

KB LEVEL: SVR	KB ARTICLE	KB NUMBER: 2018-07-04
	<i>How to Perform a Test Call for Marketing DID</i>	

KB Category:	Internal		
Author:	Rovie G. Salvatierra	Date:	19 July 2018

Problem Description:	N/A
Symptoms and Cause of the issue:	N/A

Procedures:

- This document describes the procedure for testing the Marketing DID.
- Any issues with the DID is endorsed to the ServerOps Team for immediate escalation to APN.
- Test call for Marketing DID should be performed every 7AM.

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Marketing DID Successful Test Call Template

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To: rsimon@openaccessbpo.com, mnarciso@openaccessmarketing.com, auro@openaccess-bpo.com

Cc: itgroup@openaccessmarketing.com, ryanes@openaccessmarketing.com

Subject: dd-mm-yyy Test Call Report [Marketing]

Hi,

As of **hh:mm AM**, the **8888881519** DID is reachable.

Thanks.

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Marketing DID Failed Test Call Template

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To: rsimon@openaccessbpo.com, mnarciso@openaccessmarketing.com, auro@openaccess-bpo.com

Cc: itgroup@openaccessmarketing.com, ryanes@openaccessmarketing.com

Subject: dd-mm-yyy Test Call Report [Marketing]

Hi,

As of **hh:mm AM**, the **8888881519** DID is unreachable. Issue has been reported to APN with internal ticket #2018****.

We'll keep you informed of the status. Thanks.

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APN Escalation Template

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To: support@apntelecom.com

Cc: yeng.molero@apntelecom.com, ryanes@openaccessmarketing.com, itgroup@openaccessmarketing.com

Hi NOC,

DID number 8888881519 is unreachable as of this writing. Please check at once and keep us informed.

Thanks.

Test Call Procedure

Step 1: On the IP Phone extension **167167**, dial out **49400 + 18888881519**.

Step 2: Once a Marketing personnel answers, just let the know that you're conducting a test call. You may refer to the sample spiel below:

"Hi! This is <your name> from IT Department. I'm just conducting a test call. Thank you for your time."

Step 3: Once done, send the **Marketing DID Successful Test Call** template.

Escalation Procedure

Step 1: If DID is unreachable from extension 167167, perform another test call using our IP Phone extension 4034/4035.

- > Dial Pattern: **818888881519**
- > PIN: **6780876**

Step 2: If the DID is still unreachable, create a ticket with the information below.

- > Email Address: serverops@openaccessbpo.net
- > Full name: *Server Ops*
- > Ticket Source: *Other*
- > Help Topic: *Incident / ViciDial / Test Call*
- > Department: *IT Operations Head Office*
- > Issue Summary: *Marketing DID - Unreachable*
- > Issue Details: *DID 8888881519 is unreachable, issue has been escalated to APN*

Step 3: Send the **Marketing DID Failed Test Call** template.

Step 4: Escalate the issue to APN using the template

- > Follow-up every 5 minutes.
- > Within the first 15 minutes of non-resolution, forward the email to the **Manila NOC Manager**, looping in all emails on the initial thread. Reach out through the IMs and number provided on the Escalation Matrix below.
- > Make a follow-up every 5 minutes.

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- > After the first 30 minutes of non-resolution, make another follow-up and loop in the **Operations Manager and CEO**. Reach out to Yeng Molero through the contact numbers provided on the Escalation Matrix below
- > Make a follow-up every 15 minutes.

APN Escalation Matrix

Severity Level	Resolution	Resolution Period	Contact Person/s	Contact Numbers	Email Address	IM
Severity 5	Requests and concerns that should be resolved within 48 hours	Within 48 hours upon creation of ticket	Junior NOC Engineers, Senior NOC Engineers	US TFN: 18003305349 Smart: 09985696638 Globe: 09178240113 Landline: 6727800, 2118720	support@ap-ntelecom.com	Skype ID: apn.noc.phils Livechat: www.ap-ntelecom.com
Severity 4	Requests and concerns that should be resolved within 24 hours	Within 24 hours upon creation of ticket	Senior NOC Engineers	US TFN: 18003305349 Smart: 09985696638 Globe: 09178240113 Landline: 6727800, 2118720	support@ap-ntelecom.com	Skype ID: apn.noc.phils Livechat: www.ap-ntelecom.com
Severity 3	25% of operations are affected	Within 8 hours upon creation of ticket	NOC MANAGERS Alain Granado <i>NOC Manager – PBX Dialer Davao Office</i> Archie Espinosa <i>NOC Manager – Admin Cebu Office</i> George Lopez <i>NOC Manager – IP Network Manila Office</i>	Alain: 09985941102 Archie: 09433057849 George: 09985696637	alain.granado@ap-ntelecom.com archie.espinosa@ap-ntelecom.com george.lopez@ap-ntelecom.com	Skype ID: alaingranado Skype ID: chieng22 Skype ID: bonnin.lopez
Severity 2	50% of operations are affected	Within 4 hours upon creation of ticket	Yeng Molero <i>Operations Manager</i>	Smart: 09985696632 Globe: 09178240132	yeng@ap-ntelecom.com	Skype ID: yeng.molero
Severity 1	100% of operations are affected	Within 2 hours upon creation of ticket	Kevin Ford <i>CEO</i>	US Number: 16822022234 18179451310	kevin.ford@apntelecom.com	Skype ID: apnkevin

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Verification:

Step 1: Verification is done on Steps 1 and 2 of the Test Call Procedure.