



Customer Feedback Call Lifecycle Alerts

Overview

Qcom's new "Call Lifecycle Alerts" system updates our partners with repair progress in real time. This system is event driven, sending an update (via email) to partners whenever a job is progressed. The key events that result in alerts are: engineering work, scheduling, quotations, and logistics.

Alerts features:

Scheduling – The Qcom system works on an individual calls basis, so that we can tell you our estimated arrival time for a job as soon as it is fixed in our schedule.

Engineering – Call Lifecycle Alerts are sent once an engineer has completed work on a device, this explains the problem that has been diagnosed and the actions the engineer has taken. We have the same system in place for our Technical Resource Centre: ensuring that as soon as your device leaves our engineer's bench, you know.

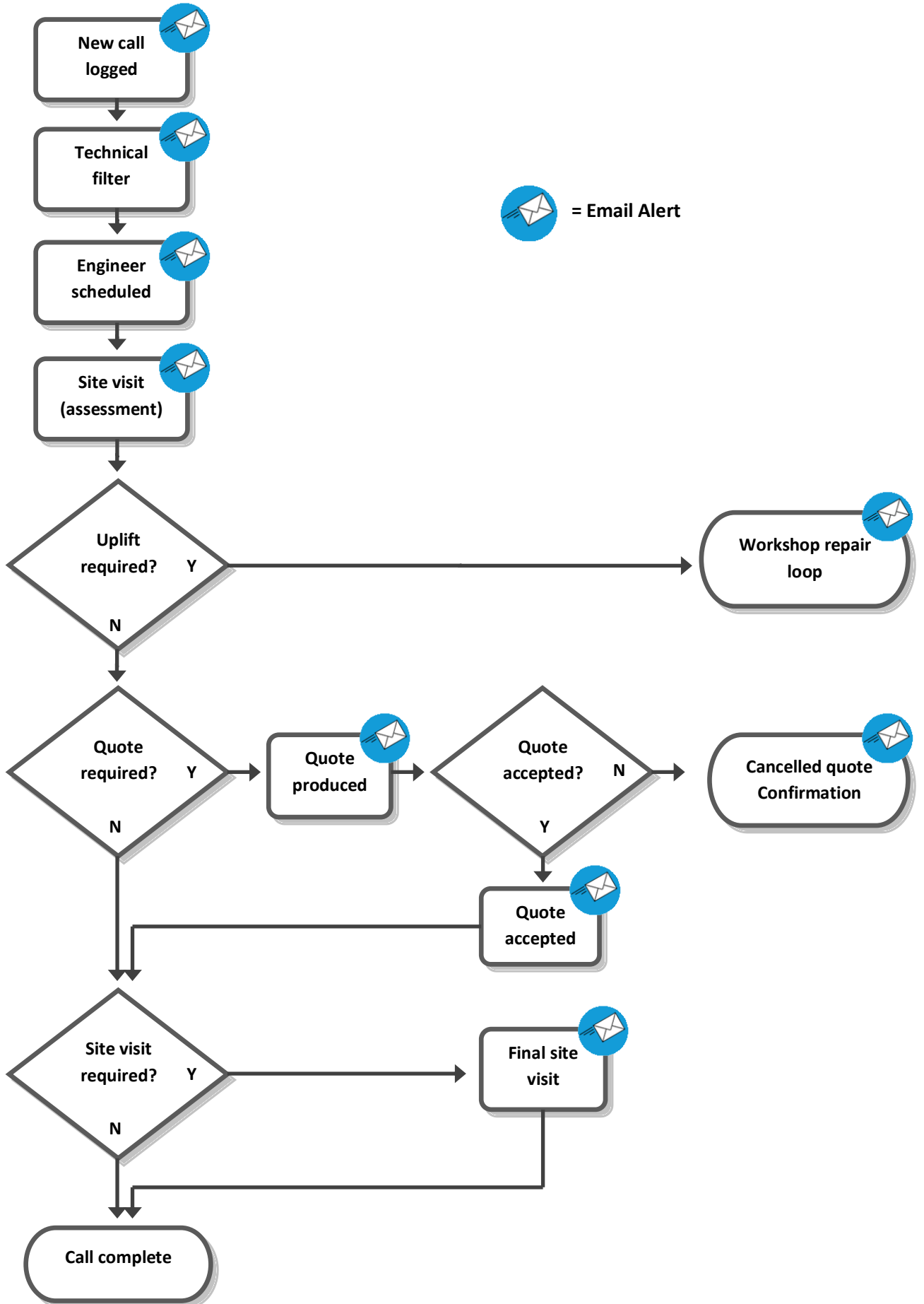
Fault Codes – Summaries of engineering work are now provided with our Fault Codes system. This categorises the events of a repair into an easily tracked and read format.

Quotations – Our quotations are now routinely sent by email, with automatic alerts in place to remind you of quotations that remain open. We also simplify transactions by confirming your response with a second alert.

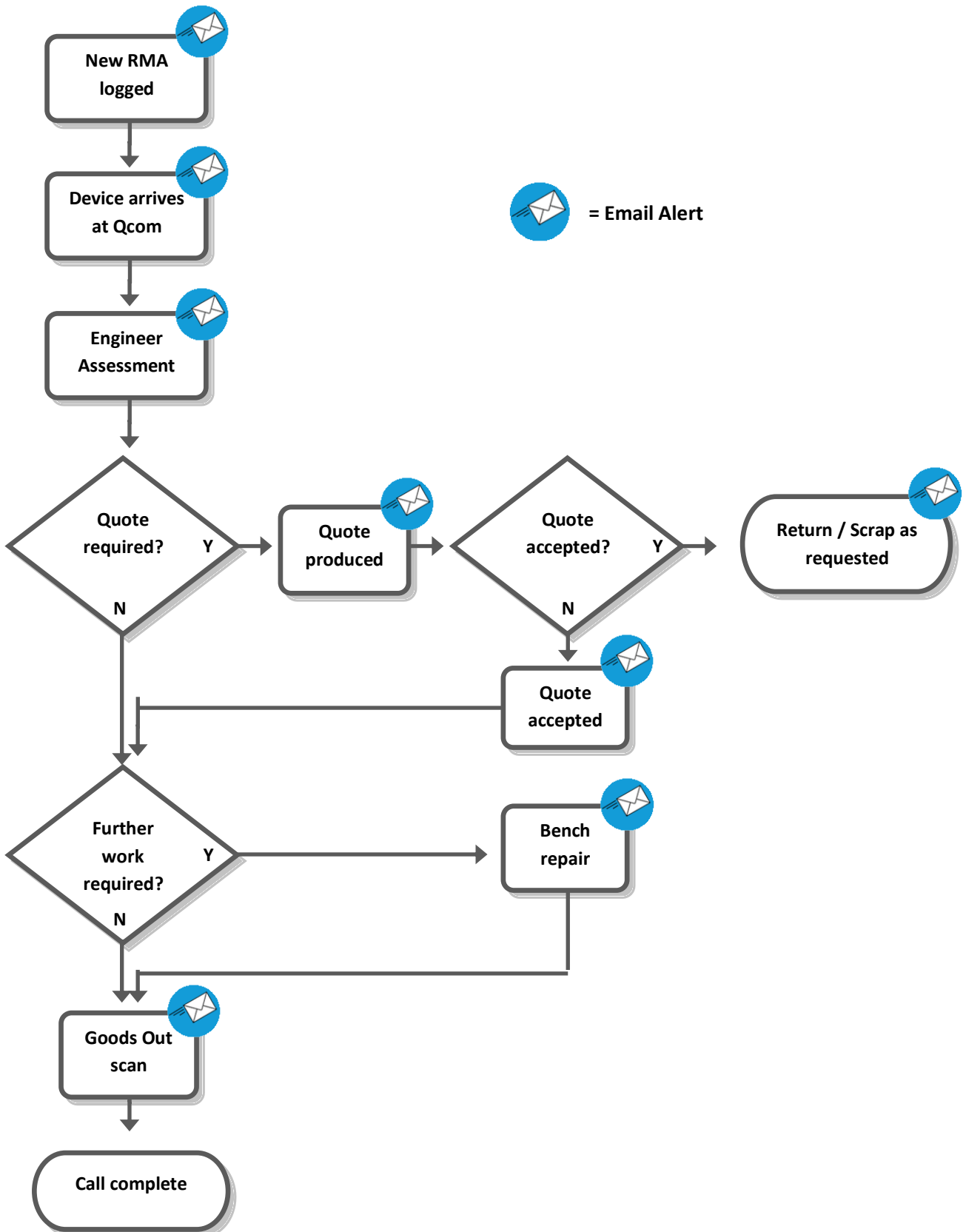
Logistics – Our "Goods In" alert gives is sent once we have received a device in our workshop, allowing you to easily track your RMAs at all times. Our "Goods Out" alert automatically comes with Proof of Delivery.

Call Closure – Qcom alerts inform you of completed calls using the Fault Codes system. The "Action" level of fault codes will indicate when a call is completed in the description (please see section on Fault Codes for full details).

Field Service Repair Loop



Workshop Repair Loop






Alerts' Format

All of Qcom's alerts have standardised headers and footers for easier reading and unified branding.

Our standardised format is:

Header



Qcom Call No: {CALL_NUMBER}
Your Ref. No: {PO_NUMBER}
Equipment: {DEVICE}
Serial: {SERIAL}
Site: {SITE_ADDRESS}
Qcom Partner: {VAR_NAME}

Footer

Best regards

Qcom Service Dept.
T 01905 827 600
F 01905 827 626
E helpdesk@qcom.co.uk
W www.qcom.co.uk

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Qcom Outsourcing Ltd
3 Hampton Park, Wassage Way, Hampton Lovett Industrial Estate, Droitwich, Worcestershire, WR9 0NX



Alerts – Breakdown

A – New Call

Subject: Your new service call {CALLNO} has been logged.

Dear Customer,

Thank you for registering your new service call. This has now been logged on our systems.

We will attempt to contact the device user soon to resolve the problem over the phone.

This is sent after a new call has been logged on Qcom's systems: via Qcom's Portal or with our Customer Service Department. This provides confirmation of the details for a particular call, and notification that we are working to resolve the problem.

B – Tech Filter

Subject: Your service call {CALLNO} has been Technical Filtered

Dear Partner,

Your call has now been processed by our Technical Support Team.

We are now working on the appropriate action to resolve your problem.

This is sent whenever a field service call has been processed by our Technical Filter engineers. Our Technical Filter process revolves around early communication with the device user. This regularly leads to superior repairs: parts can be sent out in advance for a quicker resolution, and some problems can even be resolved over the phone.



C – Engineer Scheduled

Subject: Your service call {CALLNO} has a scheduled engineer visit

Dear Partner,

Your site visit has been scheduled, we estimate that our engineer will arrive at:

At: {SITE_ADDRESS}
{SCHEDULETIME}

Our engineer will require access to the {PRINTER} on this day. Please notify us of any entry restrictions at this place and time.

This is sent once we have scheduled the engineer that will be visiting site (field service calls only). We find that this alert is particularly useful when combined with our End User alerts service – we can include the name of the engineer who will be attending in advance, which eases the security burden of the End User.

D – Engineer has attended site

Subject: Your service call {CALLNO} has had an engineer visit

Dear Partner,

Your scheduled visit has been completed by our engineer. The details of your visit are:

{MAJOR CALL SUMMARY – NOTES}

This is sent after an engineer's work on site has been completed, providing a summary of work completed. This also works well with End User alerts, as we are able to provide the site contact's signature on the email for their records.



E – Quotation is Emailed to Customer

This is sent in conjunction with our quotations, on an individual basis. Our quotations are provided in the PDF format as an email attachment, and we can receive authorisation via fax or by an email attachment (by simply replying to the email).

F – Quotation Acceptance Confirmation

Subject: Your service call {CALLNO}: Thank you for your quote acceptance

Dear Partner,

On the {Date_quote_produced} we provided you with a quotation {WS_D_QUOTE_NO} for a repair to your {DEVICE}.

Thank you for accepting this quotation, we are now working on the appropriate action to resolve your problem.

This is sent after we have received authorisation for the work on a quotation, notifying you that the work on the device has been resumed and to expect progress shortly.

G – Quotation Cancellation / Rejection Confirmation

Subject: Your service call {CALLNO}: Quotation cancellation / rejection notification

Dear Partner,

Please be advised that the quotation {QUOTE_NO} relating to this call has been rejected by you / has expired.

This service call has been closed and any equipment in our repair centre has been returned to you / disposed of as appropriate.

This is sent after a quote has been declined, notifying you that Qcom will not be repairing the device. This leads to either return or disposal of the device by Qcom as you see fit.



H – Equipment received into repair centre.

Subject: Your service call {CALLNO}: Your equipment has been received in our repair centre

Dear Partner,

Please be advised that your equipment has been received by our repair centre.

We will update you again when we have worked on it.

This is sent when a call is received into Qcom's Technical Resource Centre, and is waiting to be worked on by our engineers. This allows you to know where a device is at any point during the RMA process.

I – Equipment being worked on in the repair centre

Subject: Your service call {CALLNO}: Your equipment has been worked on in our repair centre

Dear Partner,

Please be advised that your equipment has been worked on in our repair centre. The detail of this work is below:

{MAJOR CALL SUMMARY – NOTES}

This is sent once an engineer has completed work on a device, and works similarly to the Alert D (engineer has visited site) – informing you that work has been completed, and providing a summary of the work.



J – Equipment returned to customer by courier

Subject: Your service call {CALLNO}: Your equipment has been shipped to you from our repair centre

Dear Partner,

Please be advised that your equipment has been shipped back to you from our repair centre on UK Mail consignment note number {NOTE_NUMBER}.

Online Tracking - (http://www.business-post.com/scripts/wsisadll/ws_quickpod.html?lc_SearchValue={Note Number})

Please allow at least one day for delivery.

This is sent when a device leaves our Technical Resource Centre, informing you that we have completed our work and your End User will receive their device very soon (Qcom operates on next-day delivery as standard). Automatic Proof of Delivery is included in this alert, ensuring that you know the real-time position of the device during every step of its return.



Qcom Fault Codes

Qcom's Fault Code system has been designed to give an easy to read summary of the events associated with a repair, for both field and workshop work. The system provides up to four codes that describe the repair, these are:

- **Fault** – This shows what module of the device is the primary cause of failure. For work that does not require a repair (e.g. training courses) this is shown at this level.
- **Symptom** – This level provides a more specific explanation of the fault, showing which part of the module is causing the failure. For non-repair work, this provides extra detail of the work in question.
- **Cause** – This level is used only where a repair is necessary due to parts problems. The Cause Fault Code will explain how the parts in question stopped working. This level carries with it an indication of whether the repair was due to normal wear or user error.
- **Action** – This level explains what actions the engineer has taken to progress the repair. This level also indicates the next steps for a job: For instance most calls with the "Ordering Parts" code result in a second engineer visit. If the engineer's work completes the call, this will be indicated at this level.

Another benefit to fault codes is the potential for analysis – looking for patterns in fault codes by site can reveal certain customer's problems. The best example of this is the "Network / System Infrastructure" Fault. If this fault code is seen repeatedly for machines on one site, then we recommend a preventative maintenance visit by an engineer.

Please see the next page for a full listing of Fault Codes at all levels.

Level 1 - Fault	
1	Whole Unit
2	Consumables
3	Network/System Infrastructure
4	Power Fault
5	Logic Boards
6	Display
7	Printer Mechanism
8	Control Panel
9	Accessories / Network Cards
10	Software
11	Preventative Maintenance
12	Professional Services
13	Call Aborted / No Access

Level 3 - Cause	
1	Wear and Tear
2	Missing Parts
3	User Damage / Broken Parts
4	Faulty Parts / DOA
5	Fluid Damage

Level 4 - Action	
1	Cleaned and Tested Okay
2	Ordered Parts
3	Quoted Parts
4	Fitted Parts
5	Advised Customer
6	Recalibrated
7	Ordered Loan
8	Ordered Loan & Uplifted
9	Deployed Loan
10	Deployed Loan & Uplifted
11	Uplifted
12	Escalation
13	None Taken
14	Returned Device - Call Complete
15	Fitted Parts - Call Complete
16	Recalibrated - Call Complete
17	Advised Customer - Call Complete

Level 2 - Symptom	
1	Part(s) problem
2	Condition of Equipment
3	Ribbon Error
4	Label Error
5	Card Error
6	Cartridges Error
7	Fixer / Fuser Error
8	Toner Error
9	Battery Error
10	Hardware
11	Software
12	Firmware
13	Parts Fault
14	Fuse
15	Comms Error
16	Printhead
17	Platens / Rollers
18	Belts / Motors / Gears
19	Entire Print Mech.
20	Button(s) Fault
21	Touchscreen Fault
22	System Error
23	Device Drivers
24	Applications
25	Operating System
26	Assessment / Troubleshooting
27	Training
28	Installation
29	Commissioning
30	Audit
31	Wireless Survey
32	Wireless Installation
33	Site Unavailable
34	Contact Unavailable
35	Security Clearance
36	Calibration / Settings
37	Escalation
38	No Fault Found
39	Other