

GSD. General – How to log a lost call or missed call

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General Information:

Possible symptoms/errors:

Call was missed or lost Agent does not know user's name and contact data but wants to keep tracking the number of total calls

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

Any contact received by the Service Desk that does not lead to any kind of a new ticket being raised or does not provide further information regarding an opened ticket, e.g. lost calls, wrong numbers, transfers will not be recorded in the ticketing system. The only exception is misplaced call and compliment.

Details:

It is anticipated that following types of fast calls may be received:

LOST CALL

This indicates a call that has been disconnected without information sufficient to log a ticket (e.g., Customer name, Corporate ID etc.).

If the call drops before the Service Desk Agent picks up the call, lost call will not be registered in the ticketing tool.

If the call drops before the Service Desk Agent can get any user details, lost call will be registered in the ticketing tool. Such ticket is to be logged using Dummy-Extern generic account as the Caller and Misplaced Call as the Category. Then Agent must assign the ticket to himself/herself and put it on Resolved status.

MISSED CONTACT

This is used for telephone calls that were not meant to be received by the Service Desk (e.g., wrong numbers). Missed contacts will not be registered in the ticketing tool.

TRANSFER ("Warm Transfer")

This indicates calls that are transferred to other members of the Service Desk. The analyst that receives the call and transfers it further does not log a Fast call unless there is an additional problem. This can be done only for Incidents that are logged already. Transfer calls between agents will not be registered in the ticketing tool.

MISPLACED CALL

This is used whenever a Service Desk agent receives a call from Fresenius End User regarding a non-IT query. For Misplaced Call a ticket will be registered with the actual Caller in the ticketing tool and marked as resolved straight away.

FEEDBACK

This is used whenever a Fresenius End User calls about an existing Incident or Request to Feedback (Compliment) the resolution of the ticket or the quality of service. A Feedback will be registered in the ticketing tool (with Feedback and Compliment as Category) and marked as resolved straight away.

For each above-mentioned type of contacts (except for Misplaced Call and Feedback), a new ticket will not be logged in the ticketing system.

NOTE: If a Service Desk is speaking with Fresenius End User and the call disconnects, but the agent has gathered sufficient contact details (e.g., name, telephone number or e-mail address) – the Service Desk agent is obliged to call back.

NOTE: If a Fresenius End User calls to give feedback in form of a complaint, Service Desk agent should make sure whether there is an active ticket that user is referring to. If there is an active ticket, please follow the Escalation procedure. If the ticket is already resolved/closed, inform the User that complaints have to be sent to a dedicated mailbox. This mailbox is being monitored by Global IT Service Desk Governance team.

Assignment Group:

n/a

Ticket Creation:

Template: N/A Categorization:

Configuration Item: N/A Category: N/A Subcategory: N/A

Important Links:

N/A