

**ERROR MESSAGES / INFORMATIONAL STATUS**

The following error messages may be displayed on your terminal.

- "ERROR"** This status indicates a host request failure. When this message is displayed (and you know your login is okay and LMOS is not down), you should bring up the Additional Information window (F1 1) and select "Host Request Errors". This will display the system with the error. After the error is identified, depress the F5 key to re-send the transaction. This alleviates having to cancel and reenter the trouble report.
- "WAIT 5"** This message indicates that a problem has been encountered and you should wait 5 minutes before re-entering the trouble. That is, wait 5 minutes, take the report out of queue, and re-submit the trouble report from the close-out screen.
- "NO LMOS"** This message displays when LMOS is not available or an error has been encountered while updating the LMOS screen. (NOTE: This is a catch-all error condition for LMOS updates.)
- "READY"** This is the base status value; it indicates there are no error or outstanding requests and that TAFI has completed its analysis and has developed a recommendation.
- "TESTn"** This indicates that a test is currently in progress. On a re-test, "n" indicates what test is executing, i.e., TEST2 for the first re-test, etc.
- "RETESTn"** This status is displayed during the wait time between re-tests.
- "WAITING"** This is a generic status indicating one or more outstanding host requests.

**12 SUBSEQUENT TROUBLE REPORTS**

Once a trouble report is entered into LMOS and routed for someone to continue the resolution process, the report is called a "Pending Report" (because it is pending resolution). Sometimes the customer may call us back before the pending reported trouble is cleared for a number of reasons. Some typical reasons include:

- Ask for information about the status of the report.
- Provide some new information about the pending report
- Express dissatisfaction with the appointment given previously.
- Complain that we have missed the appointment or express concern that the appointment will be missed.
- Ask about a "no access" notice left by a repair technician.
- Change access or appointment times.
- State intentions to appeal to higher management, Public Service Commission, etc.

When this happens, we enter a "Subsequent Report"?

When you receive a customer call related to a pending trouble report, you should handle the customers with the same courtesy and concern, and use all of your problem solving skills to exceed your customers' expectations. Every time a customer calls about a trouble condition, a record of the call must be entered in LMOS.

The LMOS system will accommodate only one active trouble report for a given telephone number at a time. Therefore, all subsequent customer interactions are entered as a Subsequent Reports appended to the existing (pending) report. Every time someone performs a task on the pending report, there is a line of status information entered on the report. This status line indicates the date/time of the activity, who performed the activity, what was done and a line of narrative information. By viewing the LMOS Recent Status Transaction (RST), you can see the complete history of the pending report.

The status code that you see on your pending trouble will determine the action you will take with your customer. Although each code has a different meaning, your actions will be the same:

- You will convey information in a clear and acceptable way,
- make any appropriate changes to the report, and
- demonstrate that you are a valuable resource to your customers.

This section will help you learn how to process Subsequent reports and how to convey status information to your customer in such a way that he can understand and accept.

When you answer the phone and begin processing a customer trouble report, you may not realize that an existing (pending) trouble report already exists in LMOS. Sometimes the caller may not know that a report already exists. For example, one member of the household called and reported the problem; sometime later, another member of the household calls to report the same problem.

When a pending trouble exists, TAFI does not return the Main Menu after you complete the Initial Trouble Entry window. As soon as TAFI receives the initial data from LMOS, you will get an indication that a pending trouble report exists:

```

05-31-97 Trouble Analysis Facilitation Interface  NRTAFI2M  BST R97.2 SIM1
TN 999 555 8667  NAME COXF, DEES 1AES
OOS  LIU  ADDRESS 80474 CHENEL RD, FOL
PEND TRBL TRAN OOSY STAT PDO  WAITING FOR RST
TDG  WKG RES MAINT CONTRACT TDG
NO TROUBLE HISTORY
MCAL FRAME 999-555-4948

Analyzing DownStream Systems

_MOS Data Available for 9995558667 00:09 12:18:07
    
```

Look at the line just above the “Analyzing DownStream Systems”. This example tells you that a pending trouble is in LMOS (PEND); the original Trouble Description (TRBL) is Transmission (TRAN); it was an out of service condition (OOSY) and the current status of the report is Pending Dispatch Out (PDO).

*The best way to "digest" the information you are about to read is to actually push the buttons and see what happens on your screen while something new is being discussed.*

**DO THIS NOW: IF YOU ARE NOT LOGGED INTO TAFI, LOG IN  
 ENTER THE TELEPHONE NUMBER 9995558667  
 ENTER LIU = N**

TAFI automatically pulls the RST transaction (so that data will be available to you) and then displays the Subsequent Trouble Report Screen:

```

05-31-97 Trouble Analysis Facilitation Interface NRTAFIZM BST R97.2 SIM1
TN 999 555 8667 NAME COXF, DFES 1RES
OOS  LIU  ADDRESS 80474 CHENEL RD, FOL
-
Is this cancel report/okay closeout? RES MAINT CONTRACT TDG
ROUBLE HISTORY
B-9995559141 FRAME 999-555-4948
Analyzing DownStream Systems
Subsequent Report
ORIGINAL REPORT INFO
PEND TRBL TRAN OOSY '$THREATENS TO CALL PSC AT 705P IF NOT CLEARED/NOACN AP/ST'
HANDLE ACCESS: A B 'WL B HME ' REACH# 9990000000
CAT CD STATUS Pending Dispatch Out DT RECVD 07-27-94 0802A
[ SUB ] CUST CALLED 3 IN 2 DAYS OLD COMM 07-27-94 0700P
Trouble Status Data Available for 9995558667 00:35 12:18:33
    
```

Notice that at the bottom of this screen is the Original Report Information window.

## 12.1 ORIGINAL REPORT INFORMATION WINDOW

This window will display automatically when a customer reports a number that has already been reported. As you can see, this window displays the pending trouble (initial trouble) description, followed by the current narrative field (the text between the single quotes) on the first line. The initial Handle Code, Access time limitations (A and B fields), the information entered in the Remarks field (i.e., 'wl b hme') and Reach number information is shown on the second line. The category of the report, the current status of the report (TAFI translates PDO) and the date and time that this report was given this status (note: 'DT Recvd' is misleading, the label should say 'DT Stated') is displayed on the third line. The number of times the customer has called and the current commitment information is presented on the last line.

⇒ **Note:** When you provide the customer a commitment on an initial trouble report, we call it the New Commitment. When processing a Subsequent report, that original commitment is called the "Old Commitment" ... because you have the opportunity to change it with another "New Commitment".

To 'unclutter' your screen, you may remove the Original Report Information window after you have provided the status information to your customer. Notice that the 'active' window on this screen is the query window ("Is this cancel report/Okay close-out") ... because that's where the red TAFI cursor is located.

### DO THIS NOW:

- **TO MOVE THE CURSOR TO THE ORIGINAL REPORT INFO WINDOW, DEPRESS F2.**
- **NOW RETURN TO THE QUERY WINDOW SO YOU CAN PROCESS THIS REPORT, DEPRESS F6**
- **NOTICE THAT THE ORIGINAL REPORT INFO WINDOW HAS BEEN REMOVED**
- **TO RE-DISPLAY THIS WINDOW, DEPRESS F2 AGAIN**
- **HOW WOULD YOU GO BACK TO PROCESSING THE REPORT? ... RIGHT, DEPRESS F6**

## 12.2 PENDING TROUBLE REPORT PROCEDURES

When you receive a trouble call and the telephone number reported by the customer has been reported, you will receive the Subsequent Report screen with the Original Report Info window. This window displays with all the pertinent information relative to the initial report. **Remember to check the Customer Information window on the screen to verify that you do have the correct area code and telephone number.**

If you have entered the wrong telephone number (or the customer gave you the wrong number and corrects it when you “**verify the customer’s name and address**”), cancel this TAFI report and initiate a new one with the correct information.

```

05-31-97 Trouble Analysis .2 SIM1
TN 999 555 8667 OOS Y L
-
Is this cancel report/okay closeout? ROUBLE HISTORY
B-9995559141 FRAME 999-555-4948

Analyzing DownStream Sy
Subsequent Report

SUB OVERRIDE MENU
CANCEL report
CLOSE report
Reroute
Information update
Other
Escalate

PEND TRBL TRAN OOSY '$THR IF NOT CLEARED/NOACN AP/ST'
HANDLE ACCESS: A B 'WL B HME ' REACH# 9990000000
CAT CD STATUS Pending Dispatch Out DT RECVD 07-27-94 0802A
[ SUB ] CUST CALLED 3 IN 2 DAYS OLD COMM 07-27-94 0700P

Trouble Status Data Available for 9995558667 01:22 12:19:20

```

⇒ **Note:** Notice that on subsequent reports the Override Menu is now called the “Sub Override Menu” and your options have changed. If you have progressed through the subsequent report flow and arrived at the Trouble Report Screen (the final view prior to sending the report to LMOS), the Override Menu becomes the “Limited Sub Override Menu”. You lose the option of Escalating the report (having TAFI select the correct routing codes) because the disposition of this report has been determined when you get to the Trouble Report Screen.

After you have determined that you have the correct customer account, tell the customer:

*"We have your original report."*

Next, provide your customer with a status report using the information provided in the Original Report Info window:

- Confirm the existing commitment time
- Tell the customer the current status
- Verify that we have a Reach and Access number (ACN=XXXXXXX)

Using our example, you might say (and let's assume today is July 27)

*"Mr. Coxe, according to my records, we have identified the cause of your problem and your report will be assigned to the next available technician. That determination was made at 8:02 this morning and I'm confident that we will have your trouble resolved by 7 PM. Should we need to contact you, can you still be reached at 9990000000? (pause for a response) And, should our technician need to enter your home to resolve this problem and you are not there, is there a number he can call to get access to your property? (pause for a response)"*

⇒ **Note:** Always verify the reach number since things could have changed since the initial report was taken. In this example, the customer did not provide an access number (NOACN in the narrative) initially so try and get one now.

At this point, the customer will identify one of the reasons mentioned earlier and you follow TAFI's flow to process the report.

### 12.3 TAFI SUBSEQUENT REPORT FLOW

As with your trouble report handling for initial trouble reports, TAFI will prompt you to obtain certain information from the customer. TAFI prompts you to determine if the call is to

**CANCEL REPORT/OK CLOSEOUT?,**

**IS CUSTOMER REPORTING A DIFFERENT TRBL CODE?,**

**CUSTOMER IRATE?,**

**IS THIS AN INFORMATION CALL ONLY?,**

etc.

You will make a decision as to whether the customer is requesting information, adding new information, or if the customer is satisfied with our service or commitment. When the customer is not satisfied with our service or commitment, you must answer "yes" to the customer irate prompt. However, when the customer is satisfied or becomes satisfied by the end of your contact, you must make the indication by entering an "N" in the 'irate' field prior to sending the report.

**REMEMBER: FOLLOW THE FLOW OF TAFI**

### 12.3.1 MISSED APPOINTMENT

If the customer calls about a pending trouble report and the current commitment time is missed (i.e., it's now later than when we promised the customer that the trouble would be repaired), we institute the 'Missed Appointment' procedures. TAFI will automatically recognize this condition and follow the procedure. If the status code (IST or Intermediate Status Transaction) is one of the following, we have effectively "stopped the clock" and have not missed the commitment. (This is because something prevented the technician from completing the work on time.)

BKO, HLD, HSO, NAS, ROP, NAO

⇒ **Note:** TAFI translates the IST values to English terms for you when the pending report information is presented. See the sample screen in Section 12.2. The "Status" field, located in the Original Report Info section, translated the IST value of PDO to 'Pending Dispatch Out'.

All other IST values are considered MISSED COMMITMENTS and we must follow the procedures listed below:

- 1) Tell the customer: *"I'm sorry that we missed the established appointment to correct your problem. We will have your trouble cleared As Soon As Possible."*
- 2) TAFI will enter a **commitment time of 5 minutes (+5)** from the time trouble is received in the New Commitment field.
 

⇒ **Note:** Since trouble reports are sequenced by commitment time in the WMC, entering a commitment time of 5 minutes from "now" will place this report on the top of the stack. **DO NOT TELL** the customer the new commitment time you entered since you know that there is no way of meeting it. It just gets the report on top of the WMC queue. Tell the customer the ASAP commitment.
- 3) The system will enter ASAP MA (missed appointment) in the Narrative field.
- 4) If the customer does not accept the ASAP commitment, offer the following commitments.
 

Received before 12 Noon - Offer 7 P.M. Same Day  
Received after 12 Noon - Offer 12 Noon Next Day
- 5) Type "customer refused ASAP commitment" in the Narrative field .
- 6) TAFI enters Y in New Info field and CX for the category value.

Let's explore your options with several examples:

⇒ **Note:** Our training database only has one 'subsequent' report and the commitment is July 27, 1994. We obviously missed that commitment by more than 2 years so TAFI will automatically enter the +5 (missed commitment) value in the new commitment field. For our examples, we will pretend that today is July 27, 1994.

### 12.3.2 CUSTOMER CALLS TO CANCEL REPORT

In this example, the customer reported a problem in the morning and then discovered the cause of the problem was due to having a defective mounting cord on the set. The customer calls you back to tell you that everything is OK now with their service and wants you to cancel their report.

⇒ **Note:** In this context, when the customer says "cancel the report", what they are telling you is that no further action is required to resolve their problem. When they initially called, they did have a problem and a report was entered into LMOS. Now that they are calling back, a subsequent report must be entered (documenting the second customer call) and then TAFI will take the appropriate steps to CLOSE the existing LMOS report.

On your screen you should have the pending trouble information displayed for Mr. Coxé (see page 170).

**DO THIS NOW:** ANSWER YES "Y" TO THE 'IS THIS CANCEL REPORT/OKAY CLOSEOUT?' QUESTION.

⇒ **Note:** This question is really asking you 'is the customer calling to cancel (close) the existing report?'

TAFI responds to your answer and produces the following screen:

```

05-31-97 Trouble Analysis Facilitation Interface  NRTAFIZM  BST R97.2 SIM1
TN 999 555 8667  NAME COXE, DEES  1AES
OOS Y LIU N ADDRESS 80474 CHENEL RD, FOL
-
Is this an equipment trouble close out?  RES MAINT CONTRACT TDG
ROUBLE HISTORY
B-9995559141 FRAME 999-555-4948
Analyzing DownStream Systems
Subsequent Report
Cancel rpt/okay close
ORIGINAL REPORT INFO
PEND TRBL TRAN OOSY '$THREATENS TO CALL PSC AT 705P IF NOT CLEARED/NOACN AP/ST'
HANDLE ACCESS: A B 'WL B HME ' REACH# 9990000000
CAT CD STATUS Pending Dispatch Out DT RECVD 07-27-94 0802A
[ SUB ] CUST CALLED 3 IN 2 DAYS OLD COMM 07-27-94 0700P
Trouble Status Data Available for 9995558667 02:47 12:20:45

```

The answer to the next question *'Is this an equipment trouble close out?'* will tell TAFI the appropriate codes to use when closing this report. When customers call and say everything is OK now, one of two things happened:

1. The customer found some defective hardware and 'fixed' it, or
2. The trouble condition just 'went away' all by itself (i.e. TOK now)

**DO THIS NOW: ANSWER THIS QUESTION WITH A "Y" (SINCE OUR EXAMPLE SAYS THAT THE CUSTOMER FOUND A DEFECTIVE MOUNTING CORD).**

TAFI responds by bringing up the Trouble Report screen as shown on the next page:

PEND TRBL TRAN OOSY '\$THREATENS TO CALL PSC AT 705P IF NOT CLEARED/NOACN AP/ST'  
 HANDLE ACCESS: A B 'WL B HME ' REACH# 9990000000  
 CAT CD STATUS Pending Dispatch Out DT RECVD 07-27-94 0802A  
 [ SUB CLOSE ] CUST CALLED 3 IN 2 DAYS OLD COMM 07-27-94 0700P

TN 999 555 8667	REPEAT N	EC 999	UNIT 38538602
			LOC IDG
NAME COXE, DEES	SUB Y	SO N	
ADDRESS 80474 CHENEL RD, FOL			
REACH# 9990000000	ACCESS#	CALLED#	
REMARKS WL B HME	OK/ Bob Coxie	REP BY	
TRBL DESC TRAN OOSY		NOTE	
NARRATIVE \$THREATENS TO CALL PSC AT 705P IF NOT CLEARED/NOA CN AP/ST-			
NEW COMM +5	ACCESS: A B	OS 07-28-95 0700P	
CUS DT	CAT CX IRATE N CC N	AS 07-28-95 0700P	
DT RECVD	SUB: CLSALT NI Y	BC	
TEST RES	HANDLE	MISC SC5	
RECOMMEND CUST ISOLATED TO CPE/SUB REPORT			

NRTAFIZM

Field must be input

04:36 12:22:34

Notice that just above the top heavy boarder, the title of this trouble report screen is "SUB CLOSE" which indicates that TAFI will close this trouble report in LMOS as soon as you enter this subsequent report.

Notice that the 'Original Report Info' data is now displayed at the top of your TAFI screen. This occurs for all subsequent reports. Even though you are at the last stage of completing the subsequent report, there may be a need to see something from the original report.

Lets look at some of the fields on the Trouble Report screen:

### 12.3.2.1 New Commitment

Since TAFI recognized this report is a 'missed appointment', it entered the +5 New Commitment value. If this was a current report, the New Commitment field would be blank (since the existing report would have a valid commitment) and provides a place for you to change the existing commitment to a re-negotiated value (if appropriate).

### 12.3.2.2 **Reported By**

This field is always BLANK on a subsequent report. Since LMOS doesn't have a 'reported by' field, this information is not recovered. (TAFI enters the 'reported by' data at the end of the narrative line on an initial report.) If you enter a value in this field and try to send the report, TAFI will 'yell at you' and indicate that this field must be blank.

### 12.3.2.3 **OK/**

If you are closing a subsequent report you must enter the unique name of the person who told you that it was OK to close this report.

⇒ Note: Do NOT use the equal sign ( = ) in this field on a subsequent report. This is not appropriate since you do not have a 'reported by' field with data in it. Also you MUST use an identifiable name - not just the title Mr. or Mrs.

### 12.3.2.4 **Reach #**

If this were not an OK to close report, and the pending report did not have a current reach number, you should ask the customer for the number and enter it in this field.

### 12.3.2.5 **Access #**

The 'access #' field on a subsequent report is always BLANK (for the same reason given for the 'reported by' field). You should always verify the access number stated on the narrative line of the pending report (ACN= \_\_\_) with the customer during your contact. If the narrative indicates NOACN, then always try to obtain one. Place the new access number in the narrative (i.e., ACN=9995555555).

### 12.3.2.6 **Category**

TAFI automatically entered the correct (CX) trouble category for the report

### 12.3.2.7 **New Info (NI)**

Since there were changes on this report, TAFI automatically entered a "Y".

### 12.3.2.8 Narrative

If the customer offers any information related to this subsequent report, you **MUST** enter the NEW information IN FRONT of the OLD information, separated by a slash ( / ).

To efficiently do this, you want to “insert” the new information (so you don’t wind up re-typing the old information). To accomplish this you must switch your keyboard to the insert mode.

#### Turn Insert “ON” -

- Position the cursor one space to the right of the dollar sign (if present) otherwise at the beginning of the narrative line.
- With ONE FINGER, momentarily depress and let go of the Escape (Esc) key and then momentarily depress and let go of the keyboard letter ‘i’.

As you begin typing, notice that all of the existing narrative characters move to the right one letter at a time. At the end of your new information, type the slash character (i.e., “fnd def mtg crd /”). As soon as you finish ‘inserting’ new information, you want to turn off the insert mode. (If you don’t, you may experience problems later when you try to change a value in a full field.)

⇒ **Note:** If you have your keyboard set with CAPS Lock ‘ON’, switching to the insert mode may not work! Be sure that caps lock is off before switching modes.

#### Turn Insert “OFF”

To turn off the insert mode, repeat the same steps as you did to turn it on:

- With ONE FINGER, momentarily depress and let go of the Escape (Esc) key and then momentarily depress and let go of the keyboard letter ‘i’.

### 12.3.2.9 Recommend

This ‘read only’ field displays what TAFI will do with this report. In this example, TAFI will enter the subsequent report and then immediately go into LMOS and close it. The close out narrative will indicate “Cust Isolated to CPE/Sub Report” and TAFI will select the correct disposition and cause codes to match a found CPE problem.

**DO THIS NOW: TAKE A FEW MINUTES AND PRACTICE CHANGING THE NARRATIVE INFORMATION. DON'T FORGET TO TURN OFF THE INSERT MODE.**

**DO THIS NOW: DEPRESS THE ENTER KEY AND SEND THIS SUBSEQUENT REPORT.**

Now that wasn't so bad ... was it? If you had any problems walking through this example, call your instructor for assistance.

Let's do another one ...

### 12.3.3 CUSTOMER CALLING FOR STATUS

In this example, the customer called in a trouble report and just wants to confirm that the problem will be resolved by the commitment time. (Remember that today is 7/27/94.)

**DO THIS NOW: RE-ENTER THE SAME TELEPHONE NUMBER (9995558667, LIU=N) AND TAFI BRINGS YOU TO THE SUBSEQUENT TROUBLE REPORT SCREEN:**

```

05-31-97 Trouble Analysis Facilitation Interface  NR1AF12M  BST R97.2 SIM1
TN 999 555 8667  NAME COXE, DFES  1AES
OOS  LIU  ADDRESS 80474 CHENEL RD, FOL
-
Is this cancel report/okay closeout?  RES MAINT CONTRACT TDG
ROUBLE HISTORY
B-9995559141 FRAME 999-555-4948
Analyzing DownStream Systems
Subsequent Report
ORIGINAL REPORT INFO
PEND TRBL TRAN OOSY '$THREATENS TO CALL PSC AT 705P IF NOT CLEARED/NOACN AP/ST'
HANDLE ACCESS: A B 'NL B HME ' REACH# 9990000000
CAT CD STATUS Pending Dispatch Out DT RECVD 07-27-94 0802A
[ SUB ] CUST CALLED 3 IN 2 DAYS OLD COMM 07-27-94 0700P

```

Trouble Status Data Available for 9995558667

00:18 12:24:31

**DO THIS NOW: ANSWER THE QUERY WINDOW QUESTION "N" (THE CUSTOMER IS NOT CALLING TO CLOSE THE PENDING REPORT) AND TAFI WILL ASK YOU:**

```

05-31-97 Trouble Analysis Facilitation Interface  NRTAFIZM  BST R97.2 SIM1
TN 999 555 8667  NAME COXE, DEES  1AES
OOS Y LIU N ADDRESS 80474 CHENEL RD, FOL
-
Is customer reporting a different
TRBL code?
(See PEND TRBL code on ORIGINAL REPORT
INFO below.)
RES MAINT CONTRACT TDG
ROUBLE HISTORY
B-9995559141 FRAME 999-555-4948

----- ORIGINAL REPORT INFO -----
PEND TRBL TRAN OOSY '$THREATENS TO CALL PSC AT 705P IF NOT CLEARED/NOACN AP/ST'
HANDLE ACCESS: A B 'WL B HME ' REACH# 9990000000
CAT CD STATUS Pending Dispatch Out DT RECVD 07-27-94 0802A
[ SUB ] CUST CALLED 3 IN 2 DAYS OLD COMM 07-27-94 0700P

Trouble Status Data Available for 9995558667 00:37 12:24:50
    
```

**DO THIS NOW: ANSWER THIS QUESTION “N” (SINCE OUR CUSTOMER JUST WANTS A STATUS REPORT).**

Next, TAFI wants to know if the customer is “irate” (because of the missed appointment) and brings you the screen below:

```

05-31-97 Trouble Analysis Facilitation Interface  NRTAFIZM  BST R97.2 SIM1
TN 999 555 8667  NAME COXE, DEES  1AES
OOS Y LIU N ADDRESS 80474 CHENEL RD, FOL
-
Is cust irate?
RES MAINT CONTRACT TDG
ROUBLE HISTORY
B-9995559141 FRAME 999-555-4948
Analyzing DownStream Systems
Subsequent Report

----- ORIGINAL REPORT INFO -----
PEND TRBL TRAN OOSY '$THREATENS TO CALL PSC AT 705P IF NOT CLEARED/NOACN AP/ST'
HANDLE ACCESS: A B 'WL B HME ' REACH# 9990000000
CAT CD STATUS Pending Dispatch Out DT RECVD 07-27-94 0802A
[ SUB ] CUST CALLED 3 IN 2 DAYS OLD COMM 07-27-94 0700P

Trouble Status Data Available for 9995558667 00:58 12:25:11
    
```

During your dialog with the customer you effectively reassure the customer that we will have their trouble resolved by 7 PM. You would have provided the status information just as we did in the first example.

**DO THIS NOW: ANSWER "Y" TO THIS QUESTION. (ALTHOUGH OUR CUSTOMER JUST WANTS TO CHECK STATUS AT THIS TIME, HE IS STILL UPSET WITH US AND STILL THREATENS TO GO TO THE PSC IF THE PROBLEM IS NOT FIXED BY 7:05 PM.)**

Next, TAFI will put up a Message Window telling you to advise the customer of the trouble report status. If you haven't done so, TAFI reminds you. ... And how do you move on past a Message Window? ... right,

1. You read the information presented in the Message Window
2. You understand and act upon this information
3. You depress the Enter key telling TAFI that you have done steps 1 & 2.

In our example (because it is a missed appointment), TAFI puts up another Message Window telling you to advise the customer that you will 'expedite' the resolution of his trouble. (This is done by TAFI entering the +5 New Commitment and, depending upon the nature of the problem and customer, you may also call the BST and alert them of the situation.) TAFI then asks:

```

05-31-97 Trouble Analysis Facilitation Interface  NRTAF12M  BST R97.2 SIM1
TN 999 555 8667  NAME COXF, DEES  1AES
OOS Y LIU N  ADDRESS 80474 CHENEL RD. FOL
-
REP: Is customer satisfied?  RES MAINT CONTRACT TDG
                             ROUBLE HISTORY
                             B-9995559141 FRAME 999-555-4948
Analyzing DownStream Systems
Subsequent Report
Cust irate
ORIGINAL REPORT INFO
P&END TRBL TRAN OOSY '$THREATENS TO CALL PSC AT 705P IF NOT CLEARED/NOACN AP/ST'
HANDLE ACCESS: A B 'ML B HME ' REACH# 9990000000
CAT CD STATUS Pending Dispatch Out DT RECVD 07-27-94 0802A
SUB ] CUST CALLED 3 IN 2 DAYS OLD COMM 07-27-94 0700P
    
```

Trouble Status Data Available for 9995558667

02:36 12:26:49

**DO THIS NOW: ANSWER THIS QUESTION "Y", OUR CUSTOMER WAS SATISFIED AND TAFI RETURNS THE TROUBLE REPORT SCREEN FOR YOUR FINAL REVIEW:**

PEND TRBL TRAN 00SY '\$THREATENS TO CALL PSC AT 705P IF NOT CLEARED/NOACN AP/ST'  
 HANDLE ACCESS: A B 'WL B HME ' REACH# 9990000000  
 CAT CD STATUS Pending Dispatch Out DT RECVD 07-27-94 0802A  
 [ SUB INFO UPDATE ] CUST CALLED 3 IN 2 DAYS OLD COMM 07-27-94 0700P

TN	999 555 8667	REPEAT	N	EC	999	UNIT	38538602
						LOC	TDG
NAME	COXE, DEES	SUB	Y	SO	N		
ADDRESS	80474 CHENEL RD, FOL						
REACH#	9990000000	ACCESS#		CALLED#			
REMARKS	WL B HME	OK/		REP BY			
TRBL DESC	TRAN 00SY			NOTE			
NARRATIVE	\$THREATENS TO CALL PSC AT 705P IF NOT CLEARED/NOA CN AP/ST-						
NEW COMM	+5	ACCESS:	A	B		OS	07-28-95 0700P
CUS DT		CAT	CX	IRATE	Y	CC	N
DT RECVD		SUB:	CLSALT	NI	Y	BC	
TEST RES		HANDLE		MISC	SL1		
RECOMMEND	Updating Narrative/Status Information						
						NRTAF12M	

Trouble Status Data Available for 9995558667

03:11 12:27:24

Notice that TAFI's recommendation is to Update Narrative/Status Information. Since this training database example is always a missed appointment, TAFI entered "Y" in the NI field (because the commitment changed to +5).

**DO THIS NOW: DEPRESS THE ENTER KEY TO SEND THIS UPDATE TO LMOS.**

Nothing to it - right? Just talk to the customer (using all of your customer contact skills) and follow TAFI's prompts.

### 12.3.4 CUSTOMER CALLS TO CHANGE TROUBLE DESCRIPTION

In this example, the customer originally called to report noise on the line (TRAN) and after a while they call back to let us know that now they don't have any Dial Tone!

**DO THIS NOW: RE-ENTER OUR TEST NUMBER WITH LIU=N AND ANSWER TAFI'S QUESTIONS JUST AS YOU DID BEFORE - EXCEPT ANSWER "Y" TO THE "IS CUSTOMER REPORTING A DIFFERENT TRBL CODE?" QUESTION.**

Again, using your excellent customer contact skills, you reassure the customer that our initial commitment will be met and you identified that the nature of the trouble has changed.

05-31-97 Trouble Analysis Fa		SIM1	
TN 999 555 8667		TRBL DESC LOOK UP	
OOS Y LIU		BSW - Buried Service Wire	
PEND TRBL TRAN OOSY STAT		CBC - Cannot Be Called	
TDG		CCO - Cannot Call Other	
Analyzing DownStream Systems		CD - Cannot Deposit	
Subsequent Report		CFT - Coins Fall Through	
		CLID - Caller ID	
		COIN - Physical Condition (Coin)	
		CRMD - Coins Returned While Dialing	
		CS - Coin Stuck	
		CTR - Collector Trouble Report	
		DATA - Data Failure	
		DIR - Directory Needed	
		LO - Lights Out	
		MCAL - Memory Call Service	
		MEM - Memory Services	
		MISC - Miscellaneous	
PEND TRBL TRAN OOSY '\$THREATEN		P/ST'	
HANDLE ACCESS: A B 'WL B HME			
CAT_CD STATUS Pending Dispat			
SUB ] CUST CAL			

Trouble Status Data Available for 9995558667

00:45 12:29:48

TAFI displays the Trouble Description Look Up Menu. Find the new trouble description that the customer related to you and depress enter. Oh, you can't find NDT? Remember what the row of lower case v' mean at the bottom of the menu? ... Right, depress the Page Down key.

**DO THIS NOW: DEPRESS THE PAGE DOWN KEY.**

05-31-97 Trouble Analysis Fa		SIM1	
TN 999 555 8667	OOS Y LIU	TRBL DESC LOOK UP	
PEND TRBL TRAN OOSY STAT TDG		CS - Coin Stuck CTR - Collector Trouble Report DATA - Data Failure DIR - Directory Needed LO - Lights Out MCAL - Memory Call Service MEM - Memory Services MISC - Miscellaneous NCR - No Coin Returned NCS - No Coin Signal NDT - No Dial Tone PHYS - Physical Trouble PNC - Personal Number Calling TRAN - Transmission INET - Internet VDO - Video	
Analyzing DownStream Systems Subsequent Report		948	
PEND TRBL TRAN OOSY '\$THREATEN		F2 = UP F3 = DOWN F6 = EXIT	
HANDLE ACCESS: A B 'WL B HME		ENTER to accept trouble description	
CAT CD STATUS Pending Dispat		P/ST'	
[ SUB ] CUST CAL			

Trouble Status Data Available for 9995558667

01:43 12:30:46

**DO THIS NOW: MOVE THE CURSOR (HIGHLIGHT BAR WITH THE UP/DOWN ARROWS) TO NDT AND DEPRESS THE ENTER KEY. THE SYSTEM WILL DISPLAY THE NEXT STEP IN PROCESSING THIS REPORT:**

05-31-97 Trouble Analysis Facilitation Interface NRTAFIZM		BST R97.2 SIM1	
TN 999 555 8667	NAME COXE, DFES	1AES	
OOS Y LIU N	ADDRESS 80474 CHENEL RD, FOL		
-	RES MAINT CONTRACT TDG		
Is cust irate?	ROUBLE HISTORY		
	B-9995559141 FRAME 999-555-4948		
Analyzing DownStream Systems Subsequent Report			
ORIGINAL REPORT INFO			
PEND TRBL TRAN OOSY '\$THREATENS TO CALL PSC AT 705P IF NOT CLEARED/NOACN AP/ST'			
HANDLE ACCESS: A B 'WL B HME REACH# 9990000000			
CAT CD STATUS Pending Dispatch Out DT RECVD 07-27-94 0802A			
[ SUB ] CUST CALLED 3 IN 2 DAYS OLD COMM 07-27-94 0700P			

Trouble Status Data Available for 9995558667

02:19 12:31:22

**DO THIS NOW: ANSWER THIS QUESTION “N” (BECAUSE WE HAVE CHANGED THE TROUBLE DESCRIPTION AND TAFI IS GOING TO REEVALUATE AND MAKE APPROPRIATE RECOMMENDATIONS.)**

TAFI will follow this with two Message windows, (1) to remind you to provide the customer of the status of their existing (pending) report and (2) ask you to advise the customer that you will expedite the resolution of this trouble (because of the missed appointment). At this point, TAFI will execute any testing, etc. needed to analyze the new trouble description.

**DO THIS NOW: RESPOND TO THE TWO TAFI MESSAGE WINDOWS**

Next TAFI wants to know if the customer is satisfied with the arrangements?

```

05-31-97 Trouble Analysis Facilitation Interface NRTAFIZM BST R97.2 SIM1
TN 999 555 8667 NAME COXF, DEES 1AES
OOS LIU ADDRESS 80474 CHENEL RD, FOL
- RES MAINT CONTRACT TDG
REP: Is customer satisfied? ROUBLE HISTORY
B-9995559141 FRAME 999-555-4948
Analyzing DownStream Systems
Subsequent Report
Cust irate
ORIGINAL REPORT INFO
PEND TRBL TRAN OOSY '$THREATENS TO CALL PSC AT 705P IF NOT CLEARED/NOACN AP/ST'
HANDLE ACCESS: A B 'WL B HME ' REACH# 9990000000
CAT CD STATUS Pending Dispatch Out DT RECVD 07-27-94 0802A
[ SUB ] CUST CALLED 3 IN 2 DAYS OLD COMM 07-27-94 0700P
Trouble Status Data Available for 9995558667 03:04 12:32:07
    
```

**DO THIS NOW: ANSWER “Y”, THE CUSTOMER IS SATISFIED.**

TAFI then displays the Sub Info Update window showing that the Trouble Description has now changed to NDT (from the original TRAN).

PEND TRBL TRAN 00SY '\$THREATENS TO CALL PSC AT 705P IF NOT CLEARED/NOACN AP/ST'  
 HANDLE ACCESS: A B 'WL B HME ' REACH# 9990000000  
 CAT CD STATUS Pending Dispatch Out DT RECVD 07-27-94 0802A  
 [ SUB INFO UPDATE ] CUST CALLED 3 IN 2 DAYS OLD COMM 07-27-94 0700P

TN 999 555 8667	REPEAT N	EC 999	UNIT 38538602
NAME COXE, DEES	SUB Y	SO N	LOC TDG
ADDRESS 80474 CHENEL RD, FOL			
REACH# 9990000000	ACCESS#	CALLED#	
REMARKS WL B HME	OK/	REP BY	
TRBL DESC NDT 00SY		NOTE	
NARRATIVE \$now NDT / HREATENS TO CALL PSC AT 705P IF NOT CLEARED/NOA CN AP/ST-			
NEW COMM +5	ACCESS: A	B	OS 07-28-95 0700P
CUS DT	CAT CX	IRATE Y	CC N AS 07-28-95 0700P
DT RECVD	SUB: CLSALT	NI Y	BC
TEST RES	HANDLE	MISC	SL1
RECOMMEND Updating Narrative/Status Information			NRTAFIZM

Trouble Status Data Available for 9995558667

02:04 12:38:25

If the original problem no longer exists, the old narrative may no longer be valid, therefore you can over-type the new information in the narrative field. If the original problem still exists and a new trouble description is selected, add the new narrative to the existing narrative. You may modify the original report to allow for space for the new.

**DO THIS NOW: DEPRESS THE ENTER KEY TO SEND THIS REPORT.**

## 12.4 OTHER SUBSEQUENT REPORT CONSIDERATIONS

### 12.4.1 NO ACCESS

When the customer calls to generate a subsequent report and the original (pending) report has been "No Accessed", TAFI will prompt for an answer to the question "Is Access Available?". This will prompt you to establish a specific appointment window for the technician to return and clear the trouble. (We want to avoid another 'no access' situation.) The No Access reason, provided by the repairman, will be displayed so that you can inform the customer of the reason for the delay, when appropriate.

### 12.4.2 OVERRIDE

If you determine that a special update is necessary, you should depress the F12 key to access the Sub Override or Limited Sub Override Menu (F12). TAFI determines automatically which is the appropriate override menu to display when you depress F12. (The Limited Sub Override appears if you are on the Trouble Report screen and the disposition of the report has been determined.) The only difference between the two is the Limited Sub Override does not allow you to use the Escalation flow. The reason for the escalation will be entered in the narrative and TAFI will automatically select the correct routing when you use this escalation override option.

```

05-31-97 Trouble Analysis Facilitation Interface  NRTAFIZM  BST R97.2 SIM1
TN 999 555 8667  NAME COXF, DEFS 1AES
OOS Y LIU N ADDRESS 80474 CHENEL RD, FOL
REP: Is customer satisfied? RES MAINT CONTRACT TDG
ROUBLE HISTORY
B-9995559141 FRAME 999-555-4948
Analyzing DownStream Sy
Subsequent Report
Cust irate
SUB OVERRI
CANCEL repor
CLOSE report
Reroute
Information
Other
Escalate
SUB ESCALATION MENU
Extreme safety hazard
Medical emergency
PSC/higher management
CCC - Call Out (5pm-6am)
Other
PEND TRBL TRAN OOSY '$THR IF NOT CLEARED/NOACN AP/ST'
HANDLE ACCESS: A B 'WL B HME ' REACH# 9990000000
CAT CD STATUS Pending Dispatch Out DT RECVD 07-27-94 0802A
[ SUB ] CUST CALLED 3 IN 2 DAYS OLD COMM 07-27-94 0700P
Trouble Status Data Available for 9995558667 03:24 12:44:00

```

Selecting the ESCALATE option on the SUB OVERRIDE menu will display the SUB ESCALATION menu.

Selection of any one of these options will take you through an escalation flow. It also adds a message to the narrative on the final trouble report screen.

#### 12.4.3 **IRATE**

In customer irate and emergency situations, handle the contact as you have been trained and then notify your Assistant Manager so he/she is aware of the situation. Remember your customer contact skills training and pay particular attention to 'irate' customers.

#### 12.4.4 **CATEGORY OF REPORT**

On a subsequent report, the "category of report" is coded CX with one exception. When the pending report is coded "EO" and the customer is now reporting the trouble, the report must be coded CD. (The first customer report is always categorized CD.)

In a case where the initial report was an employee originated report (EO), TAFI will process the subsequent as though it was an original and should be discussed with the customer likewise. (i.e., The customer most likely does not know that an employee has already reported the problem for him.)

#### 12.4.5 **OTHER SUBSEQUENT TIPS**

- TAFI will recognize cable and central office failures for special handling. If the subsequent is not related to the cable failure, you will be requested to refer the trouble to the local WMC.
- Denials and suspension of service occurring after the original report has been routed, depending on the status of the report, must be on-line transferred to the Business Office. You may either leave the report in its original status or exclude the report.

- **SUB ERROR MESSAGES:**

**"SUB NOW"** - Trouble was taken as an initial, but became a sub before you could enter it. (i.e., While you were processing the initial report, someone else generated an initial report on the same number.) You should take the report out of queue and process it as a sub.

**"NOT SUB"** - Trouble was taken as a SUB, but became an initial before you could enter the sub. (i.e., While you were working on the subsequent report, someone else closed the pending report.) You should take the report out of queue and process it as an initial.

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### 12.4.6 EXERCISE

Answer the questions below. Choose the correct field from the answer column. Write the letter in the space given. Each field can be used once.

1. What field allows the user to enter a re-negotiated commitment?

Answer\_\_\_\_\_

2. On a subsequent trouble report, where is the pending trouble description located?

Answer\_\_\_\_\_

3. You can give the customer an update of the trouble report using which section?

Answer\_\_\_\_\_

4. What is the category of most pending trouble reports?

Answer\_\_\_\_\_

5. Which field indicates new information is being reported?

Answer\_\_\_\_\_

### Answers

- A. New Info
- B. New comm
- C. CX
- D. Original Report Info window
- E. Trouble Status Summary.

(Check your answers on the next page.)

## ANSWERS

1. B - New comm
2. D - Original Report Info window
3. E - Trouble Status Summary
4. C - CX
5. A - New Info

**SUPERVISOR FUNCTIONS**

Individuals with “supervisor” authority in their TAFI profile are given certain tools to help them manage the business.

13.1 **MANAGING TAFI QUEUES**

A key to successfully managing a call receipt environment is knowing (and reacting to) the status of the work being performed. One of the TAFI advantages is the ability to perform work (MLT testing, MARCH transactions, etc.) on one or more customer’s trouble(s) while the user is attending to another customer’s needs. Reports that require this background activity are placed in the user’s work queue thereby freeing the screen for handling the next opportunity.

As the user completes a trouble report (i.e., sends the close out window information to LMOS), the system displays the contents of the user’s queue prior to presenting the initial trouble entry window. Supervisors can also monitor these user queues and perform certain functions to redistribute the work if necessary.

**\*\*\* Failing to MANAGE the TAFI queued reports will result in inefficient operation \*\*\***

To monitor the TAFI work queue, the supervisor logs into the system and, at the initial trouble entry window, depresses function key F-4<sup>6</sup>.

TAFI ID		GROUP ID 999999			
USER	TN	NOTE	STATUS	DATE RECEIVED	NEW COMMITMENT
simuser	9995554568	recontact	RETLST1	05-30-97 1112P	07-29-94 0600P
simuser	9999495038		TEST	05-30-97 1117P	07-29-95 0600P
.....					

F2up    F3down    F4lookup    F5reassign    F6exit    F7reassign all  
 F8find orphans    F9reset user

11:19:15

<sup>6</sup> Note: each CLEC will get one training ID that has supervisor privilege and seven ‘user’ ID’s. In the current arrangement, the Supervisor ID is ‘simuser’; password = train1.

The display will show all of the queued reports for users in this CLEC's group (i.e., in this example, all users with group id = 999999).

⇒ **Note:** The CLEC TAFI system limits the CLEC Supervisor to just viewing users in his company (i.e., he/she can not alter the value in the Group-ID field which contains the CLEC's OCN value).

### 13.1.1 **THINGS TO LOOK FOR WHEN REVIEWING QUEUED REPORTS:**

1. The length of time that a report has been in the work queue. Depending upon the volume of incoming calls, and assuming access to legacy systems are working as expected, some reports may be in queue for 30 to 45 minutes. (If a legacy system is down, queue time would be longer ... and that would be expected.)
2. The supervisor must compare the new commitment time to the current time and take appropriate action to ensure that commitments to the customer will be met.
3. Does a specific user have an inordinate number of reports in queue compared to other users. The supervisor should review the situation with the user and make arrangements to work the queued reports in a timely manner.
4. Are all of the users with queued reports still on duty? (i.e., Did someone log off and go home with reports still in queue?) The user's are responsible for managing their individual queued reports and must notify their supervisor to reassign reports to other users if they can not complete the work during their tour.

## 13.1.2 REASSIGNING QUEUED REPORTS

To reassign a specific report to another user:

1. The supervisor places the selection bar on the target report (using the F-2 / F-3 function keys) and then depresses function key F-5 (reassign).
2. The system responds by displaying a list of active users on the processor (for his/her company).

TAFI ID			REASSIGN QUEUE		COMMITMENT
USER	TN	NO	TN:	OWNER:	
simuser	9995554568	re	999-555-4568	simuser	9-94 0600P
simuser	9999495038				9-95 0600P
.....	.....	..			.....
			USER ID	USER NAME	
			simuser	* sim supervisor	
			simuser8	simuser8	

  

F2up	F3down	F4lookup	F2up	F3down	F5reassign	F6exit
F8Find orphans		F9res				

11:20:28

3. The supervisor identifies the user to receive the queued report by highlighting their name with the selection bar (F-2 / F-3).
4. Depressing function key F-5 (reassign) will transfer the target report to the new user's work queue. (The next time the new user completes a TAFI report, the system will display the contents of their work queue and they will see the new report.) The system will close the active users display window and return the supervisor to the queued reports display window.

TAFI ID		GROUP ID 999999			
USER	TN	NOTE	STATUS	DATE RECEIVED	NEW COMMITMENT
simuser8	9995554568	recontact	RETEST1	05-30-97 1112P	07-29-94 0600P
simuser	9999495038		Ready	05-30-97 1117P	07-29-95 0600P
.....	.....	.....	.....	.....	.....

F2up   F3down   F4lookup   F5reassign   F6exit   F7reassign all  
 F8find orphans   F9reset user

TEST Results Requested for 9995554568

11:20:53

In specific circumstances, the supervisor may wish to reassign all of the reports displayed on the queued reports window to another user. Typically this would be done when a given user has to leave for the day and they have several reports in their work queue.

To reassign a group of reports to another user:

1. Display the target group of reports to be reassigned to another user.
  - If the target group is for a specific user, enter the user's CUID in the TAFI ID field (blank out the GROUP ID field) and depress function key F-4.
  - If the target group is all queue reports enter the appropriate GROUP ID value (blank out the TAFI ID field) and depress function key F-4.
2. Depress function key F-7 (reassign all)
3. Follow steps 2 through 4 listed above.

## 13.2 FIND ORPHANS

As indicated in Section 8, if TAFI has not produced a recommendation prior to you completing the contact with the customer, you (1) provide your customer with the appropriate commitment, (2) queue trouble reports so TAFI can continue the analysis and (3) you are free to process the next customer call.

TAFI maintains internal records indicating which queued report belongs to which user. If a user logs off with trouble reports in their queue<sup>7</sup>, the association between the queued report and its owner is lost - the report becomes an orphan. When the user logs back into the system, TAFI automatically reunites the orphan with its parent (the user) and is displayed in the users queue window.

Should a user fail to log back into the system, the customer's report is not being processed (not sent to LMOS) and delays in providing problem resolution occur. To recover these reports, the Supervisor will depress F8. The system will reply with "x reports found and reassigned" or "no orphans found". With users properly managing their queued reports, there is little need to 'find orphans'.

## 12.3 Reset Users

In the early days of TAFI, if a user experienced an ungraceful disconnect (i.e., dropped line connection while processing a report), the system considered the user still logged in and would prohibit reconnection by the user. This problem has been corrected over time (i.e., now when the user logs in, and the system has an existing user process running, the system automatically kills off the existing process and allows the user to log in). Therefore this option is obsolete.

---

<sup>7</sup> TAFI allows users to log off with trouble reports in their queue and the assumption is that this log off period is for a short interval (i.e., lunch break, between reports on a slow day, etc.). If the user is going to log off for an extended period (i.e., end of the tour), the user must inform their supervisor to reassign the queued reports to another active user. Remember, a trouble report is not sent to LMOS (and therefore not being handled by BellSouth) until TAFI makes a recommendation and the user handles it.

**ATTACHMENTS**

- Attachment I ..... Function Key Map
- Attachment II ..... Process For Establishing CLEC TAFI Access
- Attachment III ..... Process For Testing CLEC TAFI Access
- Attachment IV ..... Process For CLEC TAFI User To Report System Troubles
- Attachment V ..... Standard Trouble Reporting Abbreviations
- Attachment VI ..... Job Aid - Trouble Shooting CPE Problems
- Attachment VII ..... CLEC Lookup Table
- Attachment VIII .... LMOS Intermediate Status Codes