Desk Reference: Completing a Service Call in FSM (Web Site)

This Desk Reference covers:

- Service Call Completion Process

- Changing the Work Order Status

- Completing the Resolution Screens

- Viewing Previous Service Call Resolutions

This Desk Reference supports the SID Retail Dealer, VSF Dispatcher, and Installer Relations (IR) agent audiences.

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Service Call Completion Process

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

1. Confirm that a technician is assigned to the work order. This is particularly important for SID Retailers who are also active Installers. Follow the steps in the Changing Work Order for complete details.

2. After completing the repair, the Installer calls the Dispatcher/Dealer or IR Agent to close the work order.

3. After locating the work order, the Dispatcher/Dealer or IR Agent changes the status of the work order from On Site to Pending Complete in FSM. This triggers several events in WildBlue back office systems.

4. The Dispatcher/Dealer or IR Agent validates the SVT values in the work order are all green.

   a. If values are green, the Dispatcher/Dealer or IR Agent selects the appropriate Resolution Codes, based on information provided by the Installer.

   b. b. If values are red, the Dispatcher/Dealer or IR Agent informs the Installer, who continues to work on the repair. The Installer may use SVT in the Support Portal to recheck the values before calling the Dispatcher/Dealer or IR Agent again.

5. If the Resolution Code involves either replaced equipment, or Leased Equipment Recovery, additional dialogs appear that the dis-

Changing the Work Order Status

Follow these steps to change the work order status and kick off the completion process.
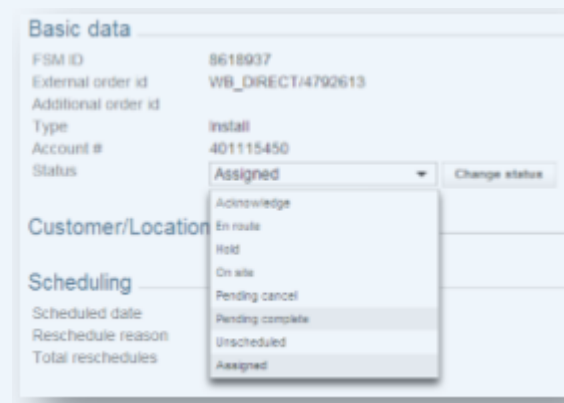
Step 1: Locate order

Locate the work order in FSM.

Step 2: Add note

On the Details tab, locate the Notes section. **Type a note** about the change, and click **Add Note**.

Step 3: Change status

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

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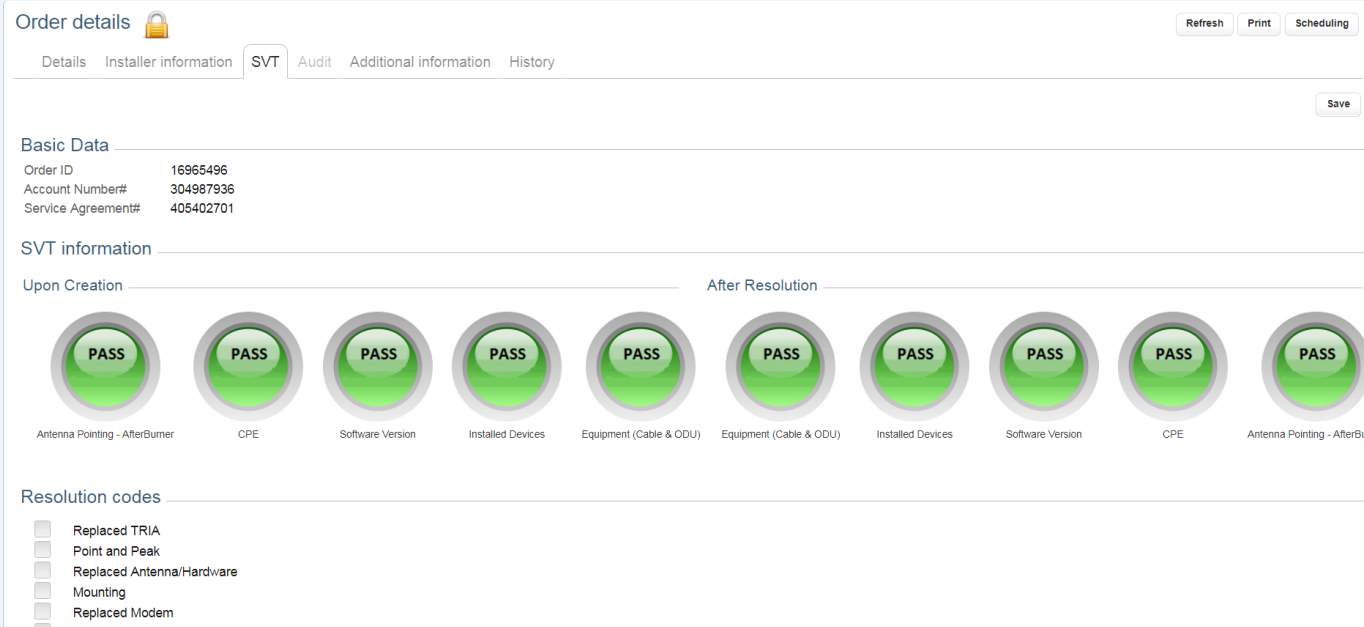## Completing the Resolution Screens

Step 1: Display work order

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

Step 2: Confirm green value

Confirm that all SVT service levels report a green value.

If **yes**, go to Step 3.

If **no,** tell Installer to continue repair. Provide the Installer with which service levels are red. Suggest the Installer may use SVT to check on changes in the service levels before calling again to close the service call. End process.

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Completing the Resolution Screens (cont'd)

Step 3: Select resolution codes

Select **Resolution Codes** based on information from the Installer. Select as many as appropriate. See image above.

Step 4: Type serial number

If selecting **Replace TRIA**, the TRIA SN fields become 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, an error message appears.

Step 5: Type MAC address

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

MAC format: XX:XX:XX:XX:XX:XX:

Use dashes SN format: XXXXXXXXXX

If the Modem SN o Modem MAC fields are left empty, an error message appears.
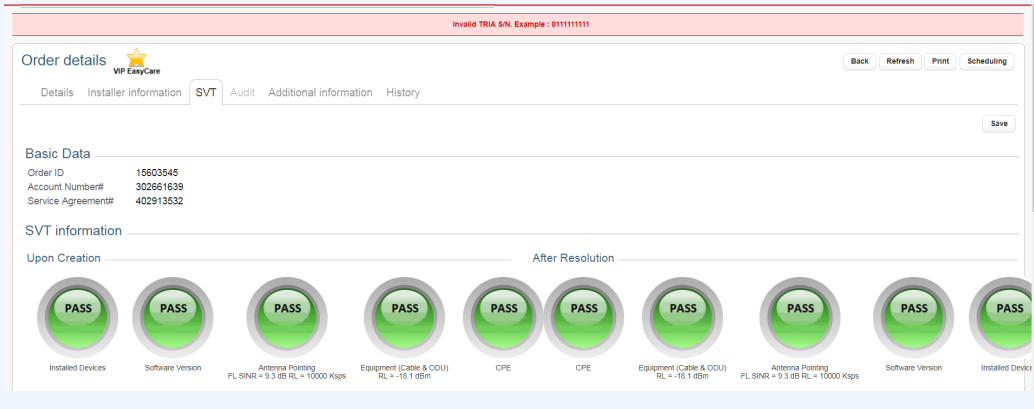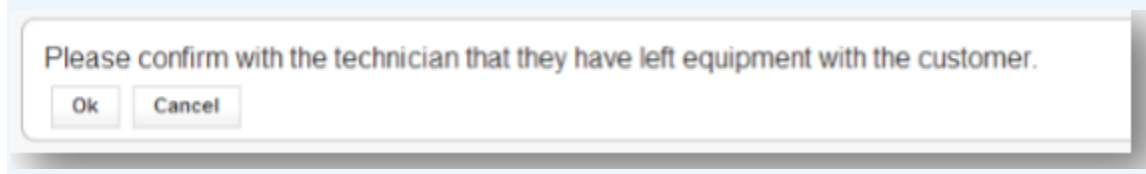
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## Completing the Resolution Screens (cont'd)

Step 6: Confirm installer

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

Please confirm with the technician that they have left equipment with the customer.

Ok   Cancel

Step 7: Type a note

Type a note into the Notes section. This can be the same note as added at the beginning of the procedure.
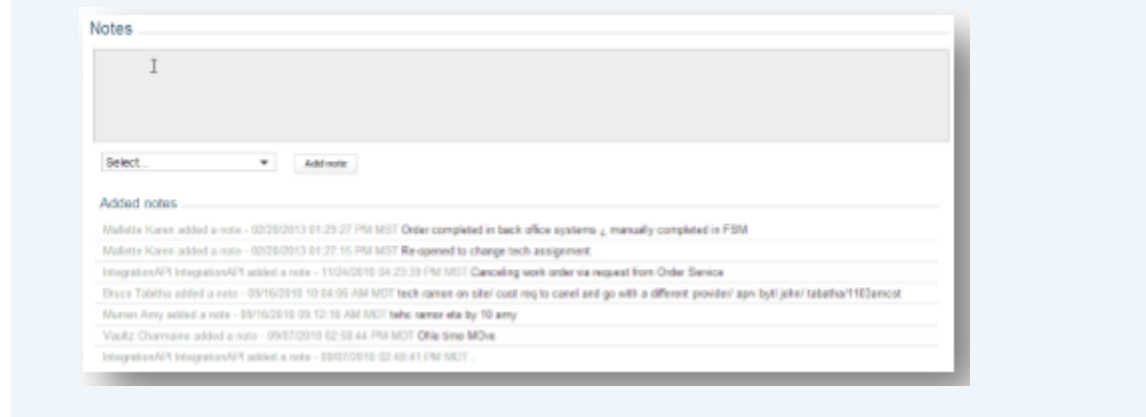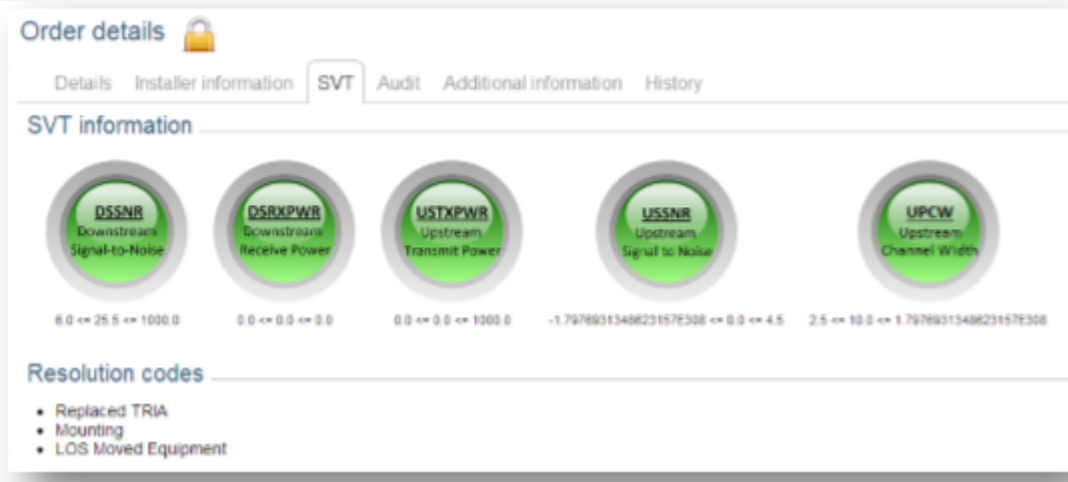
Step 8: Click Save

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Viewing Previous Service Call Resolutions

Step 1: Locate and view the work order.

Step 2: Click the SVT tab.