

Factbird Andon Roll Out

Operator

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FACTBIRD

FACTBIRD

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SIGN IN

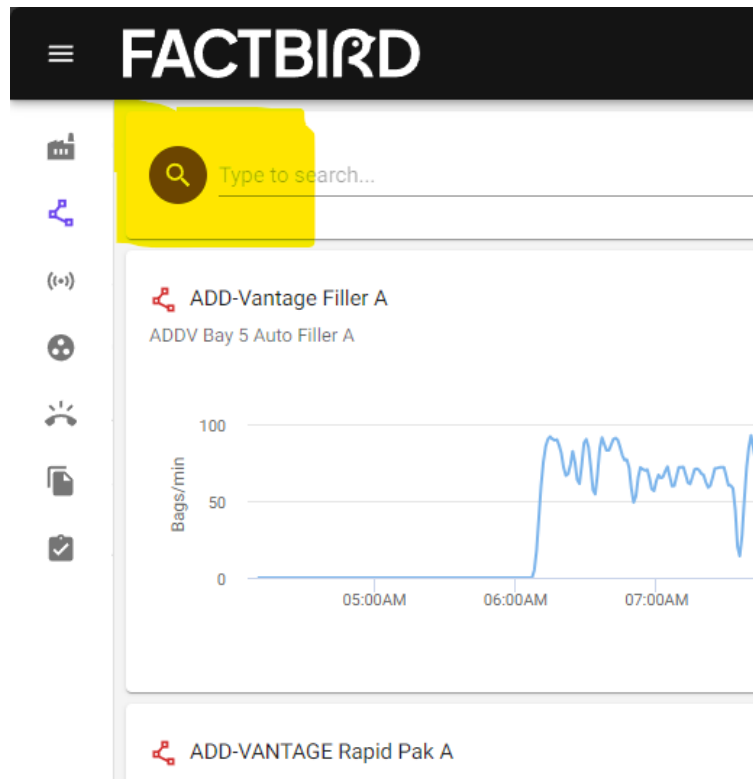
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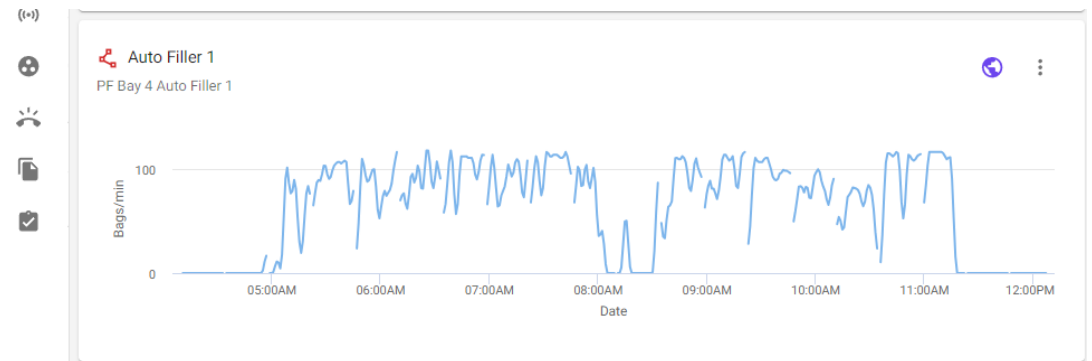
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Navigate to Auto Filler 1 or 2

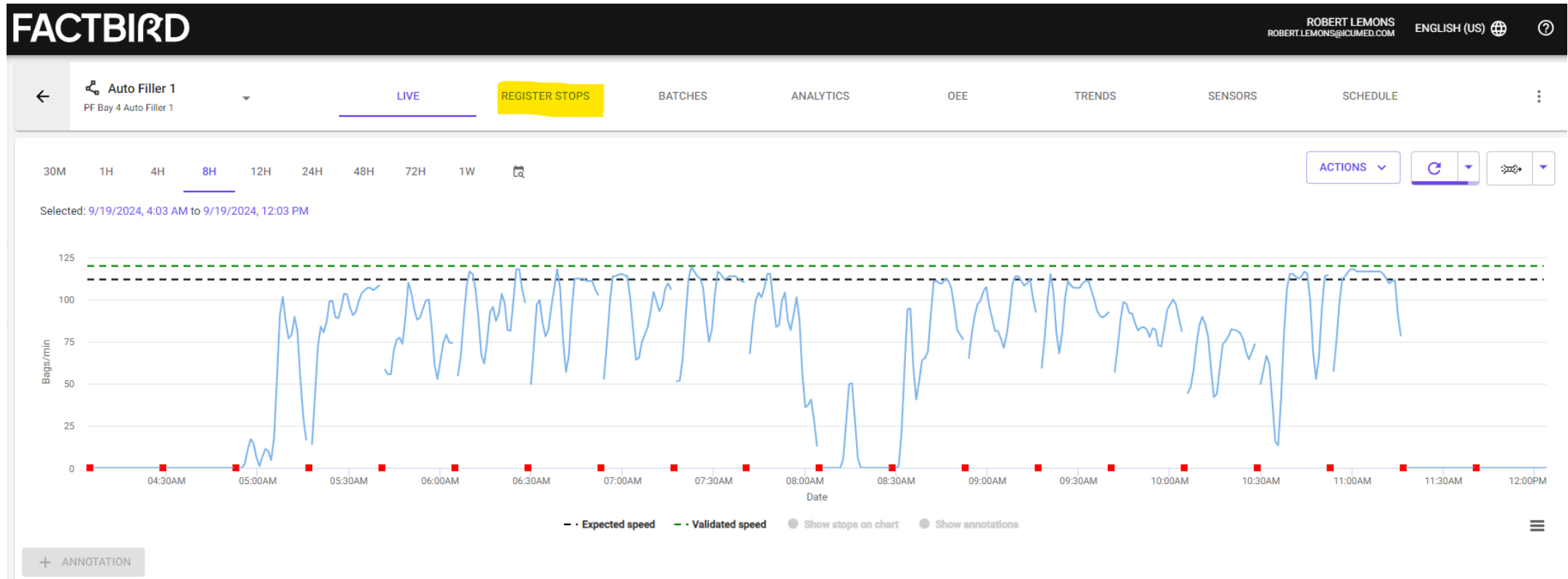
- By using the search bar



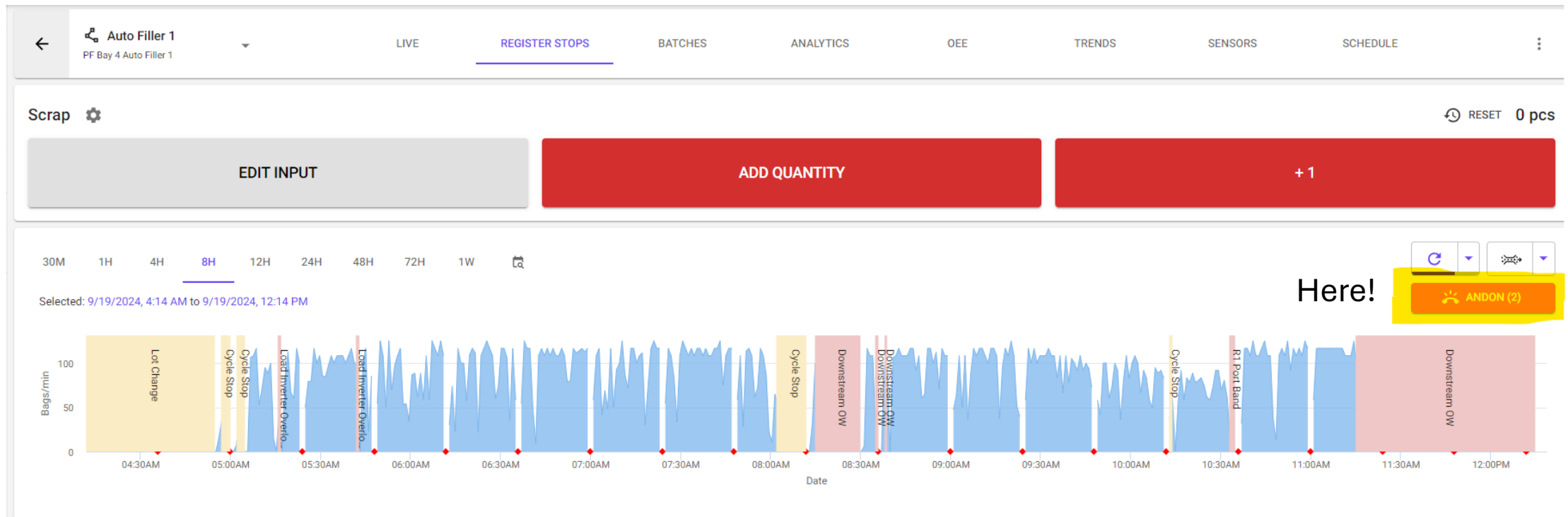
- Another option is clicking on the Auto Filler Segment



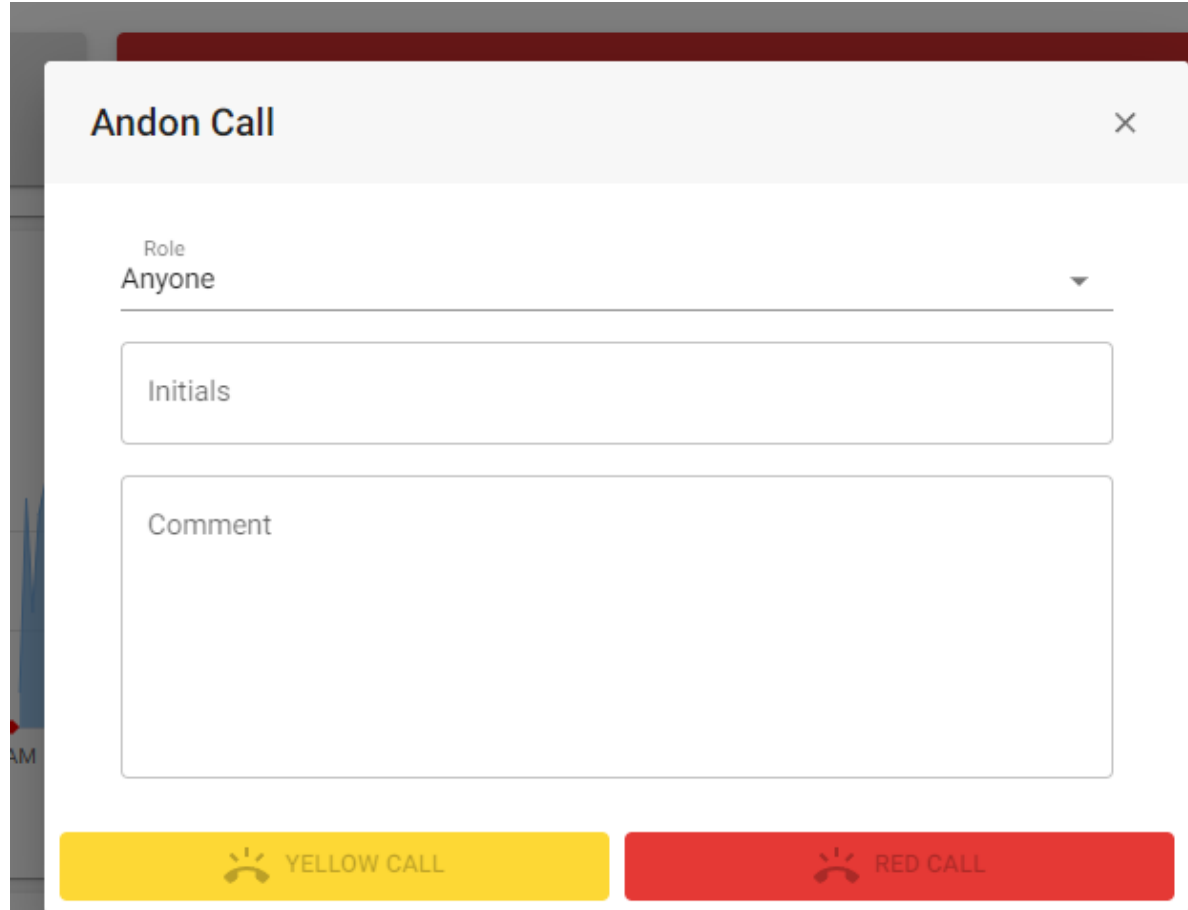
Once on the Auto Filler Dashboard select Registered Stops. Highlighted in the banner



After reaching the Register Stops page. Look for the Icon “ Andon”. About halfway down the page on the Right. Click on it to open the “Andon” to place a call



The “Andon” Window will appear.

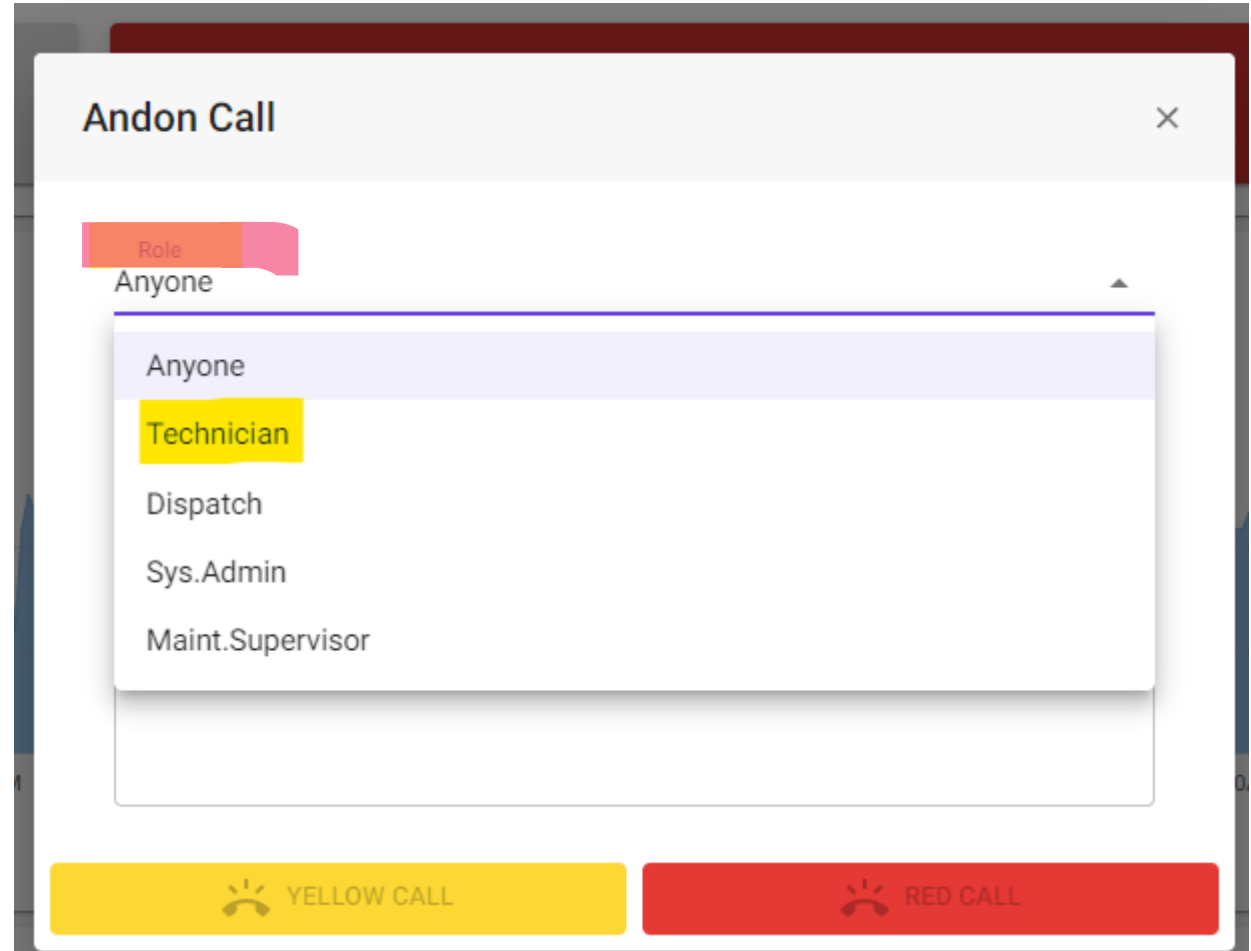


The screenshot displays a software window titled "Andon Call" with a close button (X) in the top right corner. The window contains the following elements:

- A "Role" dropdown menu currently set to "Anyone".
- An "Initials" text input field.
- A "Comment" text area.
- At the bottom, two action buttons: a yellow button labeled "YELLOW CALL" with a bell icon, and a red button labeled "RED CALL" with a bell icon.

Role Drop Down

From the **Role** Drop down select **Technician**. Selecting other rolls will disrupt the escalation process and delay response time.



The screenshot displays a software interface titled "Andon Call" with a close button (X) in the top right corner. Below the title bar, there is a "Role" dropdown menu. The current selection is "Anyone". The dropdown menu is open, showing a list of roles: "Anyone", "Technician" (highlighted in yellow), "Dispatch", "Sys.Admin", and "Maint.Supervisor". At the bottom of the interface, there are two large buttons: a yellow button labeled "YELLOW CALL" with a bell icon, and a red button labeled "RED CALL" with a bell icon.

Fill out Andon form

Role: Technician

Initials: your “Employee ID “

Comment: A Brief description of the issue

Andon Call

Role


Technician


Initials

[EMPLOYEE_ID]

Comment

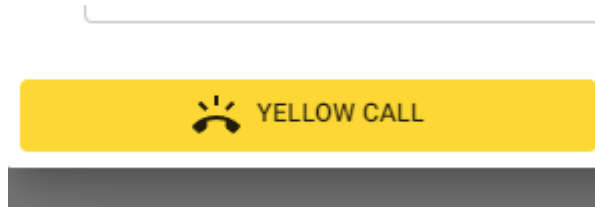
High Rejects

 YELLOW CALL

 RED CALL

Call buttons

Machine is running but there is an issue: USE YELLOW CALL button

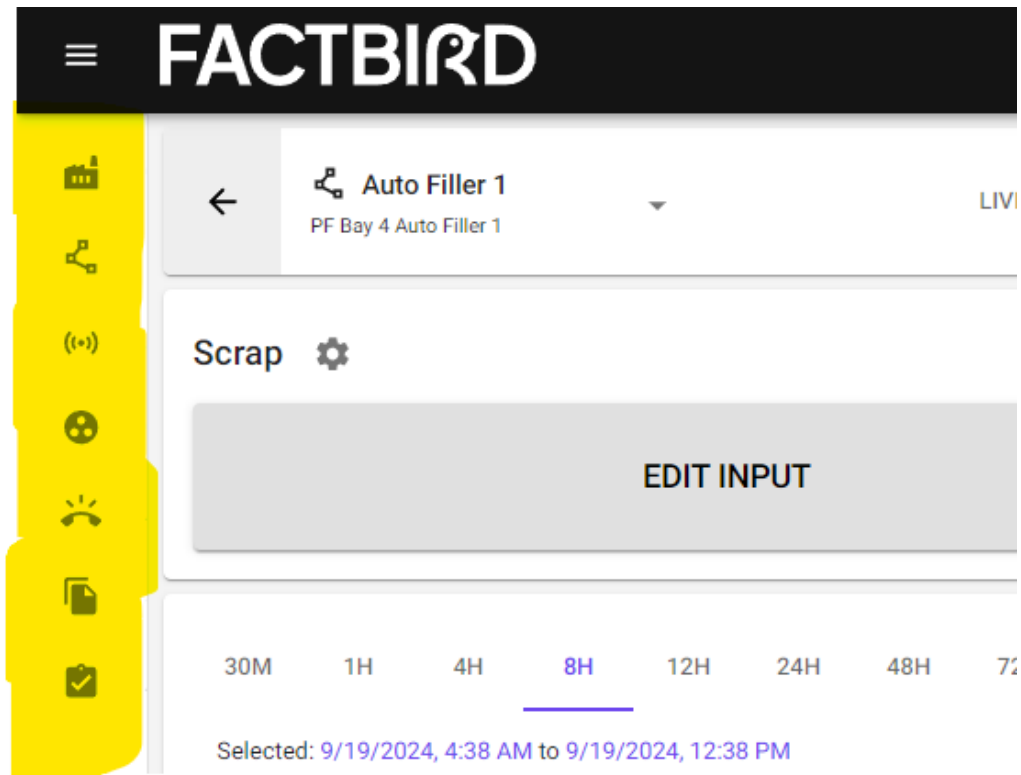


Machine is Not running: USE RED CALL button

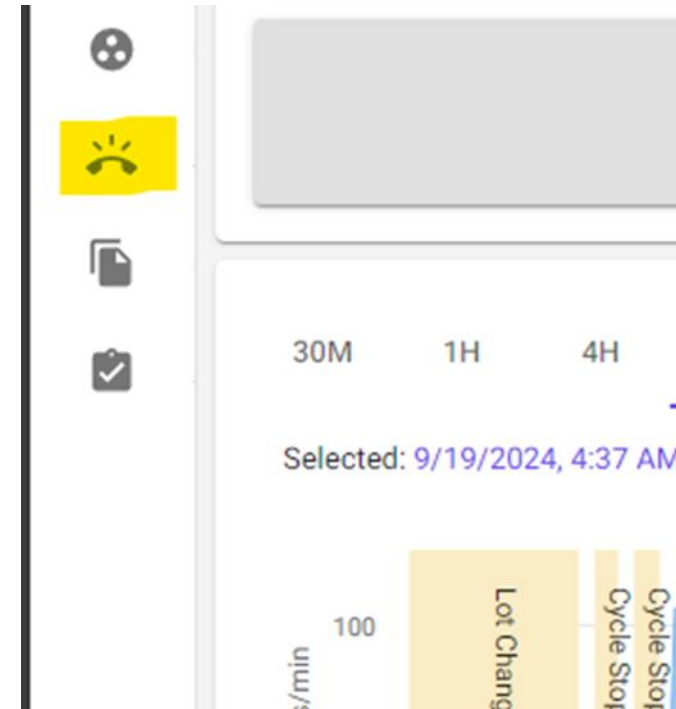


To view the placed call, go to the Dashboard

Locate the side bar



Click the “phone” icon



The call will be placed into the queue

FACTBIRD

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ENGLISH (US)

Andon

CALLS

SCHEDULES

WORKERS

30M

1H

4H

8H

12H

24H

48H

72H

1W

Filter Calls...

Selected: 9/19/2024, 4:39 AM to 9/19/2024, 12:39 PM



Action	Location	Call time	Taken time	Resolve time	Caller	Taker	Issue	Conclusion
<div></div>	Auto Filler 1	9/19/2024, 12:35:42 PM			[EMPLOYEE_ID] Test		Test High Rejects	

EXPORT CSV

EXPORT EXCEL

Rows per page: 25 1-1 of 1

Below the call has been taken by a Technician
the Technicians name we be under “Taker”


 Andon 


CALLS


SCHEDULES

WORKERS



30M1H4H8H12H24H48H72H1W



 Filter Calls...



Selected: 9/19/2024, 4:43 AM to 9/19/2024, 12:43 PM



Action	Location	Call time	Taken time	Resolve time	Caller	Taker	Issue	Conclusion
	 Auto Filler 1	9/19/2024, 12:35:42 PM	9/19/2024, 12:41:12 PM		[EMPLOYEE_ID] Test	Test Tech	Test High Rejects	

EXPORT CSV

EXPORT EXCEL



Rows per page: 25

1-1 of 1

Action Icon


The Action Icon will change from a “exclamation mark” to a “wrench” once a Technician takes the call


 Andon 

30M1H4H8H12H

Selected: 9/19/2024, 4:41 AM to 9/19/2024, 12:41

ActionLocation





 Auto Filler 1

EXPORT CSV

EXPORT EXCEL

The call has been resolved.

 Andon 

CALLS

SCHEDULES

WORKERS

30M

1H

4H

8H


12H


24H


48H

72H



1W



 Filter Calls...



Selected: 9/19/2024, 4:47 AM to 9/19/2024, 12:47 PM



Action	Location	Call time	Taken time	Resolve time	Caller	Taker	Issue	Conclusion
	 Auto Filler 1	9/19/2024, 12:35:42 PM	9/19/2024, 12:41:12 PM	9/19/2024, 12:46:49 PM	[EMPLOYEE_ID] Test	Test Tech	Test High Rejects	Fixed high rejects

EXPORT CSV

EXPORT EXCEL

Rows per page: 25

1-1 of 1

Issue and Conclusion

Once the issue has been resolved by the Technician the resolution will appear under the Conclusion column.

Issue		Conclusion	
Test High Rejects		Fixed high rejects	

Escalation

- Call placed immediately a Text Sent to Technicians on shift.
- If call is not resolved within 5 min Dispatch will be notified by text.
- If call is not resolved within 40 min Maintenance Supervisor will be sent notification.
- If call is not resolved within 90 min the Maintenance Manager will be notified.
- Selecting any Role besides Technician will delay the call by the amount of the escalation time. Example selection Maintenance manager role will delay the call by 90 min and will only go to the Manager.
- Selecting the All role will not initiate the escalation path.

Information

- [Tech Training - Home \(sharepoint.com\)](#)
- [Factbird Help Center \(notion.site\)](#) Factbird help center with documentation
- [Factbird Requests and Status \(sharepoint.com\)](#) This is on the Technical Training Site. Go here if you have an issue so it can be addressed.