CIRCUIT PROVISIONING ADMINISTRATION PRACTICES

CIRCUIT PROVISION CENTER FIELD ASSISTANCE PLAN

CONTENTS PAGE

1. GENERAL

1.01 This section describes the purpose, functions, responsibilities, and reports of a Field Assistance group. Field responsibilities associated with a Field Assistance contact are also described in this section.

1.02 When this section is reissued, the reason(s) for reissue will be given in this paragraph.

2. PURPOSE

2.01 The purpose of Field Assistance is threefold. The first is to provide timely assistance to the circuit installation and maintenance forces (field forces) on problems encountered while processing additions, rearrangements, changes or deletions to message trunks, special service circuits, and carrier systems. In addition, assistance is provided for in-service circuits that encounter trouble. Second, Field Assistance provides maintenance and purification support for the Trunks Integrated Record Keeping System (TIRKS) by correction of data base discrepancies. Third, Field Assistance furnishes constructive feedback to the Circuit Provision Center (CPC) work groups and field forces through analysis of the statistical data generated from Field Assistance Contact Memos (Fig. 1).

2.02 Field Assistance provides support through direct telephone contact from field forces by Field Assistance clerks. The clerk documents each contact, recording the trouble reported and the corrective action taken on the Contact Memo. This contact is supplemented by Circuit Provision

Technicians who become involved in the process when the Field Assistance clerks require assistance. The clerk will solve problems between the circuit provision groups and the field forces through direct interface with TIRKS. They resolve problems, when possible, while the caller is on the line; when this is not possible, they will reply within a specified period of time.

3. FUNCTIONS

3.01 Field Assistance is composed of two functional parts. The first part deals with the symptoms of the field related problem and provides for the following:

(1) Timely response and resolution to problems reported by the field forces

(2) Maintenance support of the TIRKS data base by correction of assignment discrepancies

(3) Referrals to appropriate work groups, those calls that Field Assistance is unable to handle (eg, major design problems, problems with a bay of equipment, etc)

(4) Increases in CPC productivity by relieving circuit provision personnel of telephone interruptions.

The second function deals with the causes of reported field problems. It provides analysis of the problems reported and aids in identification of their underlying cause through the issuance of the following reports:

(1) CPC Report of Field Assistance Contacts (Fig. 3)—A monthly summary of field contacts by category codes referenced to the responsible CPC work group (ie, ERO).

(2) Field Report of Field Assistance Contacts (Fig. 4)—A monthly summary of field contacts by category code referenced to the field organization responsible for the installation and/or maintenance work.

Note: Selection of the field organization (ie, office, district, division, or area) is at the discretion of that local management.

The remaining reports reveal Field Assistance performance in serving the field forces.

(3) Field Assistance Clearing Time Report (Fig. 5)—A monthly summary of the speed of reply to Field Assistance contacts.

(4) Field Assistance Peg Count and Overflow Report (Fig. 6)—A monthly summary of the peg count and overflow registers assigned to Field Assistance telephones.

3.02 Field Assistance is accessed from field locations by calling one telephone number which is published throughout an administrative area. The use of one telephone number eliminates the need for multiple calls to several locations while attempting to resolve field related circuit provisioning problems. Lines connected to the published Field Assistance telephone number should have peg count and overflow registers assigned to them. Personnel answering and handling Field Assistance calls must be familiar with the circuit provisioning process.

3.03 Field Assistance is responsible for handling and resolving the following field related problems:

(a) Facility and equipment assignments in the TIRKS data base that are in trouble and cannot be cleared.

(b) Facility and equipment assignments in the TIRKS data base that are found working on other than the circuit they were assigned to.

(c) Plug-in equipment selections involving a circuit order are either missing or incorrect due to a CPC error.

(d) CLRC/WORD documents that reflect incomplete or incorrect information.

(e) Distribution problems that cause missing or late CLRC/WORD documents.

(f) Any field change that alters the information provided on the CLRC/WORD documents.

(g) Substitution of a component when a working circuit encounters problems.

(h) Problems involving other administrative areas which require interfacing with the Field Assistance in that area.

4. FIELD RESPONSIBILITIES PRIOR TO A FIELD ASSISTANCE CONTACT

4.01 When the field encounters problems during the course of circuit installation or maintenance, the following steps must be taken prior to calling Field Assistance. Additional information concerning field responsibilities can be obtained in Section 682-400-030.

(a) When facilities and equipment in the TIRKS data base are found working (jumpered) on other than the circuit order they were assigned to:

(1) Identify the circuit utilitzing the jumpered equipment and/or facility.

(2) Determine if there is a disconnect order which will clear the equipment and/or facility.

(3) Determine if this equipment and/or facility is working because of a temporary arrangement (shifted from original assignment to temporarily restore customer service and has not been shifted back). If this is the case, can the trouble be cleared and shifted back before the test date or due date?

(b) When trouble is encountered (other than a working assignment) while processing an order or during maintenance:

(1) Perform proper testing to isolate trouble to a particular equipment unit or facility. Attempt to clear the problem by using standard troubleshooting techniques.

(2) If trouble is isolated to a unit of equipment, verify that all options, on both equipment drawings and on the CLRC/WORD, have been applied. (If trouble is isolated to a unit of equipment or a facility, a trouble ticket number must be provided to Field Assistance.)

(3) If trouble is isolated to a cable facility, the responsible office will initiate the test of the cable facility for shorts, grounds, crosses, etc. When the trouble has been identified, it will be cleared in the normal manner.

In all cases, if the trouble cannot be cleared in a reasonable length of time, notify Field Assistance.

(c) When plug-in equipment is missing:

(1) Verify all shipping documents (if applicable) to determine if all the plug-ins were shipped.

(2) Check all local storage cabinets and other locations for the missing plug-in.

(d) When CLRC/WORD documents are missing:

(1) Check all local files for the missing documents.

(2) Check the CLO status in TIRKS or check with the appropriate control center to determine if the documents have been issued and routed properly (ie, a jeopardy condition may preclude issuance of the documents).

4.02 After the aforementioned steps are complied with and problems remain to be resolved, Field Assistance is notified.

Note: Local procedures may require that the responsible control center (eg, ARO, PCO, STC, etc) be notified prior to initiating a call to Field Assistance.

Field Assistance will require the following information for each contact:

(a) Identification of the caller

(b) Caller's office

(c) Call back number (to be used when problems cannot be resolved during the initial call)

(d) Trouble Ticket Number (if applicable)

(e) Circuit identification (including the action code, A and Z location), order number, and the scheduled completion date (if applicable)

(f) Assignment information relative to the problem reported (if applicable).

Note: In those cases where facilities or equipment are found working, the circuit

identification of the working assignment will be required.

(g) Miscellaneous information that may be helpful in resolving the problem.

4.03 Facility or equipment problems encountered during out-of-normal Field Assistance hours should be resolved by utilizing the next available spare as indicated in central office records. At the next opening of business day, Field Assistance must be called and advised of the problem(s) encountered and of the spare which was used. Field Assistance will verify the availability of that "spare" and will either post that unit or provide another assignment.

5. FIELD ASSISTANCE RESPONSIBILITIES

5.01 It is the responsibility of the Field Assistance group to provide assistance to the field forces for all problems directly related to Special Service, Message Trunk, and Carrier System Circuits.

5.02 Since each Field Assistance group is established to facilitate the resolution of field problems by calling one telephone number, adequate lines must be connected to the published telephone number.

5.03 All telephone calls received on the published Field Assistance telephone numbers require the origination of a Field Assistance Contact Memo. Documentation of the call is accomplished by recording the requested information and selection of an appropriate category by circling or checking the Problems Reported and Action Taken fields of the memo.

5.04 A major objective of Field Assistance is to resolve field problems during the initial call. It is anticipated that the majority of initial calls to Field Assistance will be satisfactorily resolved while the caller is on the line. Whenever a call cannot be cleared initially, Field Assistance personnel will advise the caller of the expected time for resolving the problem, the Contact Memo serial number, and the name of the Field Assistance member handling the call.

5.05 It is the responsibility of Field Assistance personnel to ensure that each Contact Memo is filled out completely and correctly. Refer to Fig. 2 for identification of each field on the Contact Memo. The memo should be a 3-part carbon to permit filing by serial number (completed memo only), ERO, and field organization. Filing by ERO and field organization will allow for ease of verification of both the CPC Report of Field Assistance Contacts and the Field Report of Field Assistance Contacts whenever these reports are being examined for trend analysis as discussed in Part 6.

5.06 The Field Assistance member, in addition to recording the information listed in paragraph 4.02 on the Contact Memo, will also record the date and time of the initial call and select an appropriate Problem Reported category which best describes the problem. Table A lists and defines each of the Problem Reported general categories.

5.07 Once the problem is described and categorized, the Field Assistance member will begin resolution of the problem. The first step in resolving any problem is to verify that one exists. This can be accomplished by a cursory review of the document(s) containing information about the problem. In some cases such as defective equipment or facilities, this is not always possible; however, existence of a trouble ticket will provide the verification. Working facilities or equipment are verified by identification of the circuit using that assignment.

5.08 Problems involving working or defective assignments will be cleared by assigning available units utilizing TIRKS. The Field Assistance member will record the assignment changes on the Contact Memo. Entries are made in the applicable Equip/Facility fields for the Off Cond(ition) (old assignment) and the On Cond(ition) (new assignment) of the Contact Memo. For incorrect or missing plug-in equipment, the Field Assistance member will refer to the appropriate Plug-In Inventory Control System (PICS) documents or confer with the Plug-In Administrator. Incorrect or missing order documents which cannot be resolved initially should be refered to the appropriate work group.

5.09 Other problems may be encountered that cannot be resolved by Field Assistance. The Referred To field of the Contact Memo provides a means to refer the problem to an appropriate work group and record additional data that may be helpful in resolving the problem. All referred memos should be recorded in a log maintained by Field

Assistance. The log should be reviewed daily to ensure timely clearance of the memos. If a memo is referred to another CPC work group, that group has the responsibility of closing out the memo and sending it back to Field Assistance. If the problem is redefined by that work group, they must change the Problem Reported category to the proper selection.

5.10 When the problem is resolved, the Contact Memo is closed out by recording the reply date and time in the space provided. Contact clearing time is totaled and the appropriate time lapse field (ie, Initially, Less Than 1 HR, 4 HRS, 8 HRS, or Over 8 HRS) is selected. The Action Taken to Resolve the Problem category is selected which best describes the course of action taken to resolve the problem.

5.11 A problem is considered resolved when the caller has received the assistance or information sought. Any subsequent activity (ie, updates or corrections to records or the data base) should not be included in the clearing time. Categories such as Missing Equipment should be closed out when the responsible organization (ie, PICS, Equipment Engineers, or Station Engineers) has received notification from Field Assistance that a problem exists which they must act upon. In the case of Missing CLO, the problem is considered resolved and the memo closed out when the document is issued. The time between issue and receipt is not considered.

5.12 Whenever Field Assistance activity causes changes to the CLRC/WORD document, Field Assistance will reissue the document in accordance with Section 780-260-100 guidelines.

6. UTILIZATION OF REPORTS

6.01 The statistical data generated in report form from Field Assistance Contact Memos provides a considerable amount of information which aids in identifying the causes of problem areas. The utility of these reports cannot be realized until management makes a determined effort to investigate the symptoms, uncover the causes, and take whatever action is necessary to remedy these problems.

6.02 Both the CPC Report of Field Assistance Contacts and the Field Report of Field Assistance Contacts provide trending data that can be used to identify those work groups or organizations which contribute the most to the number and types of field contacts. Some causes may be due to unusual or imbalanced work loads causing deterioration of quality; inefficient operations caused by inadequate training or personnel turnover; or discrepancies in the data base associated with specific offices or files. The CPC Report of Field Assistance Contacts also identifies the number of contacts which required referral to a CPC work group during the report month. This measurement is indicative of the ability of Field Assistance personnel to handle and resolve problems without outside assistance. A well trained and proficient group should be able to resolve 80 to 90 percent of all contacts without the aid of other work groups. The Field Report of Field Assistance Contacts contains the category No Action—Problem Reported Not Valid which indentifies those calls that are considered invalid and should not have been made to Field Assistance. The data for this category is obtained from the Action Taken to Resolve Problem field of the Contact Memo.

6.03 The Field Assistance Clearing Time Report reflects the time it takes the Field Assistance personnel to resolve field problems for the report month. Field Assistance clearing time objectives are as follows: (These objectives are valid for a Stage One TIRKS environment; they will vary according to the stage of mechanization.)

CLEARING TIME	PERCENT	CUMULATIVE PERCENT
Cleared Initially	75.0	75.0
Cleared in Less Than 1 Hour	15.0	90.0
Cleared in Less Than 4 Hours	7.0	97.0
Cleared in Less Than 8 Hours	1.0	98.0
Cleared in Over 8 Hours	2.0	100.00

A narrative explaining objectives which were not met should accompany the Field Assistance Clearing Time Report.

6.04 The Field Assistance Peg Count and Overflow Report is used to highlight Field Assistance activity in relation to the number of calls initiated

by the field. The report summarizes the following data:

(a) Day of the Week

(b) Peg Count

(c) Overflow (by time of day)

(d) Number of Memos (for each day)

(e) Daily Percent [(Memos ÷ Peg Count) × 100].

The data will reveal peak load periods during which management should make every effort to provide full coverage.

6.05 A mechanized interface with TIRKS will be available in the future, thereby eliminating the manual effort required to compile this data.

7. FORCE ANALYSIS

7.01 The following data provides guidelines for staffing a Field Assistance group. The recommendations are based upon circuit items processed by the CPC. These are valid assumptions since 95 percent of all contacts are related to newly processed orders. This information was obtained from the trial company's accumulation of data over a 12 month period. It represents what appears to be typical relationships between service requests and field assistance contacts. It is presented as an aid in determining force levels for establishing a Field Assistance organization.

Each Special Service item generates—0.3 contacts

Each Message Trunk item generates—0.05 contacts

One contact requires—0.75 Field Assistance Clerk Hours

Carrier System items are insignificant.

7.02 Initially, each group of three clerks should have one Circuit Provision Technician assigned to it. As the clerical proficiency increases, the number of Circuit Provision Technicians could be reduced.

7.03 The following example is used to illustrate force determination for a Field Assistance group.

A CPC processes 5,000 Special Service items, 9,000 Message Trunks, and 175 Carrier System items monthly. The number of forecasted contacts are:

5,000 SS	× 0.3	= 1,500 contacts
9,000 Msg	× 0.05	= 450 contacts
Total		1,950 contacts

The number of clerks required is determined by the equation below. (Assume each clerk is available 165 hours each month; however, each company should adjust this figure to reflect the undistributed time of its work force.)

1,950 Contacts × 0.75 Clerk Hours/Contact =
1,462.5 Clerk Hours Required
1,462.5 Clerk Hours 165 Hours = 8.9 Clerks

Initially, Field Assistance should be staffed with 9 Clerks and 3 Circuit Provision Technicians.

8. TRAINING REQUIREMENTS

8.01 The Field Assistance clerk should be selected for their ability to interact with TIRKS at least on an assignment level. In addition, each clerk should receive training in the following areas:

(a) CLRC/WORD preparation for purposes of recording like-for-like changes

(b) COC, C1, E1, and F1 transactions

(c) PICS administration and procedures

(d) Local procedures which may impact Field Assistance.

Original prints of all the forms depicted in this section may be obtained through:

American Telephone and Telegraph Company
Staff Specialist—Circuit Provisioning
Room 3254C2
295 North Maple Avenue
Basking Ridge, New Jersey 07920
(201) 221-4415

Field Assistance Contact Memo

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Serial Number _____

Caller		Rec'd. By	
Office		Other Party	
Tel. No.		Tbl. Tkt. No.	
Field Org.		ERO	

Date	Mo	Day	Yr	Time	
Received					
Reply					
Initial	Less Than 1 Hr	1 Hr	4 Hrs	8 Hrs	Over 8 Hrs

Item	Act	Circuit Identification			Order Number		Sch. Comp. Date		
		Ckt Nbr & Type	Office A	Office Z	Previous	New	Mo	Day	Yr

Item	Act	CLLI	Facility/Equip. Type	CA/CXR	PR/CH	R.R.	Unit	Remarks	
									Off Cond
									On Cond

Problem Reported

	Defective Apparatus Or Facility	
1.1	Cable	Pending Ckt.
1.2	Carrier	Pending Ckt.
1.3	Hardwired Equip.	Pending Ckt.
1.4	Mounting	Pending Ckt.
1.5	Cable	Existing Ckt.
1.6	Carrier	Existing Ckt.
1.7	Hardwired Equip.	Existing Ckt.
1.8	Mounting	Existing Ckt.
	Working Apparatus Or Facility	
2.1	Cable	
2.2	Carrier	
2.3	Hardwired Equip.	
2.4	Mounting	
2.5	Disconnect Not Worked	
2.6	Local Cable	
	Missing Equipment	
3.1	PICS Equip. Not Ordered By CPC	
3.2	PICS Equip. Ordered But Not Delivered	
3.3	PICS Equip. Incorrect	
3.4	Customer Equip. Not Ordered	
3.5	Customer Equip. Ordered But Not Delivered	
3.6	Customer Equip. Incorrect	
3.7	C.O. Equip. Not Installed	

	Missing C.L.O.
4.1	C.L.O. Not Issued
4.2	C.L.O. Dist. Correct But Not Received
4.3	C.L.O. Incorrectly Distributed
	Missing Or Incorrect Information C.L.O.
5.1	Frame Location
5.2	Trunk Facility
5.3	C.O. Equipment
5 4	Circuit Design
5.5	A or Z Location
5.6	Pad Value, Gain, Level, Options
5.7	Customer Equipment
	Request For Assistance Or Information
6.1	Technical Assistance Ckt. Design Ok
6.2	Reroute/Redesign Of Existing Ckt.
6.3	Equipment Assignment For Local Ckt.
6.4	Verify Facility/Equipment Assignments
6.5	Verify Info. On CLRC/WORD
6.6	Change RRO In COC
6.7	Check Status Of Circuit Order
6.8	Resend CLRC/WORD
6.9	Referral To Non-CPC Group

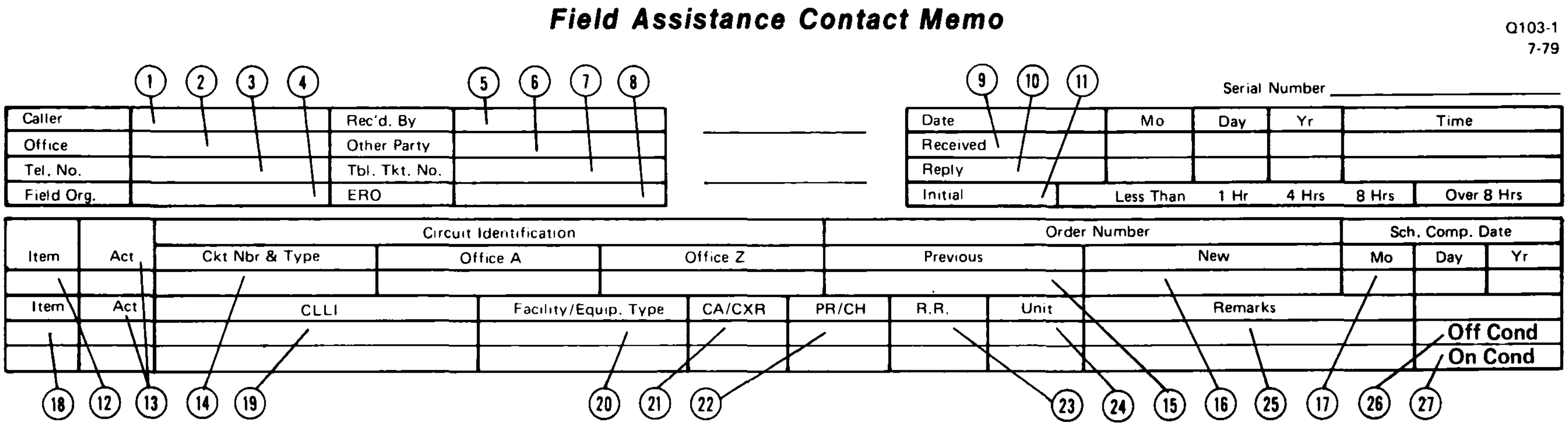
	Action Taken To Resolve Problem:
	Assignment Provided/Posted
	Circuit I.D. Provided
	(Other) Information Provided
	Equipment-Selection Changed/Ordered
	Circuit Configurations Corrected
	Transmission Info. Corrected/Provided
	COC/C1 Updated
	Redesigned & Issued
	Resent
	No Action-Problem Reported Not Valid.

Referred To

Notes:

Date Craftperson		Date Supervisor	

Fig. 1—Example of Field Assistance Control Memo Form



1. Caller's name
2. Caller's office
3. Caller's telephone number
4. Field Organization where problem exists
5. Field Assistance member's name
6. Other Party that is actively involved in the problem
7. Trouble ticket number (if applicable)
8. ERO of circuit being reported (if applicable)
9. Date and time the call was received
10. Date and time the caller <u>received requested information</u>
11. Selection is made according to when the caller received requested information. The initial category indicates that no follow-up calls were required.
12. Identifies a single circuit segment of an order
13. Code representing past, present, or future CLO status or work activities performed on a circuit, trunk group, equipment, or facility
14. The unique code which identifies the circuit item
15. Used to identify the order which established the circuit
16. Used to identify orders initiated as a result of a field assistance contact
17. The scheduled completion date of the latest order
18. Identifies an equipment item
19. Common language – location identification of office for equipment or both offices for facilities
20. Identifies the facility (D1B, 19H88, etc) or equipment (MTM2, SFMO, etc) type
21. Cable or carrier identification
22. Cable pair or carrier channel
23. Relay rack number of equipment
24. RR unit identification of equipment
25. Used to indicate circuit ID of working assignment or other pertinent information
26. Facility/Equipment in trouble
27. Facility/Equipment being assigned by field assistance
28. Used when memo is referred to another CPC group

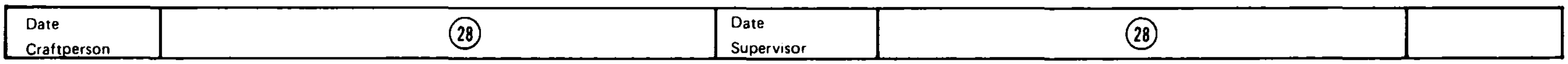


Fig. 2—Example of Field Assistance Control Memo Form—Field Identification

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CPC REPORT OF FIELD ASSISTANCE CONTACTS

Month_____

Category \ ERO								Total
Defective Apparatus Or Facility								
1.1	Cable	Pending Ckt.						
1.2	Carrier	Pending Ckt.						
1.3	Hardwired Equip.	Pending Ckt.						
1.4	Mounting	Pending Ckt.						
1.5	Cable	Existing Ckt.						
1.6	Carrier	Existing Ckt.						
1.7	Hardwired Equip.	Existing Ckt.						
1.8	Mounting	Existing Ckt.						
	Totals							
Working Apparatus Or Facility								
2.1	Cable							
2.2	Carrier							
2.3	Hardwired Equip.							
2.4	Mounting							
2.5	Disconnect Not Worked							
2.6	Local Cable							
	Totals							
Missing Equipment								
3.1	PICS Equip. Not Ordered By CPC							
3.2	PICS Equip. Ordered But Not Delivered							
3.3	PICS Equip. Incorrect							
3.4	Customer Equip. Not Ordered							
3.5	Customer Equip. Ordered But Not Delivered							
3.6	Customer Equip. Incorrect							
3.7	C.O. Equip. Not Installed							
	Totals							
Missing C.L.O.								
4.1	C.L.O. Not Issued							
4.2	C.L.O. Dist. Correct But Not Received							
4.3	C.L.O. Incorrectly Distributed							
	Totals							
Missing Or Incorrect Information C.L.O.								
5.1	Frame Location							
5.2	Trunk Facility							
5.3	C.O. Equipment							
5.4	Circuit Design							
5.5	A Or Z Location							
5.6	Pad Value, Gain, Level, Options							
5.7	Customer Equipment							
	Totals							
Request For Assistance Or Information								
6.1	Technical Assistance Ckt. Design Ok							
6.2	Reroute/Redesign Of Existing Ckt.							
6.3	Equipment Assignment For Local Ckt.							
6.4	Verify Facility/Equipment Assignments							
6.5	Verify Info. On CLRC/WORD							
6.6	Change RRO In COC							
6.7	Check Status Of Circuit Order							
6.8	Resend CLRC/WORD							
6.9	Referral To Non-CPC Group							
	Totals							

NUMBER OF CONTACTS REFERRED TO CPC _____

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Fig. 3—Example of CPC Report of Field Assistance Contact Form

FIELD REPORT OF FIELD ASSISTANCE CONTACTS

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Month_____

Category \ Field Organization								Total
	Defective Apparatus Or Facility							
1.1	Cable	Pending Ckt.						
1.2	Carrier	Pending Ckt.						
1.3	Hardwired Equip.	Pending Ckt.						
1.4	Mounting	Pending Ckt.						
1.5	Cable	Existing Ckt.						
1.6	Carrier	Existing Ckt.						
1.7	Hardwired Equip.	Existing Ckt.						
1.8	Mounting	Existing Ckt.						
	Totals							
	Working Apparatus Or Facility							
2.1	Cable							
2.2	Carrier							
2.3	Hardwired Equip.							
2.4	Mounting							
2.5	Disconnect Not Worked							
2.6	Local Cable							
	Totals							
	Missing Equipment							
3.1	PICS Equip. Not Ordered By CPC							
3.2	PICS Equip. Ordered But Not Delivered							
3.3	PICS Equip. Incorrect							
3.4	Customer Equip. Not Ordered							
3.5	Customer Equip. Ordered But Not Delivered							
3.6	Customer Equip. Incorrect							
3.7	C.O. Equip. Not Installed							
	Totals							
	Missing C.L.O.							
4.1	C.L.O. Not Issued							
4.2	C.L.O. Dist. Correct But Not Received							
4.3	C.L.O. Incorrectly Distributed							
	Totals							
	Missing Or Incorrect Information C.L.O.							
5.1	Frame Location							
5.2	Trunk Facility							
5.3	C.O. Equipment							
5.4	Circuit Design							
5.5	A Or Z Location							
5.6	Pad Value, Gain, Level, Options							
5.7	Customer Equipment							
	Totals							
	Request For Assistance Or Information							
6.1	Technical Assistance Ckt. Design Ok							
6.2	Reroute/Redesign Of Existing Ckt.							
6.3	Equipment Assignment For Local Ckt.							
6.4	Verify Facility/Equipment Assignments							
6.5	Verify Info. On CLRC/WORD							
6.6	Change RRO In COC							
6.7	Check Status Of Circuit Order							
6.8	Resend CLRC/WORD							
6.9	Referral To Non-CPC Group							
	No Action. Problem Reported Not Valid							
	Totals							

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Fig. 4—Example of Field Report of Field Assistance Contact Form

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FIELD ASSISTANCE

Clearing Time Report

Month _____

Week Ending	Initial Call	Less Than 1 Hr.	Less Than 4 Hrs.	Less Than 8 Hrs.	Over 8 Hrs.	Total
Total						
%						

Previous 12 Month Moving % Reply Time

% Reply \ Month												
1. Initial Call												
2. Less Than 1 Hour												
3. Less Than 4 Hours												
4. Less Than 8 Hours												
5. Over 8 Hours												

Fig. 5—Example of Field Assistance Clearing Time Report Form

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FIELD ASSISTANCE
PEG COUNT AND OVERFLOW REPORT

Month _____

Date	Day Of The Week	Peg Count	Overflow						Number Memos	Daily % (Memo ÷ PC)	Remarks
			8-9:30	9:30-11	11-12:30	12:30-2	2-3:30	3:30-5			
1											
2											
3											
4											
5											
6											
7											
8											
9											
10											
11											
12											
13											
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24											
25											
26											
27											
28											
29											
30											
31											

Total Workdays This Month _____

Total Peg Count _____

Total Overflow _____

Total Contact Memos _____

Ratio Memos/Peg Count _____

Fig. 6—Example of Field Assistance Peg Count and Overflow Report Form

TABLE A

DEFINITIONS OF PROBLEM REPORTED CATEGORIES
Defective Apparatus or Facility – Refers to any defective hardwired equipment (Term/Sig), plug-in mounting, or facility.
Working Apparatus or Facility – Refers to hardwired equipment (Term/Sig), plug-in mountings, or facilities that are found working on other than the circuit they were assigned to.
Missing Equipment – Refers to any equipment that is either incorrect or has not been received and is required for the installation work of a circuit order.
Missing CLO – Refers to pending circuit orders which have not been received by the field forces. Requests for reissue of in-effect CLRC/WORD documents are categorized under Request for Assistance or Information.
Missing or Incorrect Information on CLO – Refers to information on circuit orders.
Request for Assistance or Information – This covers all contacts which do not relate to previously mentioned defective, working, missing, or incorrect categories. Category 6.9 — Referral to Non-CPC Group is used to identify those calls where the caller was directed to a group other than those in the CPC.

Table A—Definitions of Problem Reported Categories