

**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 the repair appointment was missed
- Ask about a no access notice left by a repair technician.
- Change access or appointment times.
- Advise that the reported trouble condition is now cleared

When this happens, we modify the existing (pending) report by submitting a Subsequent Report. 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 Subsequent Reports appended to the existing (pending) reports. 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. This section will help you learn how to process Subsequent reports and how to convey status information to your customer.

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:

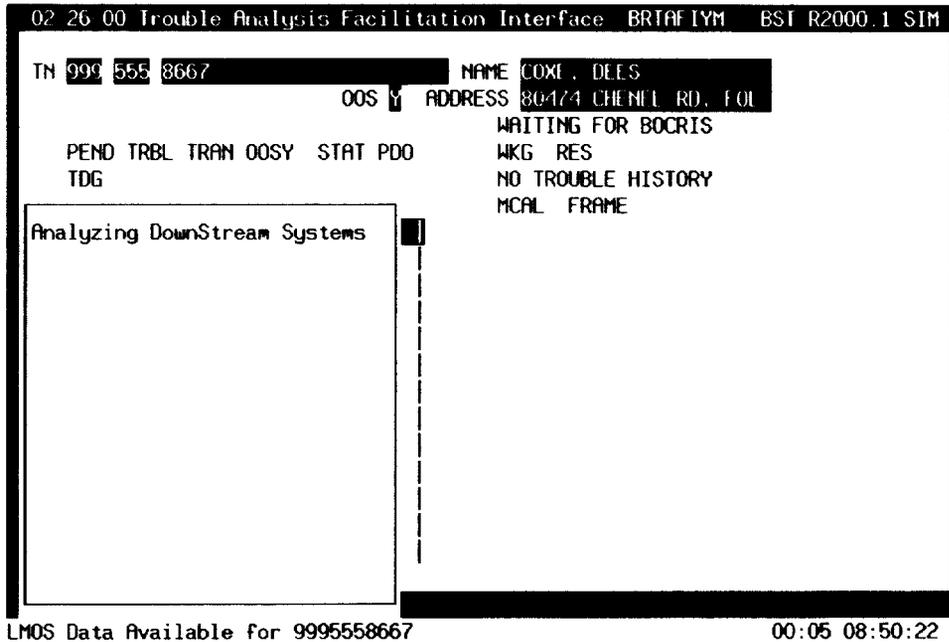


Figure 94 – Subsequent Report 1

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.**

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

```

02 26 00 Trouble Analysis Facilitation Interface BRTAFIYM BST R2000.1 SIM
TN 999 555 8667 NAME COXL, DEES 1AES
OOS Y ADDRESS 80474 CHINEL 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 'NOACH-TAFI TEST TROUBLE - DO NOT DISPATCH ON-R/B SOME ONE-'
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
BOCRIS Data Available for 9995558667 00:21 08:50:38

```

Figure 95 - Subsequent Report Screen

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 Stused) 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.

To remove the Original Report Information (bottom portion of Figure 95) depress F2 to move the cursor to this section of the window. Follow this by depressing F6. This action will return the cursor to the query window and will hide the Original Report section.

To redisplay the Original Report Information, depress F2 followed by F6. (This F2 – F6 combination toggles the Original Report Information window on and off.

## 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.

The screenshot displays a terminal window with several overlapping windows and data fields. At the top left, a window titled "02 26-00 Trouble Analysis" shows "TN 999 555 8667" and a prompt "Is this cancel report/ok". To its right is a window titled "0.1 SIM" with the text "B-9995559141 FRAME 999-555-4948". Below the "02 26-00" window, a window titled "Analyzing DownStream Sy Subsequent Report" is visible. In the center, a "SUB OVERRIDE MENU" window is active, listing options: "CANCEL REPORT", "CLOSE REPORT", "REROUTE", "INFORMATION UPDATE", "OTHER", and "ESCALATE". The "CANCEL REPORT" option is highlighted. At the bottom of the screen, a data block contains the following information: "PEND TRBL TRAN OOSY 'NOAC' DISPATCH ON-R/B SOME ONE-", "HANDLE ACCESS: A B 'HL 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", "BOCRIS Data Available for 9995558667", and "01:22 08:51:39".

Figure 96 Subsequent Cancel Report Menu

⇒ **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=XXXXXXXX)

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."*

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 to just 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

**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:** The training database only has one subsequent report and the commitment is July 27, 1994. We obviously missed that commitment by more than 5 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, 1999.

### 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.

Using a previous example (see Figure 95 – Subsequent Report Screen), assume you answered Yes to the question *“Is this Cancel Report / OK Closeout”*.

- ⇒ **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:

```

02 26-00 Trouble Analysis Facilitation Interface BRTAF IYM BST R2000.1 SIM
TN 999 555 8667 NAME COXL DEES 1AES
OOS Y 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
PENDING TRBL TRAN OOSY 'NOACH-TAFI TEST TROUBLE - DO NOT DISPATCH ON-R/B SOME ONE-'
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
No items are available 04:47 08:55:04

```

Figure 97 - Closing a Subsequent Report

The answer to the next question *"Is this an equipment trouble close out?"* tells 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)

Let's assume you answered this question with a Y (since the example says that the customer found a defective mounting cord).

TAFI responds by bringing up the Trouble Report screen as shown in Figure 98.

```

PEND TRBL TRAN OOSY 'NOACN-TAFI TEST TROUBLE - DO NOT DISPATCH ON-R/B SOME ONE-'
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 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 OOSY		NOTE	
NARRATIVE NOACN-TAFI TEST TROUBLE - DO NOT DISPATCH ON-R/B			
SOME ONE-CRIS N-			
MTR: _ LINK:			
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 N	BC	
TEST RES	HANDLE	MISC SCC2	
RECOMMEND CUST ISOLATED TO CPE			
		BRTAF IYM	
		05:16 08:55:33	

No items are available

Figure 98 - Closing Subsequent Report (2)

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.

**TAFI will close a subsequent trouble report only if it is in a pending status (see the "STATUS" of this pending report is "Pending Dispatch Out" in the Original Report info area.).**

**If the report has been dispatched, a technician is either working on the trouble or he is traveling to the customer's location. In this case, TAFI will perform a SUB INFO UPDATE transaction (similar to Figure 108) and update the narrative information so the technician will see that the end user has provided information.**

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=999555555).

### 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 Mode 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.

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 7/27/99.)

```

02 26-00 Trouble Analysis Facilitation Interface BRTAI YM BST R2000.1 SIM
TN 999 555 8667 NAME COXI , DFFS 1AES
OOS Y ADDRESS 80474 CHINHI RD, FOL
- RES MAINT CONTRACT TDG
Is this cancel report/okay closeout? ROUBLE HISTORY
B-9995559141 FRAME 999-555-4948
Analyzing DownStream Systems
Subsequent Report
ORIGINAL REPORT INFO
PEND TRBL TRAN OOSY 'NOACH-TAFI TEST TROUBLE - DO NOT DISPATCH ON-R/B SOME ONE-'
HANDLE ACCESS: A B 'HL 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
BOCRIS Data Available for 9995558667 00:16 09:07:15
    
```

Figure 99 – Sub: Example 2A

For this query window, the user entered N (the customer is NOT calling to close the report) and TAFI replies with Figure 100.

```

02-26-00 Trouble Analysis Facilitation Interface BRTAFIYM BSI R2000.1 SIM
TN 999 555 8667 NAME COXE, DEES 1AES
OOS Y ADDRESS 80474 CHEMIL 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 'NOACH-TAFI TEST TROUBLE - DO NOT DISPATCH ON-R/B SOME ONE-'
HANDLE ACCESS: A B 'HL 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

BOCRIS Data Available for 9995558667 00:50 09:07:49
    
```

Figure 100 - Sub: Example 2B

In this case (since the customer is just asking for a status report) the user answered this question with an N. Next, TAFI wants to know if the customer is irate (because of the missed appointment) and brings you the screen below:

```

02 26 00 Trouble Analysis Facilitation Interface BRTAFIYM BSI R2000.1 SIM
TN 999 555 8667 NAME COXE, DEES 1AES
OOS Y ADDRESS 80474 CHEMIL 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 'NOACH-TAFI TEST TROUBLE - DO NOT DISPATCH ON-R/B SOME ONE-'
HANDLE ACCESS: A B 'HL 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

BOCRIS Data Available for 9995558667 03:26 09:10:25
    
```

Figure 101 - Sub: Example 2C

Since this commitment time is missed, the customer is irate and the user answers Y:

```

02 26-00 Trouble Analysis Facilitation Interface BR1AF1YM BST R2000.1 SIM
TN 999 555 8667 NAME COXE, DEFS 1AES
OOS Y ADDRESS 80474 CHENEI RD, FOL
-
Is customer calling for status and/or
to add narrative information only?
RES MAINT CONTRACT TDG
ROUBLE HISTORY
B-9995559141 FRAME 999-555-4948
Subsequent Report
----- ORIGINAL REPORT INFO -----
PEND TRBL TRAN OOSY 'NOACH-TAFI TEST TROUBLE - DO NOT DISPATCH ON-R/B SOME ONE-'
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
BOCRIS Data Available for 9995558667 04:25 09:11:24
    
```

Figure 102 - Sub: Example 2D

Since our customer is looking for a status report, the user answers Y and TAFI provides:

```

02 26-00 Trouble Analysis Facilitation Interface BR1AF1YM BST R2000.1 SIM
TN 999 555 8667 NAME COXE, DEFS 1AES
OOS Y ADDRESS 80474 CHENEI RD, FOL
-
Do you want to route this ticket
for dispatch?
RES MAINT CONTRACT TDG
ROUBLE HISTORY
B-9995559141 FRAME 999-555-4948
Subsequent Report
----- ORIGINAL REPORT INFO -----
PEND TRBL TRAN OOSY 'NOACH-TAFI TEST TROUBLE - DO NOT DISPATCH ON-R/B SOME ONE-'
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
BOCRIS Data Available for 9995558667 04:50 09:11:49
    
```

Figure 103 - Sub: Example 2E

Since this report is past due, sending it to dispatch would be the correct action to take. 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.

```

02-26-00 Trouble Analysis Facilitation Interface BRTAFIYM BST R2000.1 SIM
TN 999 555 8667 NAME COXE, DEFS 1AES
OOS Y ADDRESS 80474 CHENIL RD, FOL
-
Advise customer of status.
RES MAINT CONTRACT TDG
TROUBLE HISTORY
B-9995559141 FRAME 999-555-4948
Analyzing DownStream Systems
Subsequent Report
----- ORIGINAL REPORT INFO -----
PEND TRBL TRAN OOSY 'NOACH-TAFI TEST TROUBLE - DO NOT DISPATCH ON-R/B SOME ONE-'
HANDLE ACCESS: A B 'HL 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
BOCRIS Data Available for 9995558667 05:31 09:12:30
    
```

Figure 104 - Sub: Example 2F

```

02-26-00 Trouble Analysis Facilitation Interface BRTAFIYM BST R2000.1 SIM
TN 999 555 8667 NAME COXE, DEFS 1AES
OOS Y ADDRESS 80474 CHENIL RD, FOL
-
Advise cust will expedite.
RES MAINT CONTRACT TDG
TROUBLE HISTORY
B-9995559141 FRAME 999-555-4948
Analyzing DownStream Systems
Subsequent Report
----- ORIGINAL REPORT INFO -----
PEND TRBL TRAN OOSY 'NOACH-TAFI TEST TROUBLE - DO NOT DISPATCH ON-R/B SOME ONE-'
HANDLE ACCESS: A B 'HL 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
BOCRIS Data Available for 9995558667 05:49 09:12:48
    
```

Figure 105 - Sub: Example 2G

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:

```

02-26-00 Trouble Analysis Facilitation Interface BRTAFIYM BST R2000.1 SIM
TN 999 555 8667 NAME COXE, DEES IAES
OOS Y ADDRESS 80474 CHEMEL RD, FOL
-
Did cust volunteer special access info? RES MAINT CONTRACT TDG
ROUBLE HISTORY
B-9995559141 FRAME 999-555-4948
Analyzing DownStream Systems
Subsequent Report
ORIGINAL REPORT INFO
PEND TRBL TRAN OOSY 'NOACH-TAFI TEST TROUBLE - DO NOT DISPATCH ON-R/B SOME ONE-'
HANDLE ACCESS: A B 'HL 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
BOCRIS Data Available for 9995558667 06:11 09:13:10
    
```

Figure 106 - Sub: Example 2H

```

02-26-00 Trouble Analysis Facilitation Interface BRTAFIYM BST R2000.1 SIM
TN 999 555 8667 NAME COXE, DEES IAES
OOS Y ADDRESS 80474 CHEMEL RD, FOL
-
REP: Is customer satisfied? RES MAINT CONTRACT TDG
ROUBLE HISTORY
B-9995559141 FRAME 999-555-4948
Analyzing DownStream Systems
Subsequent Report
No special access info
No existing access info
ORIGINAL REPORT INFO
PEND TRBL TRAN OOSY 'NOACH-TAFI TEST TROUBLE - DO NOT DISPATCH ON-R/B SOME ONE-'
HANDLE ACCESS: A B 'HL 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
BOCRIS Data Available for 9995558667 06:45 09:13:44
    
```

Figure 107 - Sub: Example 2I

In Figure 106, the customer did not have any special (new) access information. Notice that TAFI Trouble Entry Summary in Figure 107 also indicates that no existing access information was available. Answering the question in Figure 107 (Y, the customer was satisfied) brings us to the conclusion of this report:

```

PEND TRBL TRAN OOSY 'NOACH-TAFI TEST TROUBLE - DO NOT DISPATCH ON-R/B SOME ONE-'
HANDLE ACCESS: A B 'WL B HME ' REACH# 9990000000
CAT CD STATUS Pending Dispatch Out DT RECVD 07-27-94 0802A
[ SUB REROUTE ] 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 IDG
ADDRESS 80474 CHENEL RD, FOL			
REACH# 9990000000	ACCESS#	CALLED#	
REMARKS CLECH1234567890	OK/	REP BY	
TRBL DESC TRAN OOSY		NOTE	
NARRATIVE NOACH-MISSED APPT - NEED ASAP			
MTR: LINK:			
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 N	BC	
TEST RES	HANDLE	MISC SR4	
RECOMMEND			

BOCRIS Data Available for 9995558667  
BRIEF TYP 02:43 06:25:59

Figure 108 - Sub: Example 2J

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).

#### 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!

This subsequent report begins the same as Figure 99 and the user answers the question in Figure 100 with Y (the customer is reporting a different TRBL (trouble) code). This produces the following menu of options:

02-26-00 Trouble Analysis Fa		SIM	
TN 999 555 8667	00	TRBL DESC LOOK UP	
PEND TRBL TRAN OOSY STAT		BSW - Buried Service Wire	
TDG		CBC - Cannot Be Called	
		CCO - Cannot Call Other	
		CD - Cannot Deposit	
		CFT - Coins Fall Through	948
Analyzing DownStream Systems		CLID - Caller ID	
Subsequent Report		COIN - Physical Condition (Coin)	
		CRWD - 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	ONE--
PEND TRBL TRAN OOSY 'NOACH-TAF		*****	
HANDLE ACCESS: A B 'HL B HME		F2 UP F3 DOWN F6 EXIT	
CAT CD STATUS Pending Dispat		ENTER to accept trouble desription	
[ SUB ] CUST CAL			

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Figure 109 - Sub: Example 3A

In our example, the customer is now reporting NDT. Depressing the **page down** key the user finds and selects this option:

02-26-00 Trouble Analysis Fa		SIM	
TN 999 555 8667	00	TRBL DESC LOOK UP	
PEND TRBL TRAN OOSY STAT		LO - Lights Out	
TDG		MCAL - Memory Call Service	
		MEM - Memory Services	
		MISC - Miscellaneous	
		NCR - No Coin Returned	948
Analyzing DownStream Systems		NCS - No Coin Signal	
Subsequent Report		NDI - No Dial Tone	
		PHYS - Physical Trouble	
		PNC - Personal Number Calling	
		TRAN - Transmission	
		INET - Internet	
		VDO - Video	
		CWDX - Call Waiting Deluxe	
		FCF - Flexible Call Forwarding	
		INCW - Internet Call Waiting	
		PRDI - Privacy Director	ONE--
PEND TRBL TRAN OOSY 'NOACH-TAF		F2 UP F3 DOWN F6 EXIT	
HANDLE ACCESS: A B 'HL B HME		ENTER to accept trouble desription	
CAT CD STATUS Pending Dispat			
[ SUB ] CUST CAL			

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Figure 110 - Sub: Example 3B

Once the new Trouble Description Code (TDC) is selected, TAFI steps through its analysis flow to obtain pertinent information from the customer. Using our example, since this is a missed appointment situation, TAFI repeats the steps depicted in Figure 101 through Figure 108 finishing with:

```
PEND TRBL TRAN OOSY 'NOACN-TAFI TEST TROUBLE - DO NOT DISPATCH ON-R/B SOME ONE-'
HANDLE ACCESS: A B 'ML 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
```

TM	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	CLECH1234567890	OK/		REP BY			
TRBL DESC	NDT OOSY			NOTE			
NARRATIVE	NOACN-TAFI TEST TROUBLE - DO NOT DISPATCH ON-R/B SOME ONE-						
MTR:	LINK:						
NEW COMM	+5	ACCESS:	A	B		OS	07-28-95 0700P
CUS DT		CAT	CX	IRATE	N	CC	N
DT RECVD		SUB:	CLSALT	NI	N	BC	
TEST RES		HANDLE		MISC	SL1		
RECOMMEND	Updating Narrative/Status Information						

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Figure 111 - Sub: Example 3C

If the new trouble description required additional downstream testing (i.e., MLT, Predictor check, etc.), TAFI will route the report to the Maintenance Administrator for manual intervention. If the new trouble description does not alter the current status of the report, TAFI will just change the trouble description code and update the LMOS narrative information as you provided.

If the original problem no longer exists the old narrative may no longer be valid. 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.