

PROCEDURES FOR TEST OK—CUSTOMER DOESN'T ANSWER

(TOK-DA)

1. GENERAL

1.01 This section describes the methods for handling customer trouble reports that test OK and for which Repair Service Bureau personnel are unable to contact the customer. (Do not overlook contacting the customer at a "can be reached" number.)

1.02 An analysis of the type of trouble reported, trouble report history, customer comments if any, and type of service should be made. Based on this analysis, a decision to dispatch a repairman or hold the report for further action in the Repair Service Bureau should be made.

1.03 If the above analysis warrants dispatching a repairman, the report should be noted and forwarded to dispatch promptly.

1.04 If a later access interval has been established, retest the report during this time. This can prevent a missed appointment and inconvenience to the customer.

2. TOK-DA HELD FOR FURTHER ACTION IN THE REPAIR SERVICE BUREAU

2.01 A separate file should be established for these reports. This will provide for management control and analysis.

2.02 A SPECIAL line card marker (see Section 660-152-010 for description and use) should be placed in the line card file. This marker will direct any subsequent reports to the TOK-DA file so that they can be associated with the original report. In this way, new information obtained can be used in closing out the original report.

2.03 The TOK-DA file should be purged daily. Attempts to recontact the customer should be varied. Early morning and evening calls should be tried. City directories, commercial records for contact numbers, apartment managers, remarks space of line card, etc, may be helpful in contacting

the customer. Log these attempts on the back of the trouble ticket for progress purposes.

2.04 Once the customer is contacted, further fact finding by Repair Service Bureau personnel will determine the ultimate disposition of the report.

3. UNABLE TO CONTACT CUSTOMER

3.01 In some cases, it may not be possible to contact the customer. After diligent attempts have been made and a reasonable time has passed since the date of the original report and it still tests OK, the report should be closed out.

3.02 This action should take place within one week of the original report.

3.03 The customer should be notified by mail that attempts to contact him have failed and that we are closing his reported case of trouble. He should also be informed that if he is still experiencing the trouble to please notify Repair Service.

3.04 The line card and trouble report should then be posted and closed out in the normal manner.

4. ANALYSIS OF TOK-DA CASES

4.01 The level of TOK-DA cases may warrant further analysis to assist in reducing their numbers.

(a) Select 25 cases from the closed file for analysis.

(b) Record the telephone number, date and time of report, time of test, tested by, type of report, access, and any other helpful information on a work sheet.

(c) The day of the week, time of day, testing interval, access obtained, or contact number

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available may provide clues for improvement programs to reduce TOK-DA cases.

of the TOK-DA file to determine the progress or inefficiencies of the procedures in effect.

5. FOLLOW-UP AND CONTROL

5.01 Repair Service Bureau supervision should periodically review the routine and contents