

TICKET WORK

1. General. Any appreciable amount of ticket work affects operating performance. Therefore, you must master ticketing so that it interferes as little as possible with the smooth operation of your position.

The main elements in the efficient performance of ticket work are briefly: (1) to write essential details at once, in so far as possible while listening, talking, or waiting to talk, and without delaying advancement of the call; (2) to do as much writing as possible before removing the ticket from the pad; (3) to complete notations without interfering with answers to signals. Certain general rules governing ticket work are discussed below, but the order in which details should be secured is not mentioned since this is largely a matter of taking them as the customer gives them, nor are the details that may be required specified since they depend on the type of call, timing practices, and local arrangements.

2. Handling a pencil. If you ticket a high percentage of your calls, practice operating with pencil in hand. The point should protrude only slightly beyond the outside edge of your hand, the shaft lying in the natural groove across the palm when the hand is folded and the top extending between the palm and the side of the thumb. In this position the pencil interferes negligibly with the use of the hand in handling cords or dialing, since it is held in the palm by the little finger. From this position it can be moved quickly to the writing position while the hand is moving toward the ticket, merely by clamping it between the thumb and the index finger, releasing the clasp of the little finger near the other end, and pushing it around to the writing position with the middle finger.

Where the volume of writing does not warrant operating with the pencil in your hand, train yourself to place your pencil in some one position on the keyshelf so that your hand can secure it with a minimum of motion and without aid from your eyes. Generally the best place to keep it is parallel to the keys of a cord pair but at the right of the position beyond the cord keys. It may be easier to pick up and bring into use if the point is toward the edge of the keyshelf.

3. Called number and place. Generally the called place if needed, the central office, and the number are given before you have a chance to start writing. The line number should be written first since it is the most subject to error, then the office name, and then the called place if necessary.

The method of reaching the called office becomes a factor and the following sequences are generally recognized as most satisfactory.

- a. **Straightforward and Ringdown Trunk Connections. (Direct or Tandem)** After acknowledging and taking the trunk, record the called office numeral if any and the line number at once while waiting for the distant operator's answer or passing the order, and then record the called office name.
- b. **All Other Connections.** Enter the called office numeral if any and the line number while acknowledging the order, and the called office name after taking up the trunk and advancing the order.

It may be advisable to use the second sequence on all calls when it applies to a large proportion of the calls on a given board, or when the added safeguard seems warranted. Where the division is fairly even, however, both methods can be used satisfactorily.

4. Calling number. When you obtain the calling number or station designation from the calling party either when he gives it voluntarily or on request, record it as soon as your writing hand and your eyes have completed what they were doing at the moment.

TICKET WORK—Continued

4. Continued

If you are to obtain a number from the number plate, this may be done when convenient any time before you proceed to another call, but whenever it is obtained, enter it immediately to avoid failing to do so. Two possible procedures suggest themselves.

- a. If all calls from lines of certain classes of service are ticketed, form the habit of obtaining the number when you answer initially whenever the reach is not too great to permit you to read the number quickly. When this is not possible, secure it while acknowledging or advancing the call.
- b. If you require the calling number only on "A" board toll calls, be prepared to ask for it or for a letter immediately after advancing the call, or at least to know whether you must ask or not. In manual offices, if necessary, you may record the calling line number after other entries are completed.

5. Special instructions. These are best noted when they are given or immediately following the called station details. Be sure they are entered before undertaking work on any other call.

6. Connect and disconnect times. Time entries on start and finish of conversation are so important that the significant figures should be entered immediately to assure accuracy, but if your operating proficiency is high you may take advantage of the fact that this work can be overlapped on other occurrences to a great extent. As soon as you are aware that chargeable time has commenced or ended, proceed as follows.

- a. **Position Equipped with Timing Devices Other Than Calculagraphs.** Glance at the figure showing the fractions of a minute or the seconds if provided, and then at the minutes, or hours and minutes, making a mental note of the reading. Enter the reading as soon as your writing hand and eyes are free, and in general before answering a new signal or attempting to advance a call. On the other hand, if two signals to be timed appear simultaneously, enter the time on one ticket, and then copy it onto the second ticket as an overlap.
- b. **Position Equipped with Calculagraphs.** Develop the ability to place the ticket in the instrument in the correct position and to stamp it without glancing at it, so that the work may be done entirely as an overlap. If tickets are always kept in similar positions, you will not need to look to see if a ticket is in the correct position for the calculagraph but can rely entirely upon the "feel" in the calculagraph slot. Until you have acquired this "feel," however, do not hesitate to glance at the ticket before stamping. It is important that the ticket be in exactly the correct position.

7. Reports. Reports received orally and reports given the customer can almost always be noted as they are transmitted. When this can not be done, complete the entry as soon as the right hand can be freed but be alert to see any new signals that you may be in a position to take.

8. Coin entries. It is general practice to note all coins deposited in the operator's hearing. This is done by jotting down in a designated place on the ticket the denomination of each coin deposited as its signal is recognized. If you return a deposit, cross out the corresponding entries as soon as you operate the key.

9. Other entries. Entries such as "a" or "p," your personal number or initials, the charge where necessary, etc. should be made promptly, as required, but without interfering with answers to waiting signals. If you hold your head fairly erect while writing, you will find that you can see to make the required entries, at the same time keeping the keyshelf and piling block signals within your field of vision. If line pilot signals are not provided, glance up frequently while writing. This is particularly necessary when some irregular condition requires more ticket entries than normally.

TICKET WORK—Continued**10. Location of tickets.**

- a. Where pad holders are provided, cultivate the habit of doing as much writing as possible before the ticket is removed from the pad, because in this position the left hand is not required to hold the ticket. Such entries will include your personal number, the calling and called numbers, special instructions, coin notations, and possibly the time of start of conversation.
- b. When removed from the pad, a ticket should be associated with the proper cord pair at once if still active, or filed in the proper compartment if finally disposed of. The method of association will vary with the volume of ticket work, type of board, and arrangements provided, but a few general suggestions may assist in devising a suitable set of procedures.
 - (1) Where ticket clips are provided, insert the top of the ticket in the clip, overlapping it on the adjacent ticket so that the space for time entries is accessible without moving the tickets. In this position the station answer as well as the disconnect time can be entered with a minimum of handling.
 - (2) Generally a ticket is leaned against the keys of the associated cord pair, unfolded, top away from you, face toward the right until station answer. After the connect time is entered, the ticket is folded lengthwise and placed face up between keys of the associated cord pair and those to the right of it. From either position it may be slipped out quickly to the writing space for subsequent entries. Also in this position the "nfy" time is visible.
 - (3) When slots are provided with each cord pair, the ticket may be stood on end in the slot or if ticket clips are also provided, it may be placed under the clip until station answer, and then placed on its side in the slot. Tickets requiring work subsequent to station answer but prior to disconnecting are kept in the first position until the required steps have been taken, as for example a requested notification, the regular notification on an "A" board toll call from a coin line, or the notification at the end of each period on a local call from a coin line where such calls are timed from start of conversation.
 - (4) Where the number of tickets written is small, it is generally recognized as unnecessary to make any physical association with the cord pair involved, since you can readily recall that a certain connection is ticketed. In such case the ticket may be left on the keyshelf in a convenient place such as beside the ticket pad holder.
- c. Where pad holders are not provided or where subsequent entries are required after the ticket has been detached from the pad, the keyshelf space in the center of the position may be used for the ticket while making entries, preferably because this position is more convenient for the left hand to hold the ticket, and you can watch for signals that may appear. If, however, keys interfere, it will be necessary to use the space near the right of the keyshelf, reaching the left hand across the keys to hold the ticket. In taking this latter position, be careful that your arm does not obscure the cord signals.

11. Disposing of tickets. When a ticket is completed or canceled or scratched, file it according to local directions either in a bin on the keyshelf or in the face of the switchboard or by placing it in a clip either on the board or on the back of an adjacent chair. Practice these operations so that you may make them without following the movement with your eyes.

If you are to hold a ticket for further work, place it at the right of the position where it will be out of the way but in position so that you can see the necessary details readily.