

Oracle® Communications Order and Service Management

Order Operations and Fallout Management User's Guide



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About This Content

This guide provides information about using the Order Operations and Fallout Management graphical user interface.

Audience

This document is intended for fallout administrators responsible for locating orders with errors, determining the causes of failures, and taking the necessary corrective actions.

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Conventions

The following text conventions are used in this document.

Convention	Meaning
boldface	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.
<i>italic</i>	Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.
monospace	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.

1

Getting Started

This chapter describes how to get started with the Order Operations and Fallout Management User Interface and provides an overview of how you can use the Graphical User Interface (GUI). With this GUI you can monitor order volumes in real-time and manage fallout orders in your Oracle Communications Order and Service Management (OSM) cloud native deployment.

Overview of the Order Operations and Fallout Management UI

The Order Operations and Fallout Management user interface (UI) is used for monitoring and managing orders that are experiencing fallout exceptions in the OSM system. You can log in to the UI if you have the required roles provisioned. You can view real-time data on all orders in fallout. This includes critical details such as, order ID, order type, customer name, requested completion date, earliest error, total errors, state, and status. The UI features dashboards and charts to help you identify overdue orders and track the overall impact of fallout events.

By using the Fallout Orders dashboard, you can search for and filter orders using filter chips, and access relevant order-level actions to diagnose and resolve fallout exceptions. The dashboard allows you to undertake remediation actions, such as retrying tasks, failing orders, or force completing tasks. You can also navigate to related detail pages to analyze individual fallout incidents, review worklists, and track the process history of each order, supporting fallout management and resolution activities.

Prerequisites

The following are the prerequisites for accessing the Fallout Order Dashboard:

- Provisioning User Roles
- Logging in to the User Interface

About User Roles

The following roles control what you see on the Landing Page. If you are missing access, contact your system administrator to request these roles. For details on role management, refer to About OSM Authentication and Authorization Methods. These two roles are:

- OMS_Client
- OSM_FALLOUT

OMS_Client Role

The OMS_Client role is mandatory for logging in and accessing the UI. It grants access to the following UIs:

- Order Operations
- Order Management Web Client
- Task Web Client

OSM_FALLOUT Role

This is an optional role that extends the OMS_Client role to enable access to the Fallout Orders Dashboard. This role can be assigned to those users who are working on fallout analysis and resolution. If you have the OMS_Client role and not the OSM_FALLOUT role, you will be able to log in to the OSM GUIs but you will not see the **Fallout Orders** Dashboard on the landing page. Additionally, the Fallout Orders tab within the Order Operations Dashboard will be hidden.

Logging in to the User Interface

Log in to the Order Operations and Fallout Management UI using the URL and credentials that your administrator configured. See *OSM Cloud Native Deployment Guide* for instructions about setting up the user interface. Once you have the URL and the credentials, open a web browser and log in to the Order Operations and Fallout Management UI.

The URL for the Order Operations and Fallout Management UI is as follows:

`https://project.instance.osm.org:port/OrderManagement/osm-landingpage/`

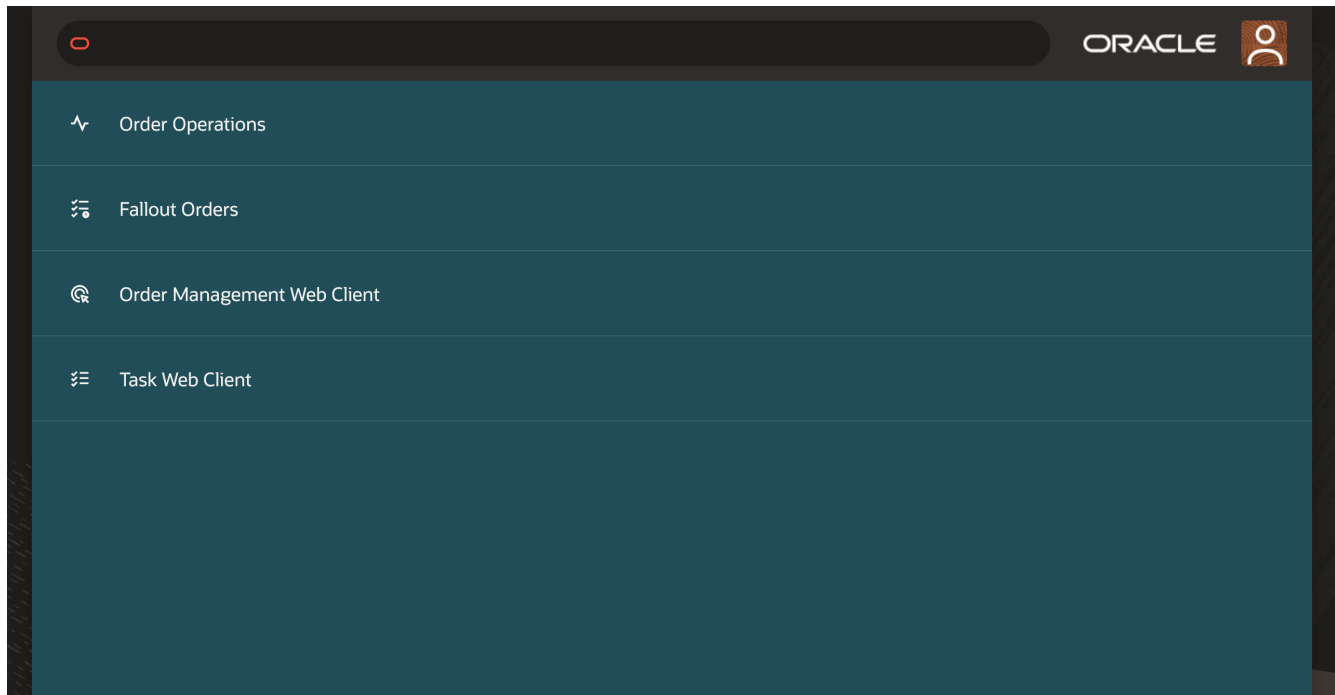
Note

For information about configuring the UI on **https**, see *OSM Cloud Native Deployment Guide*.

For *project*, *instance*, and *port* details, check with your administrator. Depending on the project specification, your administrator may have configured a custom domain name, instead of **osm.org**.

About the User Interface

After logging in, the user interface displays the landing page.

Figure 1-1 Landing Page

The landing page provides the following menu options, using which you can navigate to different OSM client applications:

Note

The menu options available on the Landing Page are role-based. For more information, see [About User Roles](#).

- **Order Operations:** Opens the Order Operations dashboard. This dashboard displays a bar chart, line graph, order metrics for a specified duration, **Refresh** icon, and an **Alerts** icon.
- **Fallout Orders:** Opens the **Fallout Orders** page. This page displays orders in fallout and their details. You can search for a specific set of orders or a specific order using different filters. You can navigate to the **Worklist** page and the **Process History - Summary Table** page of the OSM Task Web client to view the details of an order at the point of fallout and the process history summary of an order. You can also undertake remediation actions against a complete order experiencing fallout or on individual fallout exceptions.
- **Order Management Web Client:** Opens the Order Management Web client. This client enables you to perform order management and administration tasks. See *OSM Order Management Web Client User's Guide* for instructions about using this client application.
- **Task Web Client:** Opens the Task Web client. This client application enables you to create, view, edit, track, and report on orders and tasks in the OSM system. See *OSM Task Web Client User's Guide* for instructions about using this client application.

You can switch between these applications without needing to log in again.

From within any of these applications, click  (Ask Oracle icon) to navigate back to the landing page.

Finding Help

In the user menu, located at the top-right corner of the landing page, click **Help** to open the user's guides of OSM web clients and other documentation about OSM. Click **About** to view the version of the OSM application that you are currently logged into.

Session Timeout

If you have the application open in two separate browser windows or tabs, and one of them is kept idle, a pop-up window appears on the one that is left idle after 80% of the configured session timeout duration is reached. If you do not click the **OK** button, or refresh the page on the idle browser window, when the time runs out, you will be logged out of the application on both the windows.

Your administrator can configure the duration for session timeout. See *OSM Cloud Native Deployment Guide* for details.

Note

When using multiple sessions, if one of the session times out, or if you log out in one, a session timeout popup is displayed in the other session window. Click **OK** and then proceed to login again. If you do not acknowledge the pop-up, other windows or tabs may appear blank. If you are not able to login again, close all open tabs and login again to fix the error.

Logging Out

To log out of the application, navigate to the landing page, click the user menu (at the top-right corner) and then click **Sign Out**.

2

Monitoring Orders

This chapter describes how to monitor orders using the Order Operations dashboard. Using the Order Operations dashboard, you can monitor order volumes in real-time. The dashboard provides information in the form of bar graphs and line graphs. It also highlights Key Performance Indicators and displays the number of orders that are in each life cycle state.

About the Order Operations Dashboard

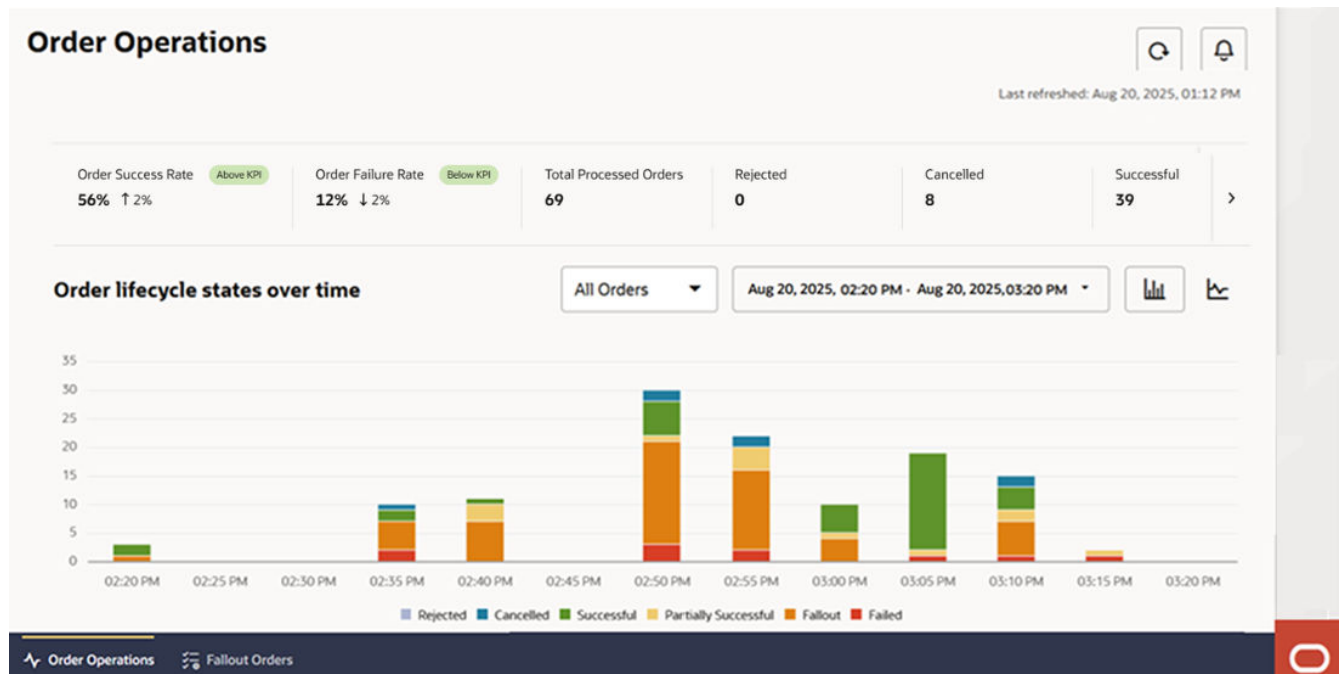
On the landing page, click **Order Operations** to open the Order Operations dashboard.

The following image displays the Order Operations dashboard, with the bar chart selected.

Note

The data in this image has been set up to showcase all the data facets that can be visible in the dashboard.

Figure 2-1 Bar Chart in Order Operations Dashboard

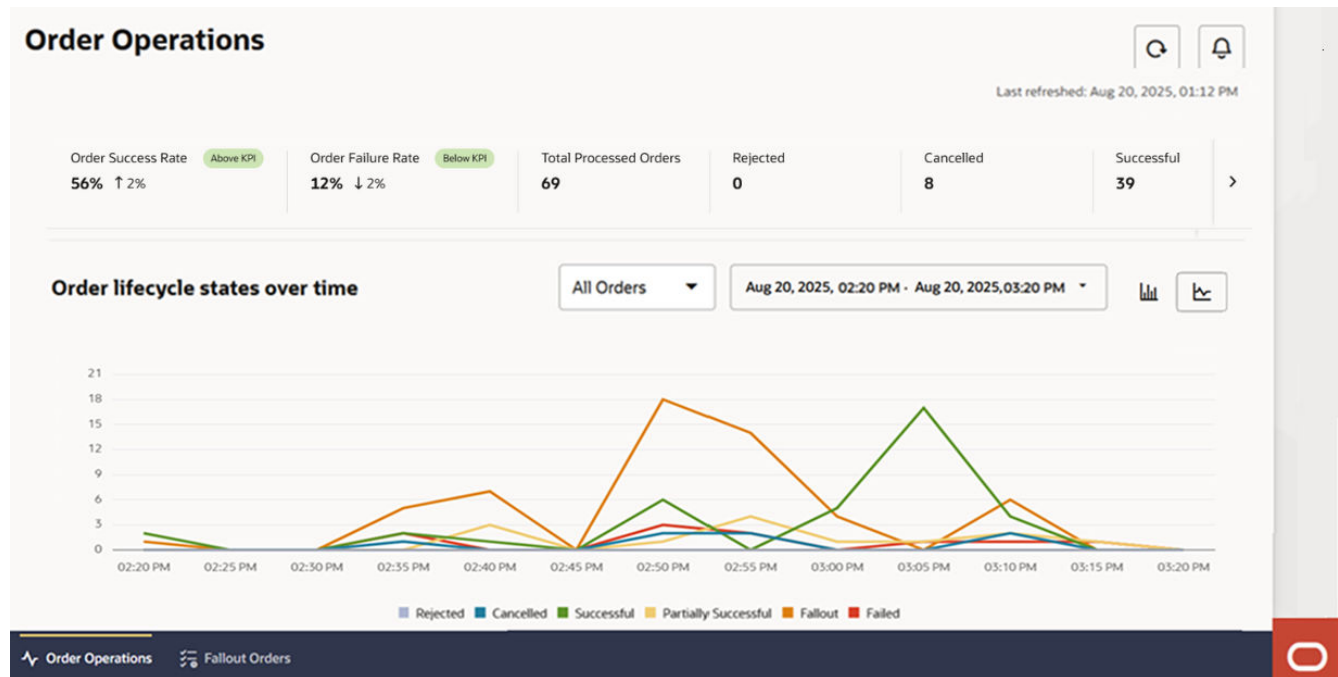


The following image shows the Order Operations dashboard, with the line graph selected.

Note

The data in this image has been set up to showcase all the data facets that can be visible in the dashboard.

Figure 2-2 Line Graph in Order Operations Dashboard



The dashboard displays key performance indicators (KPIs), sums of orders in each order life cycle state, a bar chart and a line chart that represent these numbers for a specified duration, and an alerts panel.

Note

All metrics displayed on the dashboard are for TMF orders only.

The dashboard shows real-time order status information for a specified duration and refreshes automatically after every 3 minutes, by default.



Clicking **(Refresh icon)** refreshes the data and displays the latest order status information in real-time.



Clicking **(Alerts icon)** opens the Alerts panel, which displays alerts when a threshold set on a specific order metric is reached. For example, by default, an alert is generated and displayed every time the order success rate drops below 98%. See [Viewing Alerts](#) for further details about alerts.

Key Performance Indicators

The dashboard displays the following key performance indicators about the orders OSM received:

- **Order Success Rate:** This KPI represents the percentage (%) of the number of Completed Orders proportionate to the number of Total Processed Orders. When this percentage (%) drops below a threshold that you set, a down arrow and the percentage of the drop (as in a stock ticker) are displayed. By default, the threshold is set to 98%. The equation for calculating this KPI is as follows:

$$\text{Order Success Rate} = (\text{Number of Completed Orders} / \text{Number of Total Processed Orders}) \times 100$$

- **Order Failure Rate:** This KPI represents the percentage (%) of the number of Failed Orders proportionate to the number of Total Processed Orders. When this percentage (%) rises above a threshold that you set, an up arrow and the percentage of the rise (as in a stock ticker) are displayed. By default, the threshold is set to 2%. The equation for calculating this KPI is as follows:

$$\text{Order Failure Rate} = (\text{Number of Failed Orders} + \text{Number of Rejected Orders}) / \text{Number of Total Processed Orders} \times 100$$

- **Total Processed Orders:** This is the total number of orders that OSM has processed.

$$\text{Total Processed Orders} = \text{Rejected Orders} + \text{Cancelled Orders} + \text{Completed Orders} + \text{Partial Orders} + \text{Failed Orders}$$

This metric tracks the finished TMF states of orders:

- **Completed** – Order fully successful.
- **Failed** – Order fully unsuccessful.
- **Partial** – Order finished with mixed results (some items succeeded, at least one failed).

Note

Partial does not mean that the order is in progress; it only applies once an order has finished with both successes and failures.

- **Rejected/Cancelled** – Order ended without processing.

The KPIs are displayed for the orders that OSM received over the configured duration. The default duration is 6 months, but your administrator can modify this in the instance specification file.

Order Life Cycle States

The dashboard displays the numbers of orders that are in each life cycle state.

- **Rejected:** Represents the number of rejected orders. An order could be rejected for the following reasons:

- The order feasibility check failed.
- Invalid information is provided in the order request.
- The order request failed to meet the business rules for ordering.
- **Cancelled:** These are orders placed and then cancelled.
- **Successful:** These are fulfilled orders, for which services are provisioned. This state corresponds to the **Completed** TM Forum order state.
- **Partially Successful:** These are orders for which OSM has completed processing only some order line items, while other order line items haven't been fulfilled. This state corresponds to the **Partial** TM Forum order state.
- **Fallout:** These are orders that are in fallout.
- **Failed:** These are orders that couldn't be processed and fulfilled. This state corresponds to the **Failed** TM Forum order state.

These numbers are displayed for the orders that OSM processed over the configured duration. The default duration is 6 months, but your administrator can modify this in the instance specification file.

Bar Chart and Line Graph

Click  (**Bar Chart** icon) to view the bar graph.

Click  (**Line graph** icon) to view the line chart.

Each colored block in the stacked bar chart and each colored line in the line graph represent orders in a specific life cycle state. These states are based on the TM Forum model for order life cycle states.

In the bar chart and in the line graph, you can do the following actions:

- Choose to view only product orders, only service orders, or both types of orders by using the drop-down list on the graph. By default, this field is set to **All Orders**.
- Specify a duration for which you want to view the status of orders. By default, the duration is set to **Today**, which displays order volumes and their states for the current rolling hour.

To specify a duration, click the date range drop-down list on the graph, specify the duration of your choice, and then click **Apply**. The charts reflect the total number of orders in their current states in an interval-based counter (or equivalent) that reflects the total number over a defined interval period.

By default, you can choose to view order states for a maximum of 6 months and within the last 6 months.

Note

The bar chart and the line graphs represent the number of orders transitioning into a particular state in the specified time period, and not the total number of orders currently in that state.

- Hover over the colored blocks in the bar chart to view the value of the orders in that state.
- Use the colored checkboxes (squares) below the chart to hide or show the order states in the graph or chart.

- Refresh the data by clicking  (**Refresh** icon) at the top.

Viewing Alerts

On the Operations Dashboard, click  (**Alerts** icon) to open the Alerts panel.

OSM generates alerts everytime the threshold set on a specific metric is reached within the last 24 hours. The last 24 hour period is calculated in a rolling window from the closest half an hour period.

By default, for your OSM cloud native deployment, the following alerts are set up and displayed in the Alerts panel:

- **Orders submitted in an hour.** An alert is raised when OSM receives more than a configured maximum number of orders in an hour. Every time this maximum is exceeded, an alert is generated. The default maximum number of orders is 5,000. The hour time period is calculated in a rolling window everytime the page is refreshed. If the threshold is breached in any rolling window, an alert will be raised. Since alerts are not stored, they appear based on the order data of that rolling window of an hour.
- **Order completion success percentage.** An alert is raised when the rate of successful order processing drops below a configured minimum threshold. Everytime this minimum is breached, an alert is generated. The default minimum threshold is 98%.

Your administrator can change these default values to your own values to set up and trigger alerts as per your organization's needs. For information about configuring alerts, see the chapter about setting up the Order Operations and Fallout Management GUI in *OSM Cloud Native Deployment Guide*.

To close the Alerts panel, click  (**Alerts** icon) again.

3

Managing Fallout Orders

This chapter describes how you can use the **Fallout Orders** page to monitor and manage orders that have entered a fallout state during order fulfillment. These orders require user intervention due to errors or exceptions raised during the orchestration process.

On the landing page, click **Fallout Orders** to open the **Fallout Orders** page. If you are on the **Operations Dashboard**, you can also click the **Fallout Orders** tab below the bar chart to switch to the Fallout Orders page.

Note

This page is only visible if you have the OSM_FALLOUT role assigned.

About the Fallout Orders Page

The **Fallout Orders** page allows you to do the following with the orders that are currently experiencing fallout exceptions:

- **Search and Filter:** You can search for a specific order or filter orders using filter chip options such as, Order Type, Requested Completion Date, Fallout Date, and Overdue status.
- **Fallout Impact Visualization:** You can view the total number of orders in fallout and the ones that are overdue in a chart.
- **Fallout Actions:** You can invoke order-level actions to diagnose fallout and resolve errors.

About Details of Fallout Orders

The **Fallout Orders** page displays details about all orders, both TMF and non-TMF, that are waiting for user intervention as a result of issues during fulfillment. The page displays fallout orders and their details only if your cartridge leverages the simplified fallout exception management capabilities. Specifically, automation plugins must have emitted a fallout exception using the automation APIs. For information about fallout exception management, see *OSM Concepts* and *OSM Modeling Guide*.

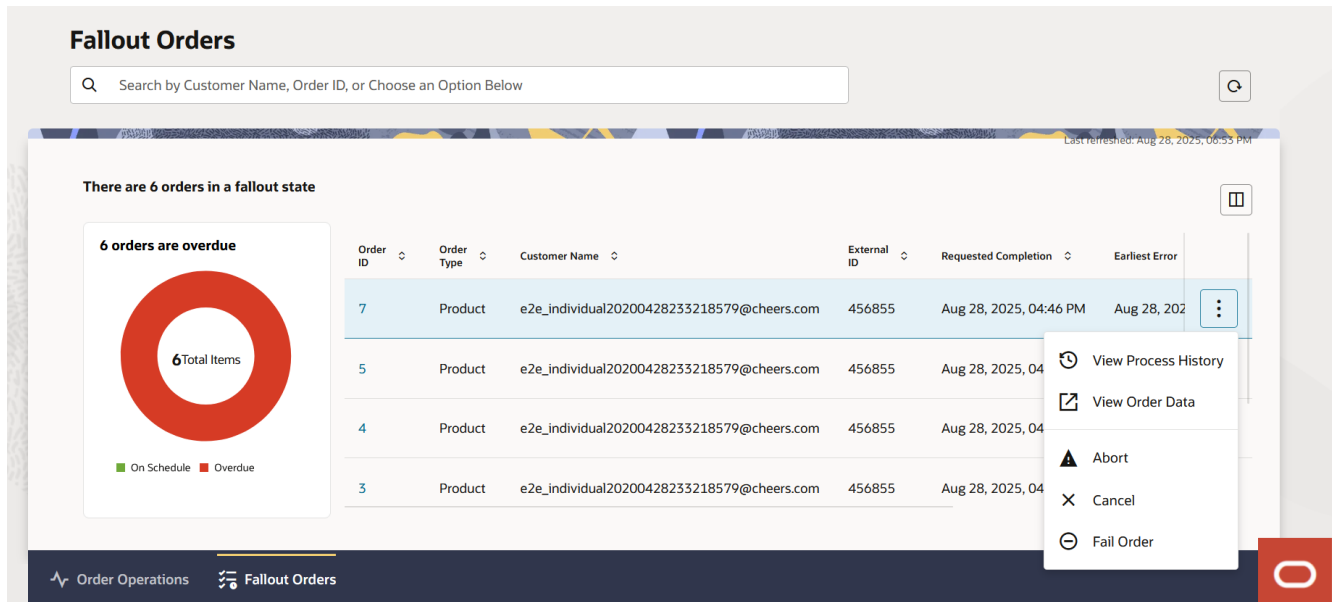
The data displayed in the Fallout Orders table is received from the OSM Fallout Exception Management API.

For a Freeform cartridge, the values for the **Order Type**, **Customer Name**, and **External ID** columns would be blank.

For TMF cartridges, the values for these fields is resolved from data on the Hosted Specification inside a cartridge.

The following image illustrates the **Fallout Orders** dashboard, showing the actions you can take for each order.

Figure 3-1 Fallout Orders Dashboard



The following table provides descriptions of the data fields displayed on the **Fallout Orders** page.

Table 3-1 Data Field Descriptions

Data Field	Description
OrderID	Unique ID of the OSM order experiencing fallout exception(s).
OrderType	Type of order (only for TMF cartridges).
Customer Name	Customer name (only for TMF cartridges).
ExternalId	External ID provided to OSM at the time of order creation (only for TMF cartridges).
Requested Completion Date	Date and timestamp of Requested Completion Date.
Earliest Error	Date of the first fallout exception that occurred on this order.
Total Errors	Total number of fallout exceptions on this order.
State	Processing if any of the fallout exceptions for this order is currently undergoing a resolution action. Open if none of the fallout exceptions for this order is undergoing a resolution action.
Status	Shows if the order is On Schedule or Overdue .

By default, the page displays all orders that are currently in fallout. Use the Search box, filter chips, and the provided options to search for specific fallout orders and filter the results.

Click  (**Refresh** icon) to refresh the results.

Click  (**Column Picker** icon) to choose and reorder the columns you want to view on the page. In the Columns dialog box, select the columns you want to include in the page. Drag the columns up or down to arrange the columns in the order you want to view in the page. Click

the **Restore Defaults** button to restore the columns displayed and the sequence in which they are arranged by default.

See the following topics:

- [Searching for Orders](#)
- [About the Pie Chart](#)

Searching for Orders

You can search for fallout orders using multiple ways.

Using Suggestions

You can search for fallout orders by typing in the Search box. As you type, a suggestion list is displayed below the Search box. Suggestions for Customer Name or Order ID are available. However, text can only be matched to customer name for TMF orders.

By default, if you enter an alphanumeric or alphabetic value within the Search box, the page retrieves a match against a customer name. If you type a numeric value, the page retrieves a match against an order ID.

Note

Numeric values must be an exact match to an Order ID to return a result. Search does not return partial matches.

Using Wildcard Search

If you search against customer name, you can also conduct a wildcard search. Wildcard searches only return results for TMF orders.

A wildcard search allows you to perform three kinds of searches using the text that you type into the Search box:

- **Contains:** You can also retrieve fallout orders where the customer's name contains the text you have entered in the Search bar. For this, insert the percent symbol before as well after your text and press Enter. This retrieves all orders where the customer's name contains the text that you have entered.
- **Start with:** You can retrieve specific fallout orders where the customer's name starts with the text that you have entered in the Search bar. For this, insert the percent symbol after the text and press Enter. This retrieves all orders where the customer's name starts with the text you have entered.
- **End with:** You can retrieve fallout orders where the customer's name ends with the text that you have entered in the Search bar. For this, insert the percent symbol before the text and press Enter. This retrieves all orders where the customer's name ends with the text that you have entered.

Using Filters

You can also apply preset filters to retrieve and view a specific set of orders by using the provided filter. You can use a single filter or a combination of multiple filters.

Fallout Orders

Q Search customer name or order ID

Order Type Product Requested Completion Date Today Fallout Date Today Overdue

The filter chips provide options to further narrow down your search and retrieve a specific set of results:

- **Order Type:** Click this filter chip to retrieve only TMF product orders or only TMF service orders. The Search box is filled with the filter chip and the page lists only that type of orders that is already specified within the filter chip.

Q Order Type Product | X Search customer name or order ID

Order Type Product Requested Completion Date Today Fallout Date Today Overdue

Product

Service

There are 1 Orders in a Fallout state

Clicking the filter option opens a drop-down list, using which you can choose one of the two TMF order types - **Product** or **Service**. The page then displays only the type of orders you select.

- **Requested Completion Date:** Click this filter chip to retrieve and view orders by a specific requested completion date or for a specific duration. The Search box is filled with the filter chip and the page displays the orders based on the selection already specified within the filter chip.

Q Requested Completion Date Today | X Search customer name or order ID

Order Type Product Requested Completion Date Today Fallout Date Today Overdue

Today

Tomorrow

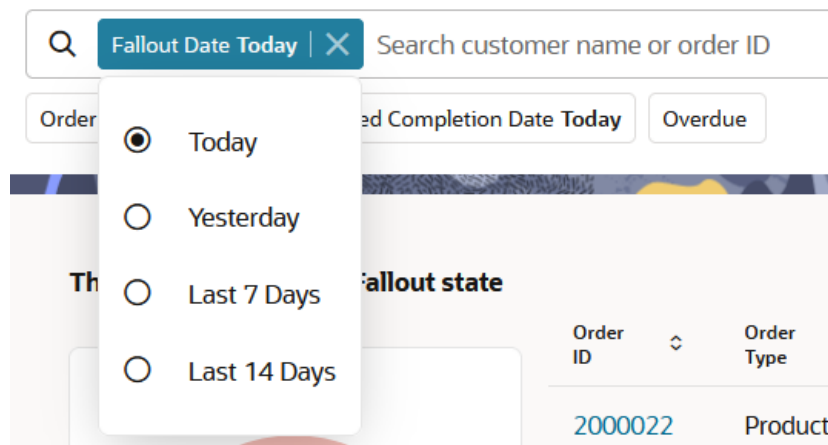
Next 7 Days

Next 14 Days

Order ID Order Type Cust

By default, the filter chip is set to retrieve orders that have the requested completion date as the current date. Clicking the chip opens a drop-down list, using which you can make a selection. The available options are: **Today**, which is the current day that is local to your time zone, **Tomorrow**, which is the day after the current day that is local to your time zone, the **Next 7 days** that are local to your time zone, and the **Next 14 days** that are local to your time zone.

- **Fallout Date:** Click this filter chip to retrieve and view orders that have a specific fallout date or for a duration. The Search box is filled with the filter chip and the page lists orders for the fallout date or duration that is already specified within the filter chip.



By default, the filter chip is set to retrieve orders that have the fallout date as the current date that is local to your time zone. Clicking the chip opens a drop-down list, using which you can make a selection. The available options are: **Today**, which is the current day that is local to your time zone, **Yesterday**, which is the day before the current day that is local to your time zone, the **Last 7 days** that are local to your time zone, and the **Last 14 days** that are local to your time zone.

- **Overdue:** Click this filter chip to retrieve and view orders that are overdue. The Search box is filled with the filter chip and the page lists orders that are overdue.

Note

Within a login session, the dashboard remembers the selected filter chips and the sorting applied on the columns in the fallout orders table.

About the Pie Chart

The pie chart represents the number of fallout orders that are **on schedule** and **overdue**.

- **Overdue:** Indicates that an order has not been processed and fulfilled by the requested completion date.
- **On Schedule:** Indicates that the processing of an order is on schedule.

Clicking on the colored portion of the pie chart brings up the list of orders that match the selected portion - **In Fallout** and **Overdue** or **In Fallout** and **On Schedule**.

Order Level Fallout Actions

You can define and use automated fallout actions on the **Fallout Orders** page. A fallout operator can associate a fallout exception with an action and submit it. Actions can be used at the **Fallout Orders** page or at the **Fallout Details** page using the  Action Icon.

Once a fallout action is completed, the associated fallout exception moves to the **Completed** state and is removed from the **Fallout Order Details** page. For more information about the actions, see *OSM Concepts*.

The following table lists the automated actions can be used for fallout exceptions at the order level.

Table 3-2 Order Level Fallout Actions

Action	Description
View Process History	Review the process history of the order. Does not affect the fallout exception or order.
View Order Data	Inspect detailed order data. Does not affect the fallout exception or order.
Abort Order	Stops the order processing immediately. All open fallout exceptions are closed with state Completed and the order state transitions to Aborted (TMF order state becomes Failed , if applicable).
Cancel Order	Stops further progress on the order. Undoes all work done on the order so far, based on cartridge configuration. All open fallout exceptions are closed with the state Completed and the order state transitions to Cancelled (TMF order state becomes Cancelled , if applicable).
Fail Order	Stops further progress on the order and marks the order as Failed for upstream handling. All open fallout exceptions are closed with state Completed and order state transitions to Failed (TMF order state becomes Failed , if applicable).

You cannot use any of the above actions on an exception while it is in the **Resolving** state. Once you use any of the actions on an exception, it enters the **In Progress** state. While an exception is in the **In Progress** state, you cannot use any other action on it.

Note

To see updated data on the **Fallout Orders** page and the **Fallout Order Details**, you need to refresh your screen.

About the Fallout Orders Details Page

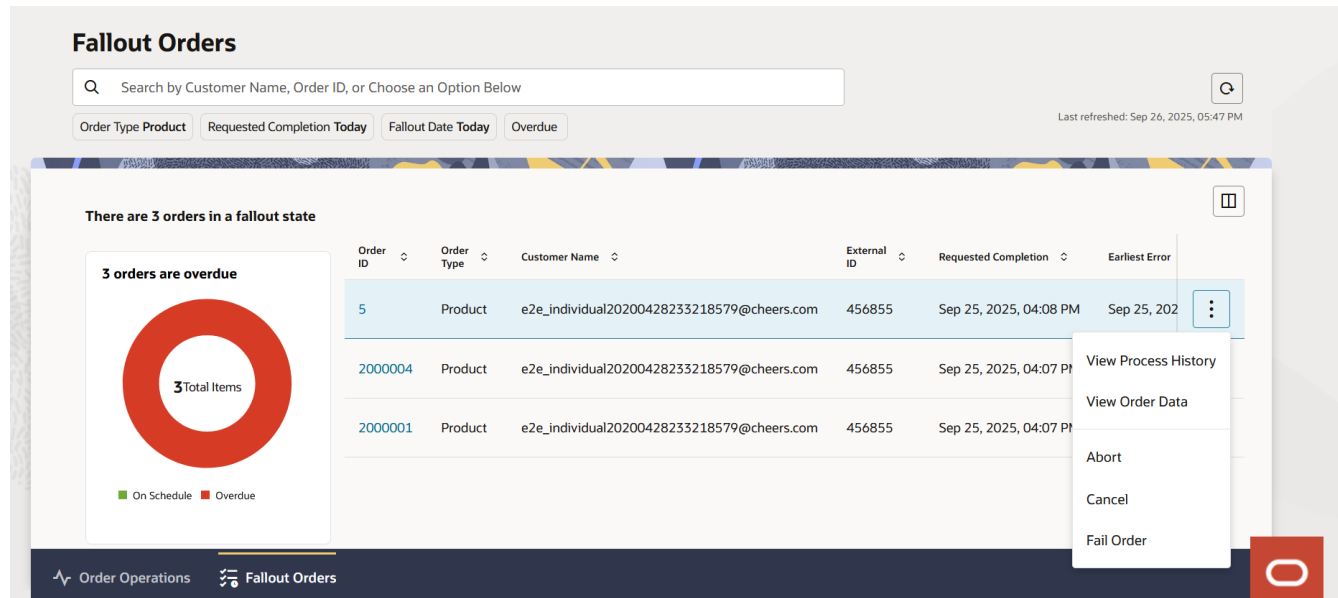
The **Fallout Order Details** page provides a detailed view of all fallout exceptions associated with a selected order. This page displays all the active fallout exceptions on the order that you have selected. It does not provide a list of the resolved fallout exceptions.

From this page, you can initiate task level actions to diagnose and resolve fallout exceptions.

About Details of Fallout Tasks

You can define and use automated fallout actions on the **Fallout Details** page. A fallout operator can associate a fallout task with an action and submit it. The following image shows the Fallout Details Page, showing the available actions for each task.

Figure 3-2 Fallout Details Page



The following table provides descriptions of the data fields displayed on the **Fallout Details** page.

Table 3-3 Fallout Error Data Fields

Data Field	Description
ErrorID	This is the unique ID of the fallout exception.
Product	This is the product specification name.
Error Category	This is the FulfillmentFunction (from orchestration plan) + ": " + category (Order Creation data).
Created	This is the creation date and the timestamp.
Last Updated	This is the timestamp of the most recent update made to the fallout exception.
Related Task	This is the task that raised the fallout exception.
State	This shows fallout exception state. The state can be either Open or Processing .
Description	This is the message supplied by the cartridge developer when raising the fallout exception.
Recent Action	This column will have the last action performed on this task. This is hidden from the default view.

Task Level Fallout Actions

You can define and use automated fallout actions on the **Fallout Details** page. These enable you to modify the task details. The actions you take here only update the task information and do not impact the fallout exception or the order itself.

The following table lists the automated actions can be used for fallout exceptions at the task level.

Table 3-4 Task Level Fallout Actions

Action	Description
View Process History	Review the process history of the order. Does not affect the fallout exception or order.
View Task Data	Inspect detailed order data. Does not affect the fallout exception or order.
Edit Task Data	Enables you to modify the task details. This action only updates the task information and does not impact the fallout exception or the order progression.
Retry Task	The fallout exception is resolved and the task is retried. This may result in a new fallout exception, if the issue persists. If the issue does not persist, OSM will proceed with the order.
Fail Task	Marks the Product or Service Order items involved in this task as Failed , stopping the processing of their associated tasks or components. The current fallout exception is closed with the state Completed . This action is applicable only to TMF Orders.
Force Complete	The fallout exception will be closed and task will be marked with the state Completed , allowing OSM to proceed with order processing. If the task has more than one exit status, you will be asked to pick the desired exit status. This action is meant to be used after using Edit Task Data to bypass the workings of the task.