F[ONE]

Customer   Location   Organization   Product

Article Type:Process

Frontier Internet/TV Non Productive Dispatch Ticket Completion Codes

Summary

It is important for Field Technicians to use the appropriate clearing codes so that non-productive dispatches can be identified and analyzed – this allows us to take corrective actions and reduce unnecessary field dispatches.

Description

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Article Content

Related Content

National Support - Frontier Internet Toolbox

Article Details

KID: FONE-16-9171
Article Type: Process
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Customer: Customers
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Overview

It is important for Field Technicians to use the appropriate clearing codes so that non-productive dispatches can be identified and analyzed. This allows for corrective actions to be taken to reduce unnecessary field dispatches.

It is imperative that clear and concise remarks are recorded on the ticket to detail the trouble experienced and the resolution. Comments are vital to determine follow-up action that may be required by another department.

No comments or comments such as "**CMP**", "**COMP**" or "**Complete**" are unacceptable examples of a trouble ticket closeout remark.

A non-productive dispatch is defined as a ticket that could have been resolved by an internal department instead routing to a field technician for resolution. In an effort to identify the causes of Frontier Internet non-productive dispatches, we are continuously conducting ticket reviews to determine the upstream compliance or process causes based on NPD coding.

To capture the data needed to accurately categorize these tickets, one Cause Code & five Action Codes exist today and are detailed below.

> **Note**: For questions concerning billing of a nonproductive dispatch, please refer to the *Technician Billing Tool* article in **F[ONE]**

Suggested Content

📄 Field Operations Support - Fro
   Learning Bulletin

📄 FiberOptic Non Productive Dis
   Learning Bulletin

📄 Technicians - DSL Non Product
   Learning Bulletin

📄 Assignment Library - SOA
   Process

📄 Advanced Technical Services (A
   Process > Procedure

Action Required

Supervisors, please cover the following information with the technicians on your team.

Step	Action
1	**Code tickets based on the trouble found upon arrival.** • Code the ticket to the true cause and avoid coding to Test Okay or Found Okay if a problem is actually resolved or repaired for the customer.

	• Deep dive ticket reviews conducted on NPDs indicate a high occurrence of this based on reviewing technician remarks where it was documented that <u>work was actually performed</u> to resolve the trouble.
2	**Add clear and concise remarks on all tickets to detail the trouble being experienced by the customer and the resolution.** • Remarks are vital to determine follow-up action that may be required by another department.
3	**Determine coding using the guidelines that follow, based on the most common non-productive dispatch reasons.**

Non-productive Cause and Action Codes

Tickets with a Cause Code **52 Invalid Field Ticket** will drive reporting to non-productive dispatches.

CAUSE CODE	
Code	**When to Use**
52 Invalid Field Ticket	Ticket dispatched to the field that should have been resolved by the Contact Center, IHD or ATS (FAST/FSC)
ACTION CODES	
16_CLRD_VIA_SIMPL_NT	NT used SIMPL to restore service and the NT did not need to use Triad or the EMS Example: Rebuilding VoIP on the Phone tab to restore voice service
18_CLEARED_VIA_CALL_NT	When a field technician attempts to use their tech tools however still needed an NT to resolve the issue without any other work being completed. This code should **NOT** be used if other tasks were required to be completed prior to contacting an NT.
81_REPLACED_ EQUIPMENT	When technician replaces the modem, RG (code 281) or STB (code 280) to restore service. Technician keys the equipment replaced off of the Plant Item selected. **Example**: If replacing a RG, select plant Item 281 - FTV-IP - RESIDENTIAL GATEWAY along with this Action Code.
82_RESET_EQUIPMENT	When technician resets the modem, RG, STB, BBU, PSU, or ONT to restore service. Technician keys the equipment reset off of the Plant Item selected.

Non-Productive Ticket Coding Scenarios

Ticket Scenario	Closing Code Flow
No access – arrived at committed date/time	**No Access** • Plant – 999_Customer No Access • Fault – 76_Customer

	• Cause – 52_Invalid Field Ticket • Action – 15_No Access
No trouble found upon arrival – no action taken by the technician to resolve any issue. • Use this recommended coded path instead of Came Clear or Test Okay	**No Trouble Found** • Plant – 988_No Trouble Found • Fault – 90 Test OK • Cause – 52_Invalid Field Ticket • Action – 30_Found OK
Customer's service was disconnected in error by Frontier system/process/person/order. • Detailed remarks should be included what caused issue and steps to restore	**Disconnected in Error** • Plant – 281_FTV-IP-Residential Gateway • Fault – 6_Programming • Cause – 52_Invalid Field Ticket • Action – 82_Reset Equipment
Modem was reset which resulted in restoration of the customer's service (Red service light...) • If tech called FAST for resolution, Action – 18_Cleared VIA Call NT would apply	**Modem Reset** • Plant – 281_FTV-IP-Residential Gateway • Fault – 71_Equipment Failure • Cause – 52_Invalid Field Ticket • Action – 82_Reset Equipment
Wireless issue inside the premise was identified and this resolved the trouble • This is billable to the customer. Follow this **link** to access the Technician Billing Tool.	**Wi-Fi Issue** • Plant – 247_Cust_CPE_W_Billing • Fault – 71_Equipment Failure • Cause – 52_Invalid Field Ticket • Action – 30_Found Okay
Data cannot connect due to GWR profile or IP issue that was cleared by NT, but with no success using Field Technician tools	**GWR Issue** • Plant – 507_Gateway Router • Fault – 7_Routing Translations • Cause – 52_Invalid Field Ticket • Action – 18_Cleared VIA Call NT
Replacement of set top box with no indication of dropship offering	**Set Top Box Replacement** • Plant – 280_FTV-IP-Set Top Box • Fault – 8_Equipment Malfunctioning • Cause – 52_Invalid Field Ticket • Action – 81_Replaced Equipment
Customer's TV is found to be on the wrong input. • This is billable to the customer. Follow this **link** to access the Technician Billing Tool.	**Cause Related to TV Input** • Plant – 274_FTV-IP - Cust CPE w/Billing • Fault – 20_TV Input/Source • Cause – 52_Invalid Field Ticket • Action – 79_Education

Frontier Secure coverage required for CPE	**Customer Premise Equipment**
	
	Plant -
	
	   ○ 247_Cust_CPE_W_Billing (if customer does not have Frontier Secure)
	   ○ 248 _ Cust_CPE_W/O_Billing (if customer has Frontier Secure

coverage)
- Fault - 76_Customer
- Cause - 52_Invalid Field Ticket
- Action - 70_Information

Revisions

The following table displays revisions made since initial posting.

Date/Time	Description of Change Made
03/28/2023	Article Certified by Staci Witzke Approved by Peter Lazzerini Revisions (NONE)
3/31/21	Renamed Vantage to Frontier Internet toolbox per rebranding project - LV
9/3/20	Removed '17_CLRD_VIA_SIMPL_FIELD' from Non Productive Cause and Action Codes table, various plant, fault and action codes in Coding section per K Rogers - LV
7/30/2020	Article certified by: Brigitte O'Shay	Approved by: Kathy Rogers	Revisions: Updates to Non-Productive Ticket Coding Scenarios table
1/7/19	Content verified as accurate per P Lazzerini - LV
8/30/17	Added new Frontier Secure scenario per Kathy Rogers - LV

Contacts

The following table displays Project Contacts and their roles.

Contact	Role
FOR ADDITIONAL QUESTIONS OR CONCERNS REGARDING THE INFORMATION IN THIS ARTICLE, PLEASE CONTACT YOUR SUPERVISOR.	
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Information for this article provided by Ray Sharrow

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