

## Service Bulletin #2062

May 31, 2012

### What an ASC needs to know when calling TAC

The information in this Service Bulletin applies to:

- Passport 8.02+
- Passport Software
- Passport V9
- Shell (Passport)

### What an ASC needs to know when calling TAC

During each call into TAC, the representative will create a call record or "SR". It is very important that the SR number is recorded by the ASC in his/her notation of what is done at the site. Many times ASCs call the technical support line with issues that aren't easily resolved within the first call. In order to track multiple calls on the same issue it is **CRITICAL** all SRs are recorded by the ASC and referenced on subsequent calls.

An SR number should be offered each time the ASC calls into the TAC group. If the ASC is not offered this number they should request it prior to hanging up the phone (regardless of the end result of the call). If this number is communicated back to the ASC, he/she can then present it to the TAC representative should a return call be needed.

Creation of the SR also allows GVR to properly escalate issues to the next level if needed. At times this escalation occurs on the second or third call into the TAC group. Without this number being issued to, and documented by, the ASC escalation may be delayed and troubleshooting steps may be unnecessarily repeated.

In order to create an SR and to expedite service the ASC should be prepared with the following information when calling TAC.

- Tech Number
- Site Phone Number
- Site Address
- Security Manager Report
- Proper Documentation/Manuals
- Site RAS Number

If the ASC feels that issues are not being resolved in a timely manner by the support staff at GVR it is requested they have their Service Manager notify their GVR Field Engineer (formally ASM) to have the issue investigated. Requests for inquiry will require SR numbers be provided