Factbird Andon Roll Out

Operator

Log on to FactBird: click here [Sign In | Factbird](#)
Need help logging on or need account access? contact robert.lemons@icumed.com

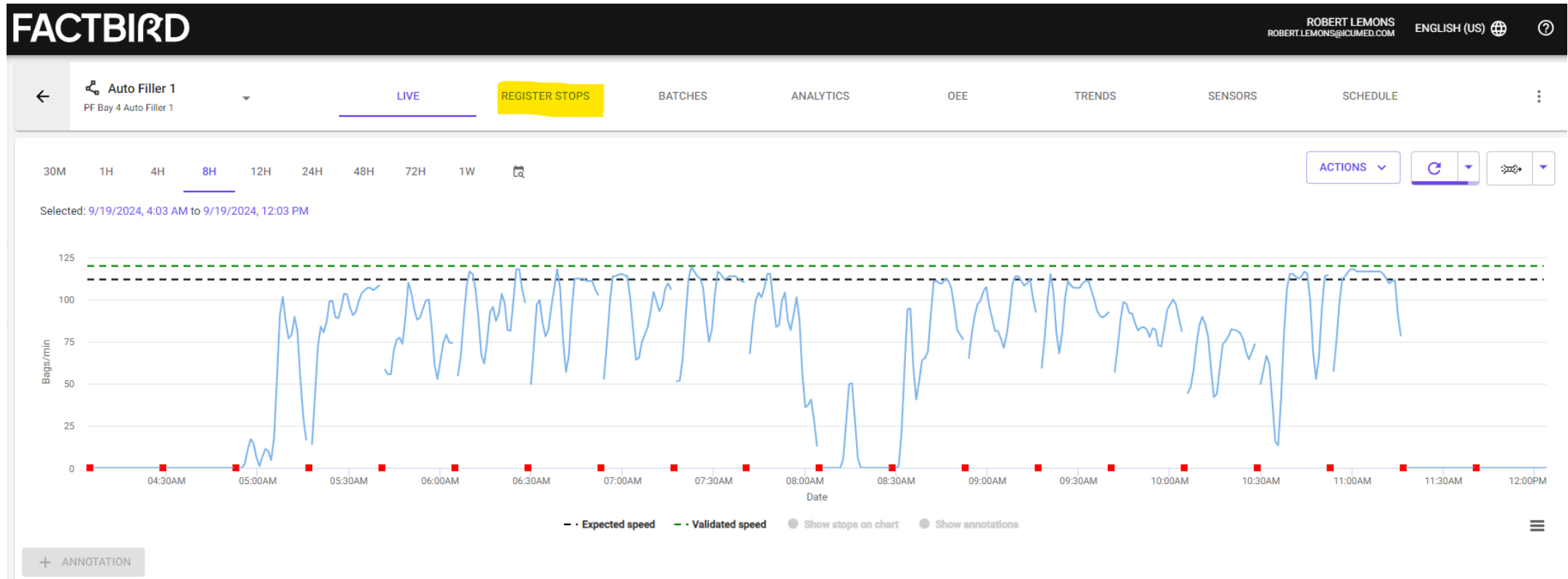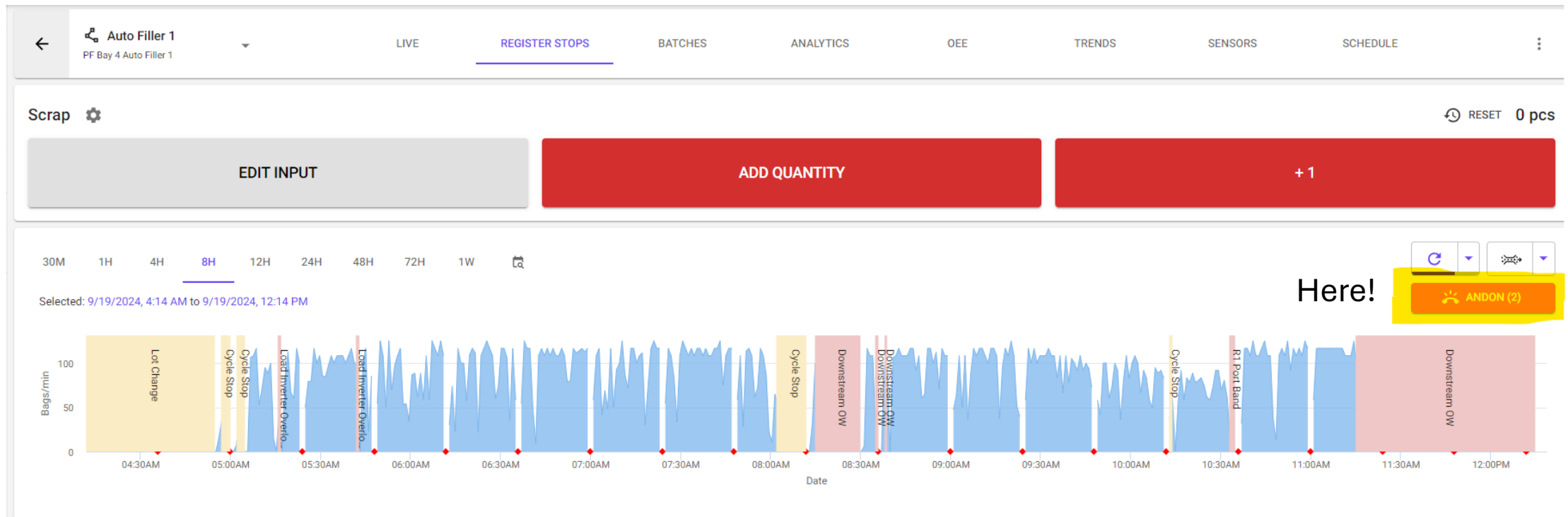# Navigate to Auto Filler 1 or 2

- By using the search bar
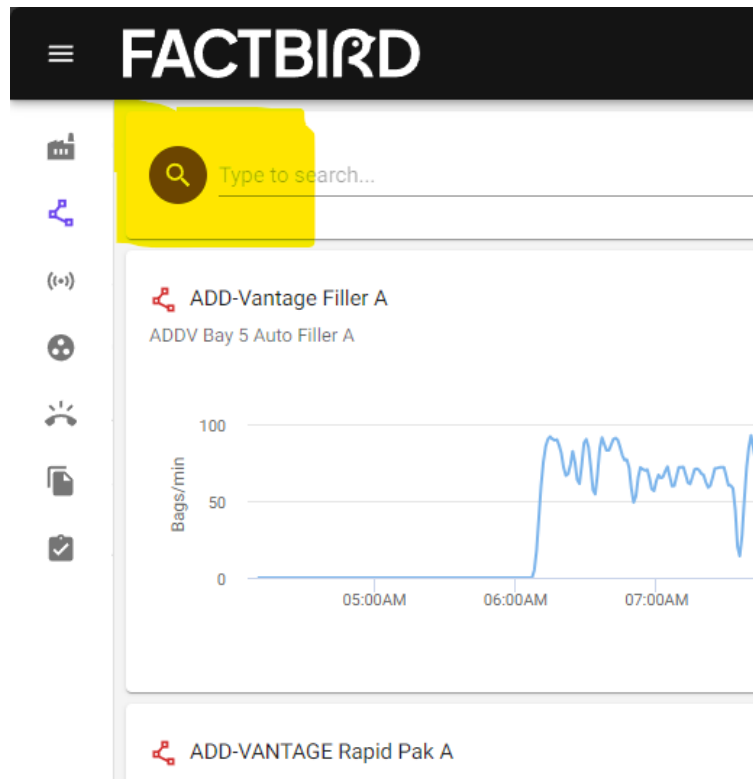
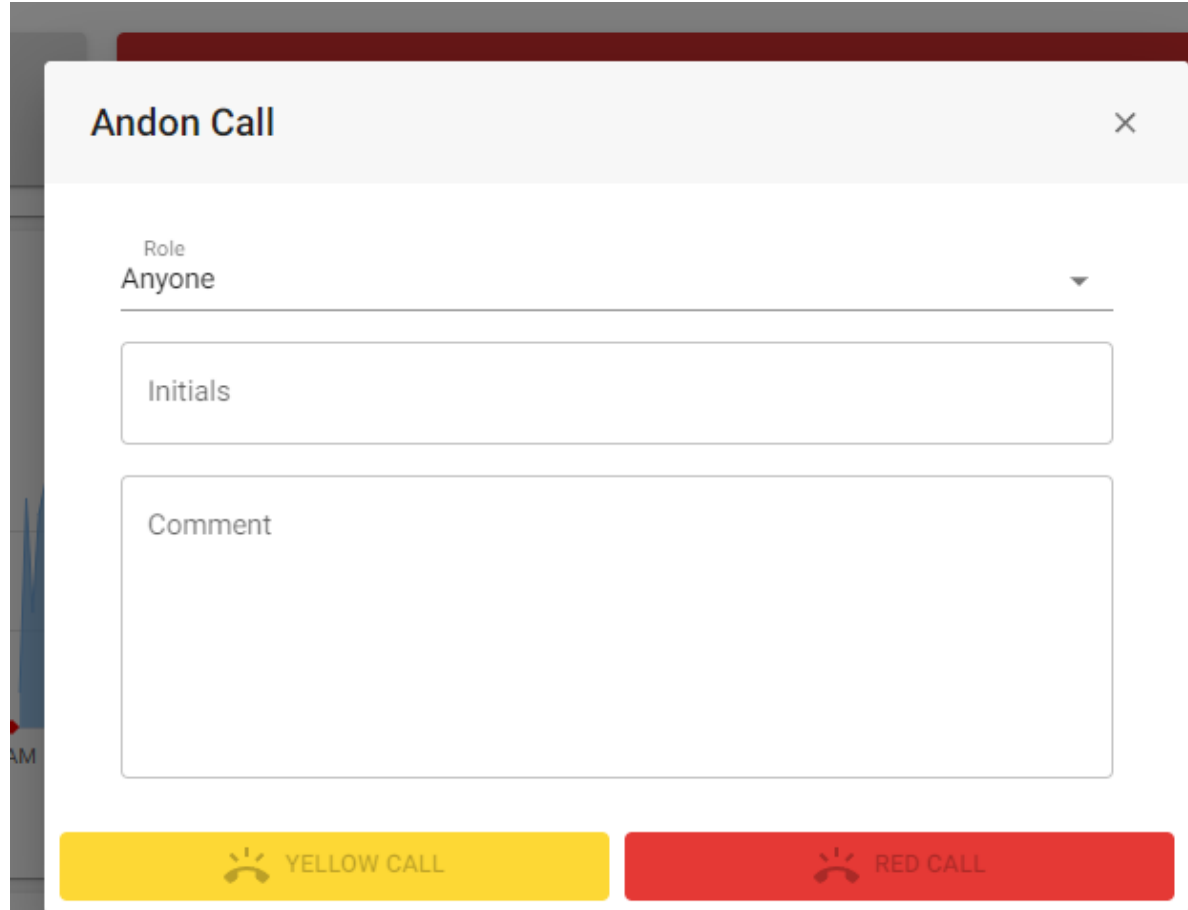- Another option is clicking on the Auto Filler Segment
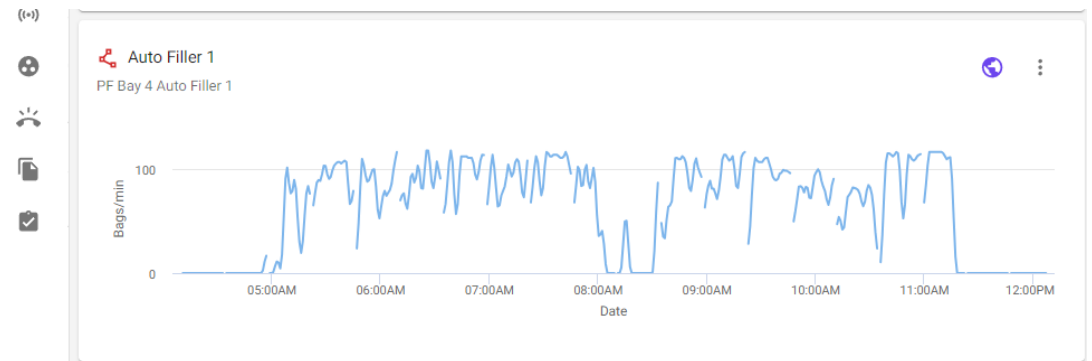
Once on the Auto Filler Dashboard select Registered Stops. Highlighted in the banner

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

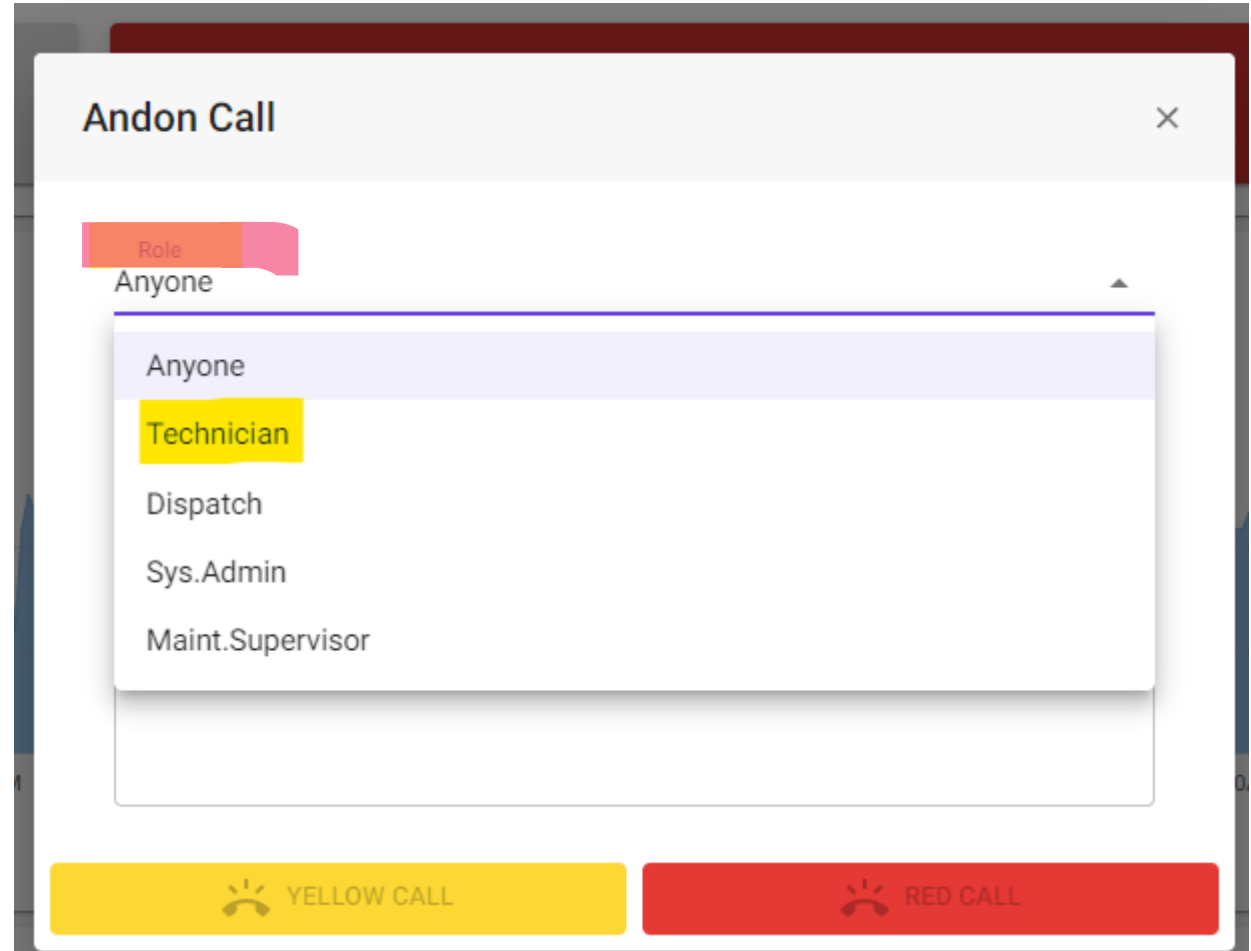# The "Andon" Window will appear.

Role Drop Down

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

Fill out Andon form

Role: Technician

Initials: your "Employee ID "

Comment: A Brief description of the issue

Andon Call
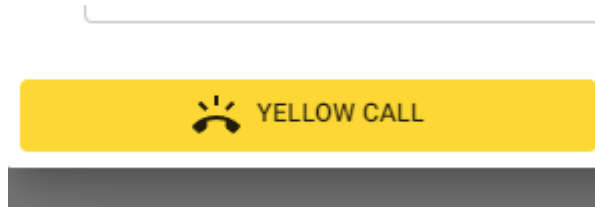
Role
Technician ▼

Initials
[EMPLOYEE_ID]

Comment
High Rejects

YELLOW CALL   RED CALL

Call buttons

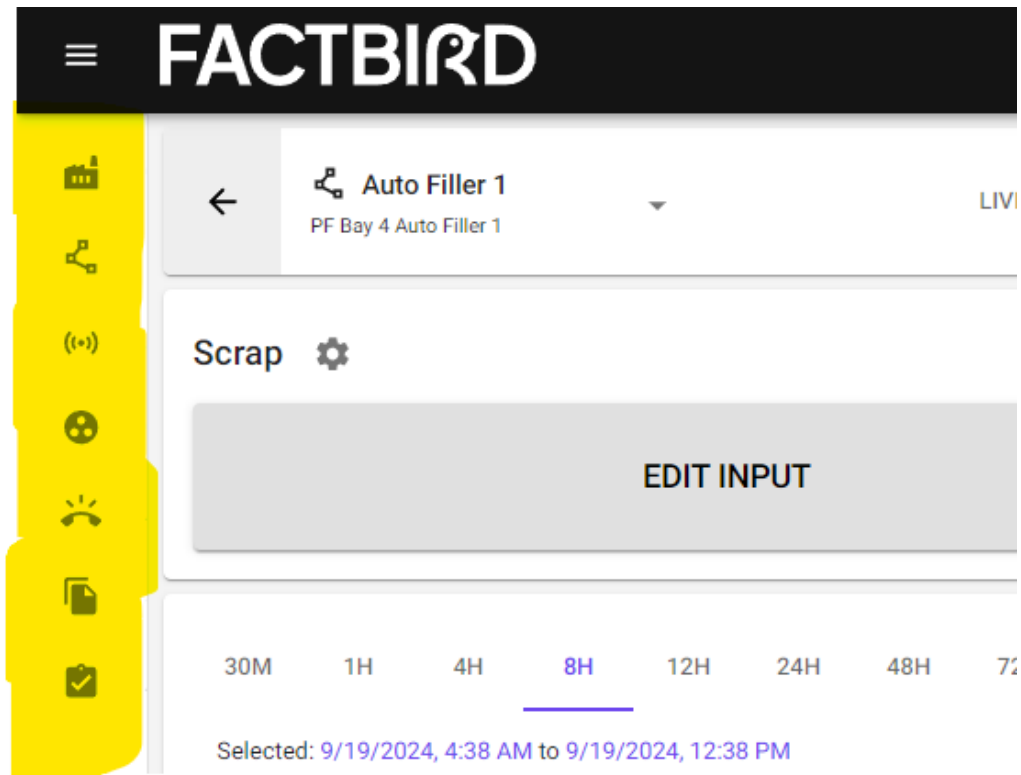**Machine is running but there is an issue: USE YELLOW CALL button**
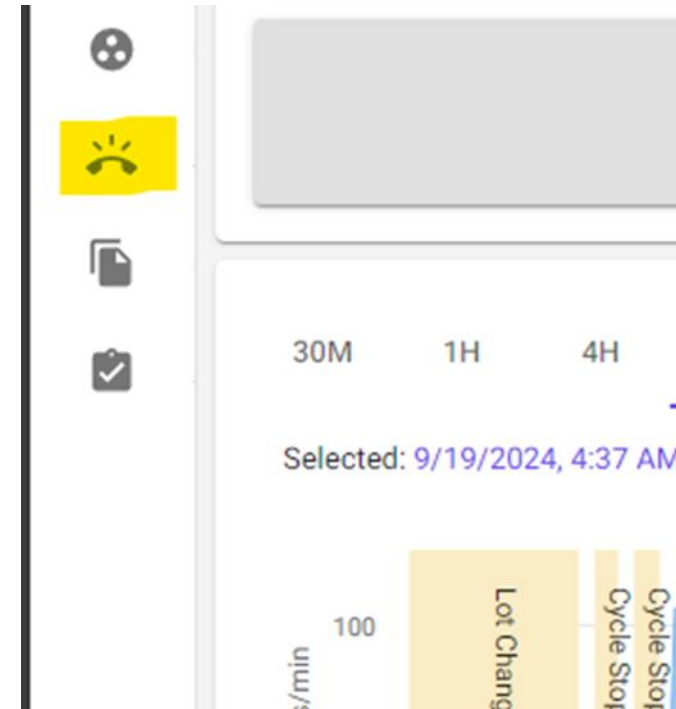
Machine is Not running: USE RED CALL button

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

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

Action Icon

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

The call has been resolved.

Andon ⊘

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

Rows per page: 25 ▼   1–1 of 1   ‹ ›

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 and issue so it can be addreses.