTL Pole Correction	10/10/2018	GROUNDLINE:02609, N BIRCH ST & hbrock	Posting samu
53695	TEST-CTL Pole Correction	10/10/2018	GROUNDLINE:03327,N ADAMS ST	Posting samu
53696	TEST-CTL Pole Correction	10/10/2018	GROUNDLINE:03313,N ADAMS ST	Cancel jcuth
57889	TEST-CTL Pole Correction	10/10/2018	GROUNDLINE:2651.AR,N ELM ST &	Cancel samu
53049	TEST-CTL Pole Correction	10/10/2018	GROUNDLINE:03545,N COLUMBIN	Posting samu
51547	TEST-CTL Pole Correction	10/10/2018	JRM Collect: 03755, N HIGH ST & Rv	Posting samu
53051	TEST-CTL Pole Correction	10/10/2018	GROUNDLINE:03329,N COLUMBIN	Posting samu
60174	TEST-CTL Pole Correction	10/10/2018	GROUNDLINE:03799,N HARRISON	Cancel samu
57091	TEST-CTL Pole Correction	10/10/2018	GROUNDLINE:02531,N BIRCH ST &	Complete samu
57092	TEST-CTL Pole Correction	10/10/2018	GROUNDLINE:02281,N BIRCH ST &	Complete samu
57115	TEST-CTL Pole Correction	10/10/2018	GROUNDLINE:02251,N CHERRY ST	Complete samu
51548	TEST-CTL Pole Correction	10/10/2018	JRM Collect: 03727, N HIGH ST & Rv	Posting samu
51510	TEST-CTL Pole Correction	10/10/2018	JRM Collect: 03551, N RACE ST & VI	Posting samu
51511	TEST-CTL Pole Correction	10/10/2018	JRM Collect: 03531, N RACE ST & VI	Posting samu

1 Selected (1 Conversation)

page walkthrough

- ① Select only one conversation and then choose Clone Conversation to make a copy of the existing conversation. The new conversation will be opened in a new tab.
- ② Select one or more conversations to take an action or change the assignment on conversations. Click the Status/Assign option to access the available workflow actions and assignment dialog. **NOTE:** You will only be able to change the status of conversations that are the same type and that are currently in the same status.
- ③ In the case that the selections are not the desired conversations, use the Clear Selection option to remove all conversations from the selection set of conversations.



Conversations

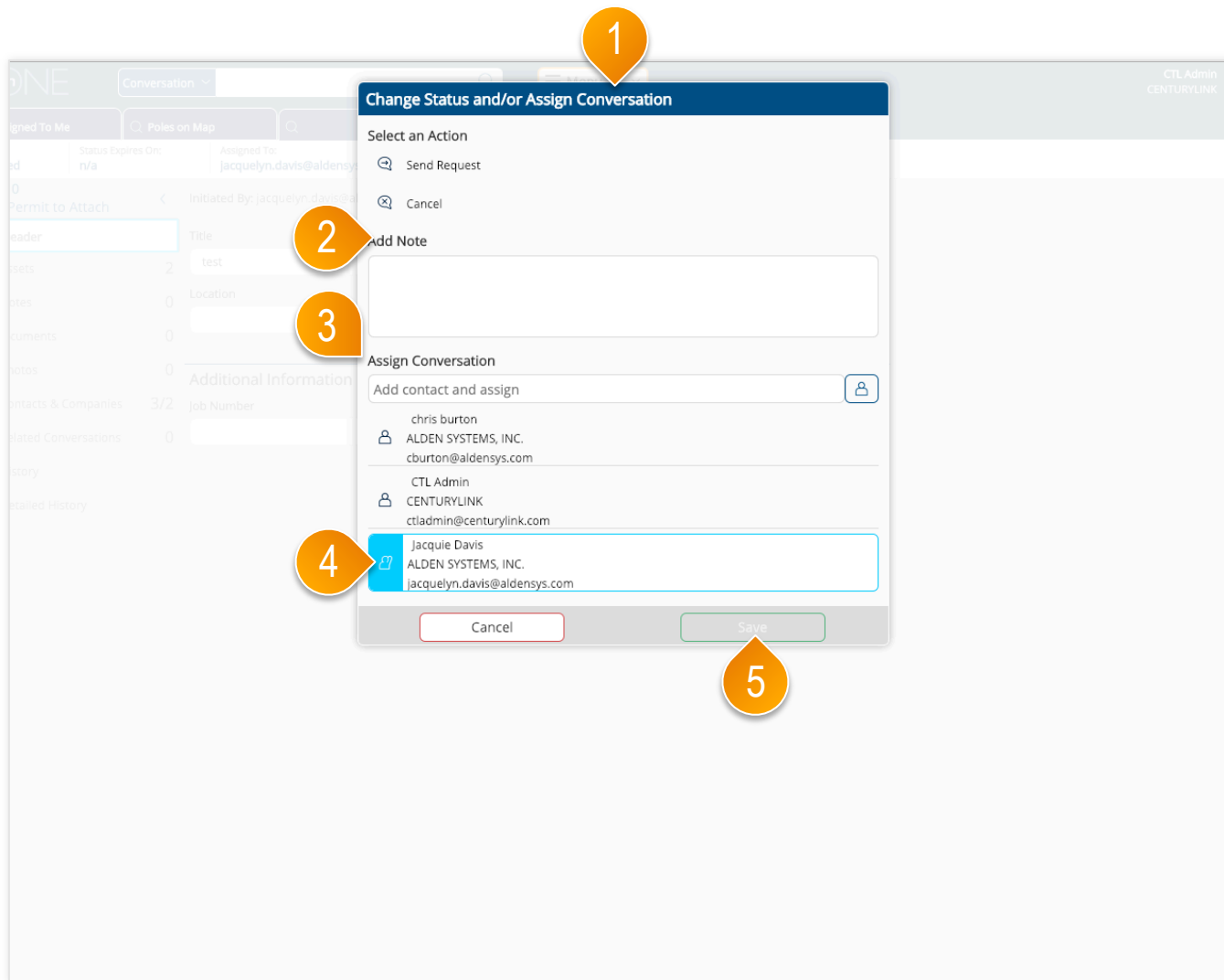
aldenONE Conversation Overview

The screenshot displays the aldenONE Conversation Overview interface. Callout 1 points to the top navigation bar, which includes a search bar, a 'Menu' dropdown, and user information for 'CTL Admin CENTURYLINK'. Callout 2 points to the 'I want to...' dropdown menu, which is currently open. Callout 3 points to the left-hand navigation menu, which is highlighted with a green border. The main content area shows a conversation titled 'TEST-Permit to Attach' with fields for Title, Location, State, and Description. The left-hand navigation menu includes the following items:

Item	Count
Header	
Assets	2
Notes	0
Documents	0
Photos	0
Contacts & Companies	3/2
Related Conversations	0
History	
Detailed History	

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.

aldenONE Conversation – Header Section

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

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.

The screenshot displays the aldenONE interface in Map View. The left sidebar shows the navigation menu with 'Assets' selected (1). The top navigation bar includes the 'Add Asset' button (2) and the 'Take Action' dropdown menu (4). The main map area shows a map of Colorado with various assets marked. Callout 3 points to the 'Show poles' and 'Toggle labels' checkboxes. Callout 5 points to the search bar for adding assets. The map shows a grid view of assets, with a search bar at the bottom right for adding assets.

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 with the following elements:

- 1**: Assets tab in the sidebar.
- 2**: Grid view selected in the top right.
- 3**: Checkbox selected in the first row of the asset grid.
- 4**: 'Take Action' menu open over the selected row.
- 5**: Plus icon next to the first row expanded to show sub-assets.
- 6**: 'Hide Poles' button in the top right of the grid.

Company Name	Type	Weight	Height	Attachment Location
CENTURYLINK	Communication Main Line			
ADOLPH COORS BREWERY OF COLO	CENTURYLINK	415325		
CENTURYLINK	Communication Main Line			

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 shows the aldenONE interface with a map view. The top navigation bar includes the aldenONE logo, a search bar, and a menu icon. The main content area displays a map of a region with various locations and assets. A dialog box titled "Add Asset" is overlaid on the map, showing the process of adding a new pole to a conversation. The dialog box contains the following fields:

- Comment
- Owner Name: A AND B PERMITS
- Custodian: 3 Rivers Telephone Cooperative, Inc.
- Pole Tag: 123456
- Telco No
- Power No
- Location
- Height
- Class
- Material Type
- Date Placed: month/day/year
- Usage
- Address
- City
- State: CO
- Zip Code: 81635
- Latitude: 39.427707384656
- Longitude: -107.99560546875

The dialog box has "Cancel" and "Save" buttons at the bottom.

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.

aldenONE Conversation – Notes Section

The screenshot shows the aldenONE interface for a conversation. On the left is a navigation sidebar with items like Header, Assets, Notes (highlighted with callout 1), Documents, Photos, Contacts & Companies, Related Conversations, History, and Detailed History. The main area displays a conversation header with callout 6, a search bar, and a 'Menu' button. Below the header is a list of notes. The first note is from CTL Admin at CENTURYLINK, with callout 3 pointing to the user information and callout 2 pointing to the note text. The second note is a reply, with callout 4 pointing to the 'Delete' and 'Edit' icons. Callout 5 points to the 'Sort by...' dropdown menu. Callout 6 also points to the 'Add Note' button in the header area.

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

Jacque 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.

The screenshot shows the Alden ONE interface for a conversation. On the left, a navigation sidebar includes tabs for Documents (3), Photos (0), Contacts & Companies (3/2), Related Conversations (0), History, and Detailed History. The main area displays a list of documents with columns for filename, sender, date, and actions (Delete, Download, Edit). A dotted box at the top indicates the area for adding new documents. Callouts 1-7 highlight key features: 1 (Documents tab), 2 (document list), 3 (document details), 4 (action icons), 5 (Sort by dropdown), 6 (Add Document button), and 7 (upload area).

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 BrowserRecommendations .pdf

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

2 Public - Only people/companies on this conversation can view.
 Private - Select people/companies who can view.

Who can see this?

3 **Contacts**
Add Contact

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

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

4 **Companies**
Add Company

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

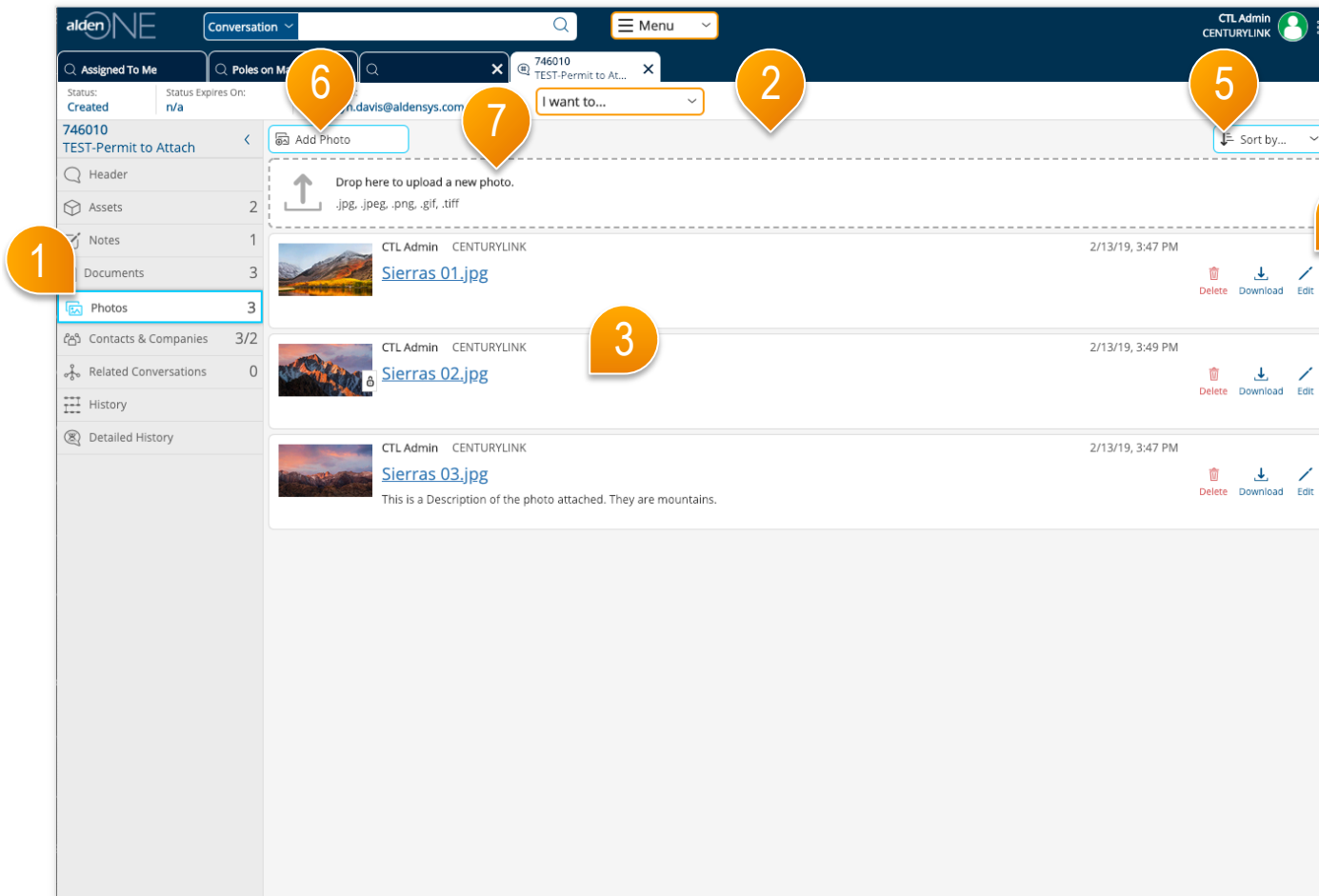
CENTURYLINK
Company Contact Name: Marcy Aguon
Company Contact Email: Marcy.Aguon@centurylink.com

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.

aldenONE Conversation – Photos Section




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 Sierras 03 .jpg

Add Description (Optional)

This is a Description of the photo attached. They are mountains.

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

Private - Select people/companies who can view.

Who can see this?

Contacts

3 Add Contact

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

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

Companies

Add Company

Cancel Save

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.

The screenshot displays the 'Conversation - Contacts & Companies' section of the aldenONE interface. The interface is divided into several sections:

- Navigation Sidebar (1):** Located on the left, it contains various navigation options such as 'Assigned To Me', 'Poles on Map', 'Assets', 'Notes', 'Documents', 'Photos', 'Contacts & Companies' (highlighted), 'Related Conversations', 'History', and 'Detailed History'.
- Top Navigation Bar:** Includes the 'aldenONE' logo, a search bar, a 'Menu' button, and the user profile 'CTL Admin CENTURYLINK'.
- Conversation Header:** Shows the conversation ID '746010' and the title 'TEST-Permit to Attach'. It also displays the status 'Created' and the assigned user 'jacquelyn.davis@aldensys.com'.
- Contacts Section (2, 3, 5, 6):** Contains an 'Add Contact' field and a list of contacts. Each contact entry includes the user's name, email address, and a set of action buttons: 'Read Only?', 'Assign', and 'Remove'. Callout 2 points to the 'Add Contact' field, callout 3 to the 'Add Contact' button, callout 5 to the 'Assign' button, and callout 6 to the 'Read Only?' button.
- Companies Section (4):** Contains an 'Add Company' field and a list of companies. Each company entry includes the company name, primary name, and primary email address, along with 'Read Only?' and 'Remove' buttons. Callout 4 points to the 'Add Company' field.

page walkthrough

- 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.
- 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.
- Each contact shows the user's name, email address, and company name.
- Each company shows the company name along with the main person to contact for that company and their email address.
- 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.
- 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.

The screenshot shows the aldenONE interface with the following elements:

- 1**: The "Related Conversations" tab is selected in the left sidebar.
- 2**: The "Conversation Number" column in the table, with the value "619768" highlighted.
- 3**: The "Is Closed" column in the table, which is currently empty.
- 4**: The horizontal scrollbar at the bottom of the table, indicating that there is more information to view.

Conversation Number	Is Closed	Conversation Type	State	Assigned To	Conve
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.

The screenshot displays the 'aldenONE' interface. At the top, there is a navigation bar with 'aldenONE', a search bar, a 'Menu' dropdown, and a user profile for 'CTL Admin CENTURYLINK'. Below the navigation bar, there are several tabs: 'Assigned To Me', 'Poles on Map', and two active tabs for conversation IDs '746010' and '615314'. The main content area shows the 'Conversation State Changes' for conversation '615314 TEST-CTL Field Inspection'. A workflow diagram illustrates the sequence of actions and state changes:

- Created** (2/15/18, 11:10 AM) by CenturyLink Oregon NESC CENTURYLINK, resulting in the **Initial** state.
- Send Request** (2/15/18, 11:21 AM) by CenturyLink Oregon NESC CENTURYLINK, resulting in the **Sent** state.
- Acknowledge** (2/15/18, 11:21 AM) by CenturyLink Oregon NESC CENTURYLINK, resulting in the **Review** state.
- Ready For Field Inspection** (2/15/18, 11:22 AM) by CenturyLink Oregon NESC CENTURYLINK, resulting in the **Ready For Field Inspection** state.
- Send to Field Inspection With Collect** (2/16/18, 10:50 AM) by James Hefley CENTURYLINK, resulting in the **Fielding** state.
- Poles Uploaded** (2/18/18, 4:10 PM) by Timer Service ALDEN SYSTEMS, INC., resulting in the **Fielding-Poles Uploaded** state.
- Poles Uploaded** (2/28/18, 5:43 PM) by Timer Service ALDEN SYSTEMS, INC., resulting in the **Fielding Complete** state.

On the left sidebar, the 'History' tab is highlighted with a blue border and a circled '1'. The 'Conversation State Changes' section is highlighted with a blue border and a circled '2'.

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 displays the aldenONE interface for a conversation. The left sidebar shows navigation options, with 'Detailed History' selected. The top navigation bar includes a search bar, a menu, and user information. The main content area shows a list of history items for conversation 615314, 'TEST-CTL Field Inspection'. The items are sorted by date and time, with the most recent at the top. Three numbered callouts highlight specific features: 1. The 'Detailed History' tab in the sidebar. 2. A 'I want to...' dropdown menu in the header. 3. The 'Sort by...' dropdown menu in the top right of the history list.

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

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.