

Completing a Service Call in FSM

Summary

This Job Aid covers:

[Service Call Completion Process](#)

[Changing the Work Order Status](#)

[Completing the Resolution screens](#)

[Viewing Previous Service Call Resolutions](#)

This Job Aid supports the Technician, FPA/FST, and QC audience. Technicians, FPA/FST and QCs may have the option to complete a service call in FSM under their own user login. Dispatchers or Dealers complete this procedure when the field staff is unable to do so themselves.

This document describes this process and procedure using the FSM web site.

Important! FSM is the application-of-record for all payments and commissions. Service calls **must be completed in FSM, before leaving the customer's site**; else payment will not be processed.

Service Call Completion Process

Service Call work order completion is a four-step process:

1. After completing the repair, the user opens FSM to close the work order.

2. After locating the work order, the user changes the status of the work order from On site to Pending Complete in FSM. This triggers several events in the ViaSat back office systems.
3. The user validates the SVT values in the work order are all green.
 1. If values are green, the user selects the appropriate Resolution Codes, based on repair while onsite.
 2. If values are red, the user continues to work on the repair. The user may use SVT in the Support Portal to recheck the values before attempting to close the work order.
4. If the Resolution Code involves either replaced equipment, or Leased Equipment Recovery, additional dialogs appear that the user completes.

Changing the Work Order Status

Follow these steps to change the work order status and kick off the completion process.

Locate the work order in FSM.

Scroll to the middle of the work order page to the **Notes** section. *Click **Add Note***. A new note opens. *Type* a note describing the change in the work order status. Finally, *click **Save Note***.

Notes

I

Select...

Add note

Added notes

Mallette Karen added a note - 02/20/2013 01:29:27 PM MST Order completed in back office systems & manually completed in FSM

Mallette Karen added a note - 02/20/2013 01:27:15 PM MST Re-opened to change tech assignment

IntegrationAPI IntegrationAPI added a note - 11/24/2010 04:23:39 PM MST Canceling work order via request from Order Service

Bruce Tabitha added a note - 09/16/2010 10:04:06 AM MDT tech ramon on site/ cust req to cancel and go with a different provider/ aprv bytl john/ tabatha/1103amcst

Murren Amy added a note - 09/16/2010 09:12:18 AM MDT tech ramon eta by 10 amy

Vaultz Charmaine added a note - 09/07/2010 02:58:44 PM MDT ONE time MOve

IntegrationAPI IntegrationAPI added a note - 09/07/2010 02:48:41 PM MDT .

In the **Basic Data** tab of the work order, select **Pending complete** from the **Status** list.

Click **Change Status**.

Basic data

FSM ID 8618937
External order id WB_DIRECT/4792613
Additional order id
Type Install
Account # 401115450
Status Assigned

Change status

Customer/Location

Scheduling

Scheduled date
Reschedule reason
Total reschedules

- Acknowledge
- En route
- Hold
- On site
- Pending cancel
- Pending complete
- Unscheduled
- Assigned

Completing the Resolution screens

After clicking **Change Status** (see above), the work order displays the SVT tab.

In the **After Resolution** section, confirm that all SVT service levels (icons) report a green value.

- If **yes**, go to Step 3.
- If **no**, continue repair. Return to the Details tab, and change the work order status to re-check the service levels. When all retested icons report a green value, continue to Step 3.



Select **Resolution Codes** based on actual repair actions. Select as many as appropriate. See image above

Resolution codes

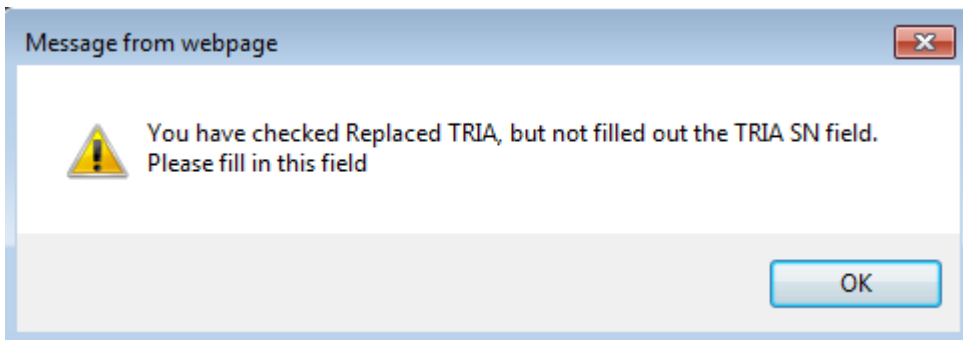
- Replaced TRIA
- Point and Peak
- Replaced Antenna/Hardware
- Mounting
- Replaced Modem
- Repaired/Replaced Cable Out of Spec
- Repaired/Replaced Cable Damage
- Repaired_Replaced Connectors
- Repaired/Replaced Grounding
- Customer Premise Equipment
- LOS Moved Equipment
- No Trouble Found
- Upgrade ODU/IDU
- Upgrade IDU
- Upgrade ODU
- Equipment Recovery
- Replaced Additional Equipment

Modem S/N	<input type="text" value="Select..."/>
Modem S/N	<input type="text"/>
Modem MAC	<input type="text" value="< auto fills >"/>
TRIA S/N	<input type="text" value="Select..."/>
TRIA S/N	<input type="text"/>

If selecting **Replace TRIA**, the TRIA SN field becomes active. Type or scan the serial number for the **new** TRIA into this field. Use the number as shown on the TRIA label.

See image above.

If the **TRIA SN field** is left empty, this error message appears:

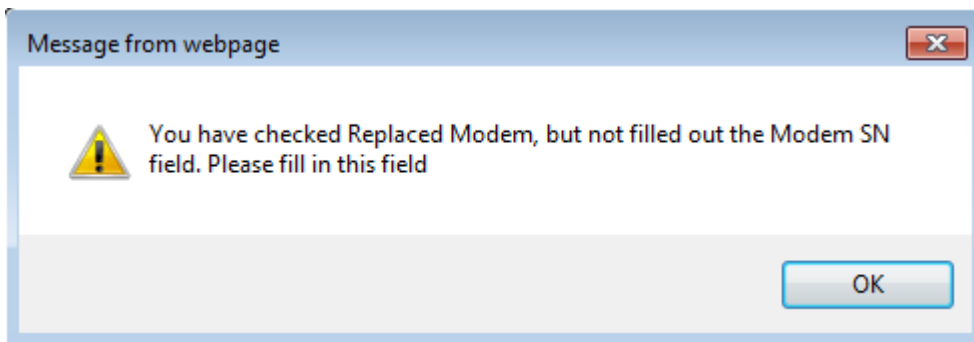


If selecting **Replace Modem**, the Modem MAC and Modem SN fields become active. Type the serial number for the **new** Modem into these fields.

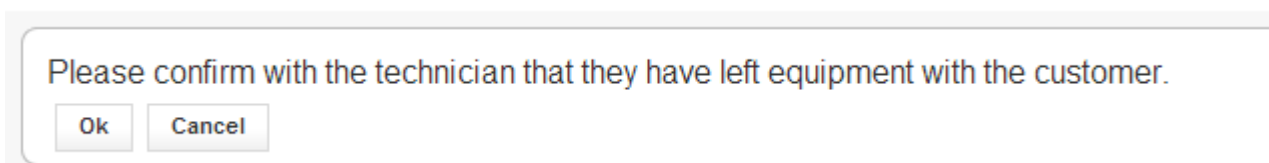
SN format: XXXXXXXXXXXX

See image above.

If the Modem SN or Modem MAC fields are left empty, this error message appears:



If selecting **Equipment Recovery**, confirm that the equipment was left with the customer, and click the confirmation box.



Type a note into the Notes section. This can be the same note as added at the beginning of the procedure.

Notes

I

Select...

Add note

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Click **Save**.

Viewing Previous Service Call Resolutions

Follow these steps to review the resolutions for closed service calls.

Locate and view the work order.

Click the SVT tab, and find the Resolution codes list under the SVT icons.

Resolution codes

- Replaced Truck
- Mounting
- LOS Moved Equipment