

Supplied Diagnostic Tool Process Flow Diagram

The diagnostic tool serves the purpose of taking the end user on a troubleshooting journey, trying to diagnose the cause of the issue they are experiencing with OFNL supplied services. A step by step process will help to either solve the issue, or highlight an action point for next steps.

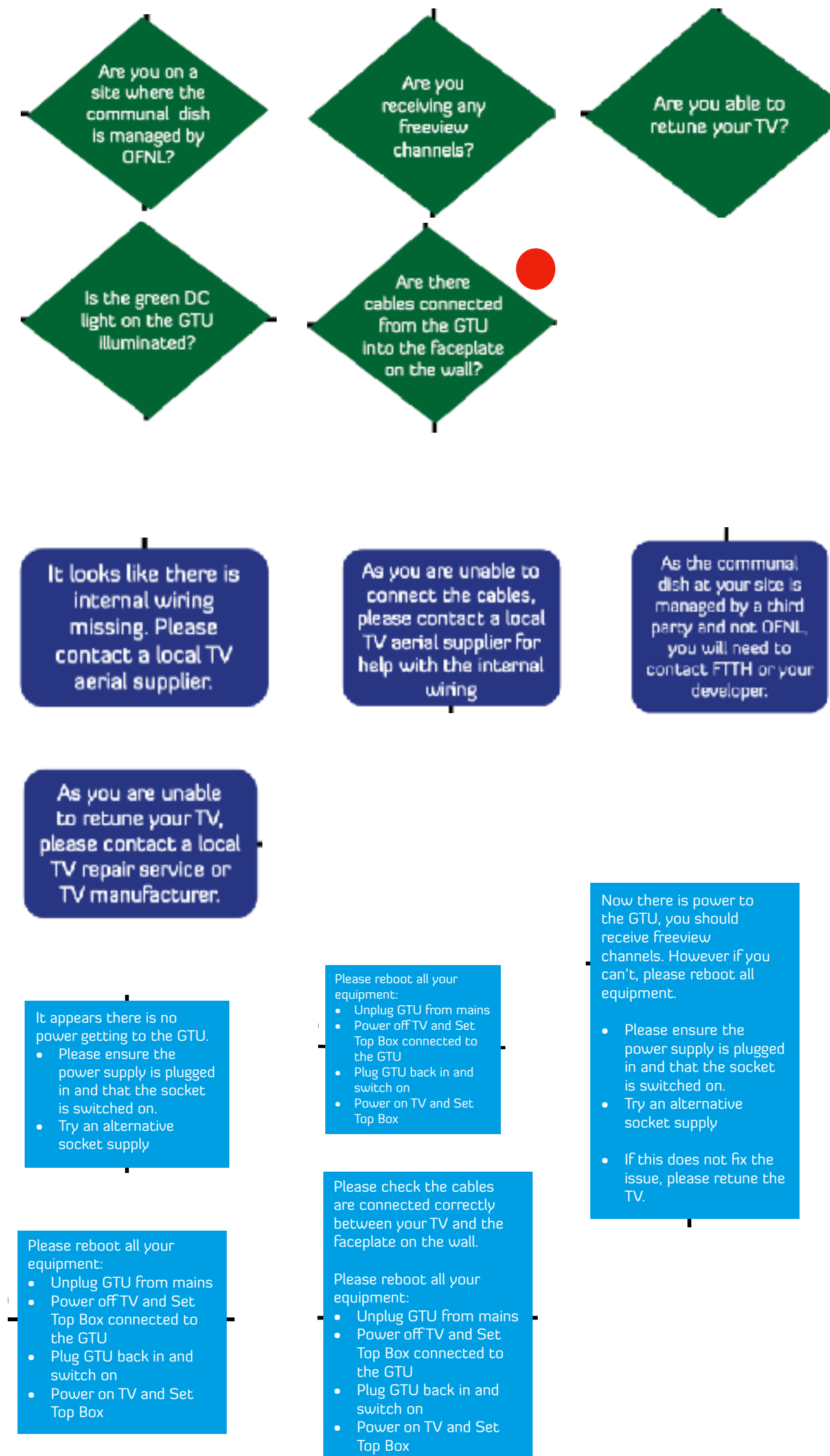
One of the outputs of the process will be a code number that the website will generate calculated from the answers the user has given, which then helps the OFNL engineers to quickly establish the best resolution.

As an example - See Sky's equivalent [HERE](#)

General Graphics



Specific Graphics



Intermediate Q's Graphics

- Cables present but not connected to the faceplate
- All cables present and connected to GTU and faceplate