

9021

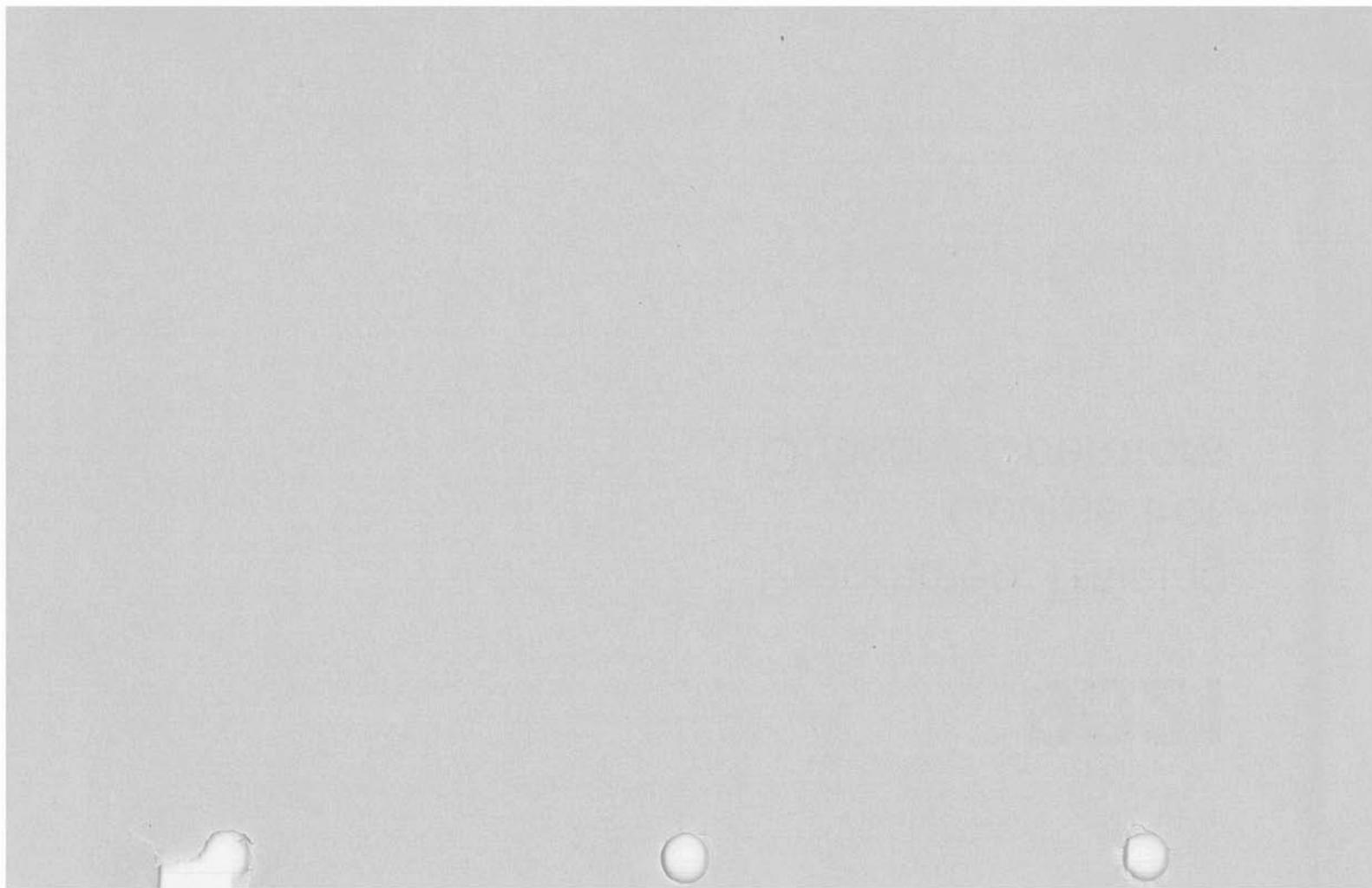
Programed Training Course For Outward Operators

Person Delays

LG 9021
1-74

© American Telephone and Telegraph Company, 1974
Printed in U.S.A.

*OK
PWA
3-7-74
9-77-80*



Objective

Upon completion of this unit you will be able to handle person delays when:

- . . the called party is not there whether or not a report must be given.
- . . the calling party cancels the call.
- . . an alternate party is available.
- . . the calling party requests reports about the time the called party is expected.
- . . the calling party requests that the called party be reached at another number.
- . . the PBX station (extension) is busy.
- . . the called party is being located.

* * *



You have already learned about "DA's," "BY's" and some "equipment delays." These were all delays in reaching the called number.

Sometimes, after you reached the called telephone you cannot reach the specific called party on a person call. This is a person delay. There are almost as many kinds of person delays as there are reasons why a person might not be available.

In this learning guide, you will learn how to handle this situation.

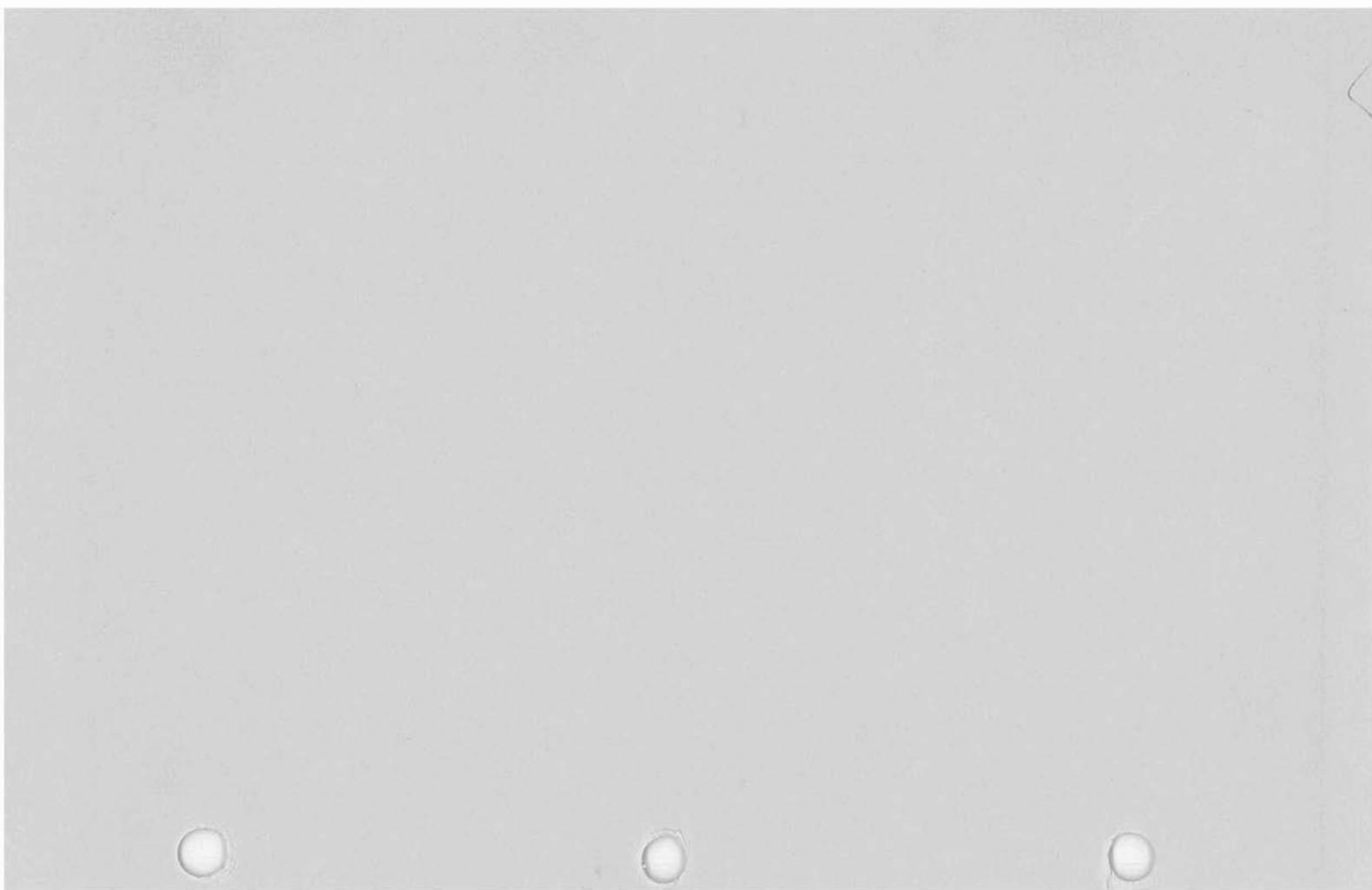
Please start a new page in your notebook for:

PERSON DELAYS



CALLED PARTY IS NOT THERE

LG 9021
5-73



Many different things can occur when the called party is not there.
Let's look at this example. Make the necessary ticket entries.

Clg pty: "Operator, I want to speak to Ruth Frazier at
609 743-0173. My number is 831-0602.

Operator advances the call.

Opr: "Ruth Frazier, please. Long distance is calling."

Cld telephone: "Ruth is not here right now."

Clg pty: "Okay operator, I'll call back later."

What would you do now?

You should have canceled the call.

Your ticket should have:

609 743-0173 marked in the TO NO columns

831-0602 marked in the FROM NO. columns

Ruth Frazier entered in the PERS space

CA bubble marked.

NC PD; P; the connect hour designations and your
operator number.

In that example the calling party heard what was said and gave you instructions to cancel the call. Most of the time, however, you will have to give your customer a report.

Look at this example.

Opr: "George Capitano, please. Long distance is calling."

Cld telephone: "He's not here, operator."

Opr: "Will you talk with anyone else or shall I leave word?"

The underlined phrase is the type of phrase you will use when your customer does not give you any instructions. You will learn how to leave word later.

* * *



1. The called station says the called party is not there. What do you do?
2. The called telephone says the called party is not there. Your customer gives you instructions. What do you do?

1. Say something like: "Will you talk with anyone else or shall I leave word?"
2. Follow the customer's instructions.

Fill out a ticket for this call.

Clg pty: "Operator, I want to call Mrs. Barbara Thomas at
203 625-4452. My number is 737-1866."

Opr: "Thank you."

Operator advances the call.

Opr: "Mrs. Barbara Thomas please. Long distance is calling."

Cld telephone: "My mother's out right now, operator."

What should the operator say now?

Clg pty: I'll cancel that operator."

You should have:

marked 203 625-4452 in the TO NO columns

marked 737-1866 in the FROM NO columns

entered Mrs. Barbara Thomas in the PERS. space

marked the CA bubble.

marked NC PD; P; the connect hour designations and enter
your operator number.

"Will you talk with anyone else or shall I leave word?"

When your customer cancels a call, in a courteous manner, inform the called telephone what is to be done with the call.

If the call is canceled, you might say to the called telephone:

_____.

What might you say when the calling party says, "I'll call later, operator?"

On a canceled call, you might say:

"The calling party has canceled the call."

or

"I'm sorry, the call has been canceled."

When the calling party will call later, you might say:

"The calling party will call later."

"My party will call later."

"My party will call back."

(or similar phrase)

For now, let's say the call proceeds like this:

Clg pty: "I'll call later, operator."

When the calling party hangs up, release the back cord. As an overlap, report to the called telephone.

Opr: "The calling party will call later.

Thank you."

(or a similar phrase)

Release the front cord, after the called telephone hangs up.

What do you mark to indicate that the call is canceled?

The CA designation.

Let's say that your customer places a call to Mr. Fried. The called telephone tells you he is not at home.

You say to your customer: "Will you talk with anyone else or shall I leave word?"

Your customer does not wish to talk to anyone else.

Since it is getting late and he knows Mr. Fried's family retires early, he does not want to pester them by calling back.

He wants to talk to Mr. Fried that night. What might he do instead of calling back?

Indicate that he wants Mr. Fried to call him when he comes in. -
leave word (EQUIV)

When does a customer request that you leave word?

LG 9021
5-73

When he wants someone to return his call.

Before you offer to leave word, sometimes a customer will ask you to do so.

For example:

Opr: "Loretta White, please. Long distance is calling."

Cld telephone: "Mrs. White isn't here right now."

Clg pty: "Operator, would you leave a message for Mrs. White to call me back when she returns."

Opr: "Certainly, sir."

As in all the other cases, you follow your customer's instructions.

* * *



Sometimes when the customer places the call he will tell you that he will not speak to anyone but the party he is calling.

If the party is not there, say something like:

"Shall I leave word or would you prefer to place the call again?"

Whenever your customer indicates that he will only speak to the person he's asked you to reach, you add the word "only" in parenthesis after the name in the "PERS" space.

* * *



Make the necessary ticket entries for this call:

Clg pty: "Operator, I want to call Dr. Joan Costello at
612 563-1926. I don't want to speak to anyone else."

If the called telephone says that Dr. Costello is not there, what
might you ask the calling party?

You should have

marked 612 563-1926 in the TO NO columns

entered "Dr. Joan Costello (only)" in the PERS space

You might ask something like: "Shall I leave word or would you prefer to place the call again?"

Suppose the called telephone on that call says:

"Dr. Costello is not here now. But this is Dr. Brown, I can take the call."

What do you think you should say to the called telephone?

Would you offer this alternative to your customer? Why?

What would you say?

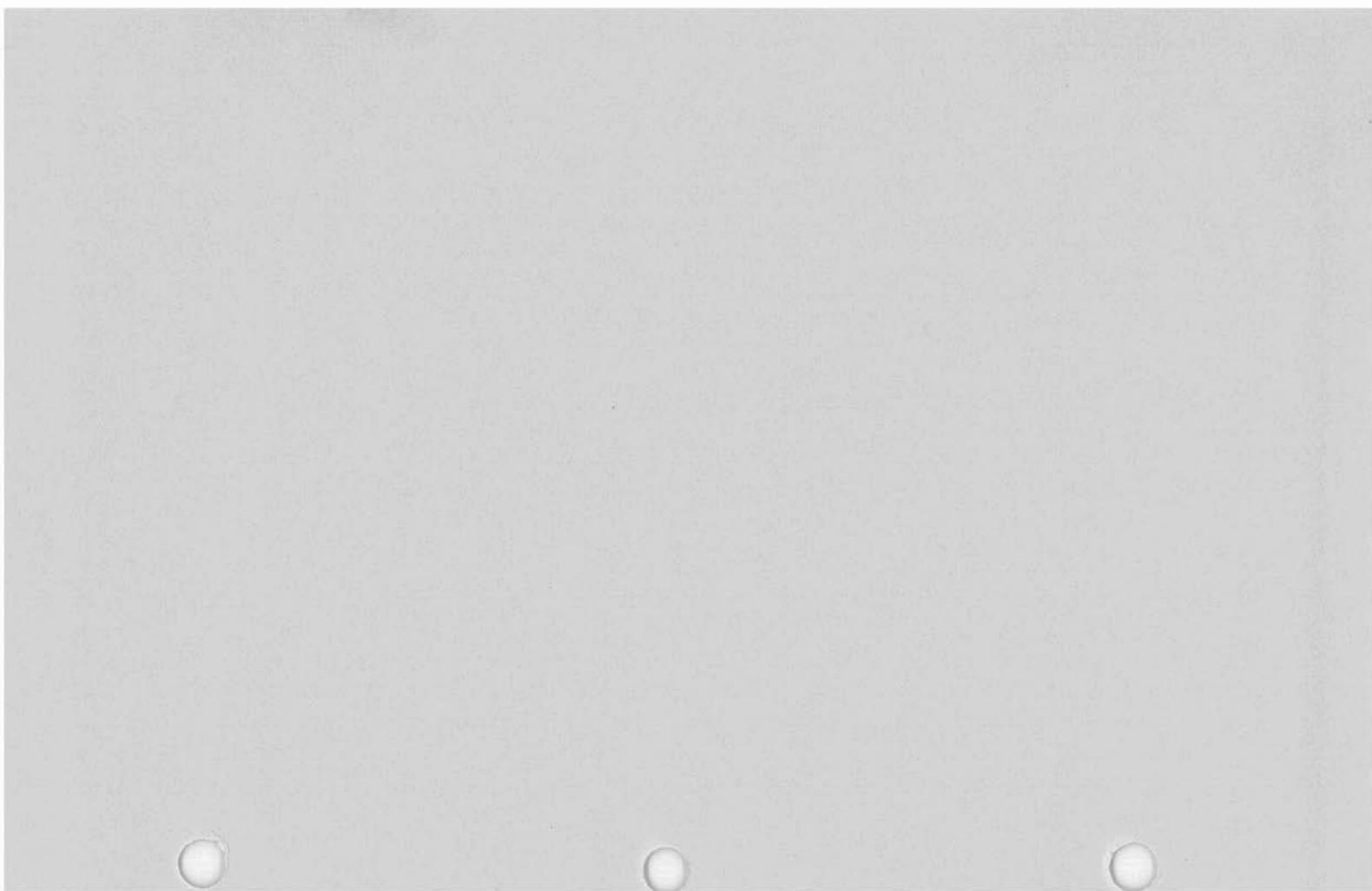
Say something like: "My party wishes to talk with Dr. Costello personally."

NO. Your customer has already indicated that he does not want to talk to anyone else.

Say something like: "Shall I leave word or would you prefer to place the call again?"

CALLING PARTY WILL TALK
WITH AN ALTERNATE PARTY

LG 9021
5-73



Sometimes the customer agrees to talk with someone else.

Fill out a ticket for this call.

Your customer says:

"Operator, I want to talk to Susan Salm at 312 466-5317. My number is 676-2370."

You should have:

312 466-5317 marked in the TO NO columns

676-2370 marked in the FROM NO columns

Susan Salm entered in the "PERS" space

NC PD; P; the connect hour designations and your
operator number.

Opr: "Susan Salm, please. Long distance is calling."

Cld telephone: "She's not here operator."

Opr: "Will you talk with anyone else or shall I leave word?"

Clg pty: "I'll speak with Erna Salm operator."

The calling party has agreed to speak to an alternate party. How
would you announce this to the called telephone?

Say something like: "My party will talk with Erna Salm."

In that example, the customer agreed to talk with the alternate party. Conversation begins and the call is completed.

—Let's look at what you would do in this example, where the alternate party identifies herself.

Opr: "Susan Salm, please. Long distance is calling."

Clg telephone" "She's not here, operator, but this is Erna Salm, her mother. I can take the call."

Opr: "Susan Salm is not there now but Erna Salm will talk. Will you talk with her?"

Clg pty: "Okay operator."

Opr: "My party will talk with Erna Salm."

* * *



Look at this example:

Opr: "Katie Stukes, please. Long distance is calling."

Cld telephone: "She's not here, but this is Mell Stukes.

Can I help?"

What would you say?

Say something like:

"Katie Stukes is not there now, but Mell Stukes will talk.
Will you talk with her?"

Sometimes when the called party is not there, your customer will not wait for your report, but will request another party right away.

For example:

"Operator, since Mark Ryan isn't there, would you find out if I could speak with Arthur Siegel instead?"

Then you say something like:

"My party will talk with Arthur Siegel."

* * *



Look at this example:

Opr: "Jason Morgan, please. Long distance is calling."

Cld telephone: "Mr. Morgan is out for the day."

CLG pty: "Operator, ask if I can speak to David Hillman instead,
please."

What would you say?

Say something like:

"My party will talk with David Hillman."

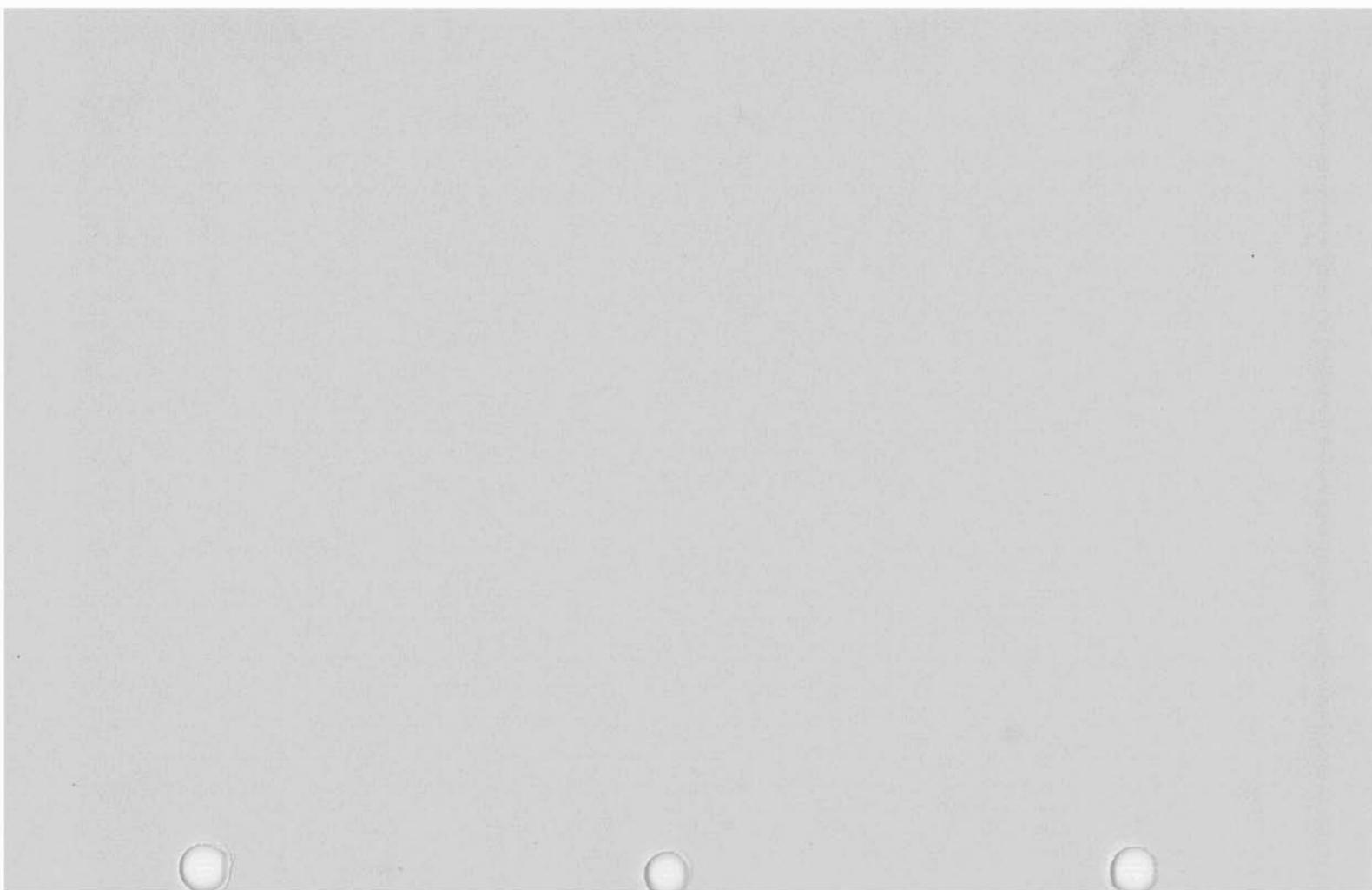
If the calling party agrees to talk with an alternate party, you proceed as on any other person call.

When conversation begins you _____ and _____.

time your ticket
cut out of the connection
(EQUIV)

ADDITIONAL CUSTOMER REQUESTS

LG 9021
5-73



There are times when the customer takes the initiative and gives you instructions before you give a report. We've talked about canceling, leaving word and talking with an alternate party.

Let's look at this example:

Opr: "Charles LaMarche, please. Long distance is calling."

Cld telephone: "He's not here, operator."

Clg pty: "Would you find out when he's expected, "operator"

What would you say?

Say something like: "How soon do you expect him, please?"

Let's continue:

Opr: "How soon do you expect him please?"

Clid telephone: "I really don't know."

Clg pty: "Is he coming back today, operator?"

Opr: _____.

Clid telephone: "No, operator. Not today."

Clg pty: "Would you find out if he will be there tomorrow?"

Opr: _____.

Clid telephone: "Oh yes. He'll be there tomorrow, I'm sure."

Clid pty: "When, operator?"

Opr: _____.

Did you say something like: "Do you expect him today?"

"Do you expect him tomorrow?"

"What time tomorrow do you expect him?"

In the example you've just had, the operator's responses were always a direct result of what the customer asked the operator to do.

When there is a person delay, question the called telephone when your customer instructs you to do so.

* * *



Let's review some of the phrases you've learned to use upon your customer's request.

Look at each customer request, and write down what you would say to the called telephone.

1. "I want to know when he'll be there."
2. "Is he coming back today?"
3. "Operator, find out if he'll be there tomorrow, please."
4. "When can I reach him tomorrow?"

You should have written something like:

1. How soon do you expect him?
2. Do you expect him today?
3. Do you expect him tomorrow?
4. What time tomorrow do you expect him?

CALLED PARTY CAN BE REACHED
AT ANOTHER TELEPHONE

LG 9021
5-73



On a call to Marjorie Wrye, suppose this happened.

Opr: "Miss Marjorie Wrye, please. Long distance is calling."

Cld telephone: "She's not here, operator."

Clg pty: "Operator find out if you can reach her someplace else."

Opr: "Can she be reached at another telephone?"

Cld telephone: "Yes. She's at 312 246-3974."

* * *



If another number is given, enter the other number in the "Route and Report" space on the face of the ticket. Show the entry "fc" preceding the number of the other telephone.

For example, the called party can be reached at 312 246-3974. Your ticket would read:

fc 312 246-3974

The entry "fc" means find called or calling party.

* * *



Record a ticket for this call.

Your customer asks you to reach Lloyd Winters at 609 842-0713.

Mr. Lloyd Winters is not there.

Make the entry that the called party can be reached at
312 365-4926.

You should have:

marked 609 842-0713 in the TO NO columns.

Lloyd Winters in the PERS space.

fc 312 365-4926 in the Route and Report space.

What do you think you might say if the called telephone tells you that the party can be reached at another number, but does not say what that number is?

LG 9021
5-73

Say something like:

"Do you know the telephone number?"

When the calling party tells you to try the other number and you have the necessary information dismiss the answering party. What do you think you might say?

LG 9021
5-73

You might say:

"That is all, thank you."

"I will call the other number, thank you."

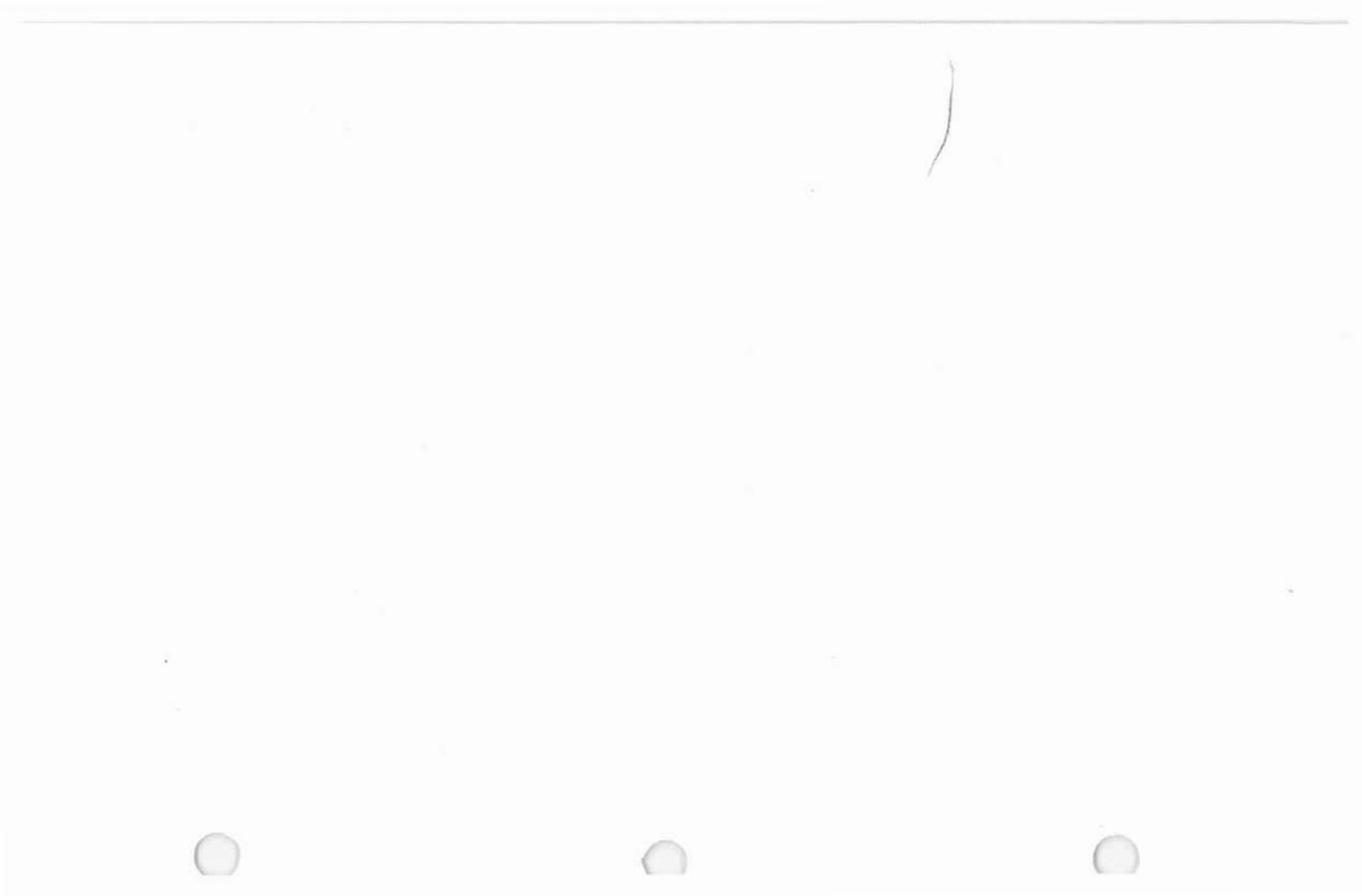
"I will try the other number, thank you."

(or a similar phrase)

When the called telephone hangs up, immediately release the front cord.

Plug in again. Then key pulse to the other telephone and try to reach the called party.

* * *



To review:

When the calling party requests you to try to reach the called party at the other number you will:

1. dismiss the answering party.
2. release the front cord after the called telephone hangs up.
and
3. key pulse to other number.

* * *



If you reach the called party at the "fc" number, you must correct the called number entry originally marked. How do you think the correction is made?

By erasing the original number marked and entering the new number at which the party is reached.

IF THE PBX STATION IS "BY"

*Note: We will use the term "PBX Station" to include a specific room, apartment, office, etc.

LG 9021
5-73



Many times the called number is the called party's place of business. On these calls, the answering party may be a Switchboard (PBX) Attendant. One of her duties is to ring extension telephones. After you make the person announcement, if the Switchboard (PBX) Attendant reports: "His PBX station is busy." say, "Thank you, I will call later." (or similar phrase)

When the called station hangs up, release the front cord and give the report to the calling party if he doesn't indicate he has heard. How might you give the report?

You might say:

"Mr. (cld pty's) extension (or PBX station (No.)) is busy. Would you like to place your call again later, please?"

(or a similar phrase)

A PBX station busy report is handled the same as a party delay report. What do you say, if the calling party asks you to try later and does not specify the time? (Remember what you do when the calling party desires a subsequent attempt on a station "BY?")

"I will call you in about thirty minutes."

The abbreviation for PBX station is X. You already know the abbreviation for a busy is "by".

On the front of a ticket, in the "Route and Report" space, enter the subsequent attempt time for an extension busy report received at 4:05 p.m.

X by (4-35)

How would you handle this call?

It is 3:53 in the afternoon.

Opr: "Mr. Ackerson, please. Long Distance is calling."

PBX: "I'm sorry. His extension is busy."

Opr: "Thank you."

release the front cord, after the called telephone hangs up.
say, "Mr. Ackerson's PBX station is busy. (or a similar phrase)
Would you like to place your call again later, please?"

If your customer answers by saying something like "You better keep after it, operator," what should you do?

say "I will call you in about thirty minutes."

enter X by (4-23) in the "Route and Report" space on the
face of the ticket

release the back cord (when the calling party hangs up)

change your connect hour designation

From this point on, the procedure for a PBX station "by" is the same as on any station "by" if the customer asks you to keep trying his call.

1. What would you do with the calling line before each attempt?
2. You would make your first subsequent attempt in _____.
3. How many minutes apart are your next attempts made?
4. You give a report to the calling party on _____ attempt.

secure the calling line

thirty minutes

one hour

each

On your second attempt to reach Mr. Ackerson, the PBX station is still busy. The first attempt was at 3:53 P.M. and the second at 4:23 P.M. You received a PBX station busy, gave the report to the customer and the customer wants you to keep trying.

When would your next attempt be?

How would you enter this on your ticket?

in one hour

(5-23)

One hour later, it is 5:23 P.M. You reach the calling party before trying the called telephone.

When you reach the called number the Switchboard (PBX) Attendant says, "Mr. Ackerson's PBX station is busy."

How will you give this report to the calling party?

"Mr. Ackerson's PBX station is still busy. (or a similar phrase)

Would you like to place your call again later, please?"

(From this point on you will be guided by your one hour attempt time intervals or by what the customer says.)

The subsequent attempt time entry for a PBX station busy always begins with the two abbreviations: _____ followed by the subsequent time which is encircled.

X by

PERSON NOT IMMEDIATELY AVAILABLE:
SOMEONE LOOKING FOR HIM

LG 9021
5-73



If the called party is not immediately available but the party who answers offers to look for him, you would ask:

"How long will it take, please?"

If it will take less than one minute, you say:

"Thank you. I will hold the line."

(You can also ask the calling party if he wishes to hold the line and be guided by what he says.)

Try this example:

Clid: "I'll have to find him, operator."

Opr: _____.

Clid: "Just a minute or so, operator."

Opr: "Thank you. _____."

"How long will it take, please?"

"I will hold the line." (or a similar phrase)

Remember that you generally do not hold the line longer than 1 minute. If the 1 minute is almost up, inform your service assistant. She will explain what to do.

* * *



When the called party is not immediately available and it will clearly take longer than 1 minute to locate the called party and bring him to the telephone, treat the call as if he were unavailable. Ask the calling party if he will speak with anyone else and offer to leave word.

* * *



COURTESY IN PARTY DELAYS

LG 9021
5-73

52



Calls on which you encounter party delays generally involve greater customer contact than any other kind of call.

In all of these contacts between you and the customers, you must make special efforts to observe practices of courtesy and superb service. There will be many occasions to request with "Please" and to acknowledge information with "Thank you." When appropriate, you should express regret. If the call is not completed what might you say: _____.

"I'm sorry I couldn't complete your call at this time."

"I'm sorry your call wasn't completed."

(or a similar phrase)

When you are attempting to establish an "expected" time, you must be particularly courteous in your questions and your acknowledgment of the information received. The customer should always feel that you are trying to be helpful, not merely curious.

The calling party may be disappointed or even upset when the called party cannot be reached. You should take every opportunity to help him complete his call by following his instructions to leave word, to allow him to speak to an alternate party, or to try another telephone, if appropriate. Your assistance will help to assure him that ~~every-~~thing is being done to complete his call and that his call is important to you.

* * *



Sometimes, the calling party will begin to question the called telephone about the location or time of return of the called party. You would not interrupt the calling party during this questioning. At a point where you realize that the calling party is not obtaining adequate information about the location or time etc., you may take the opportunity to ask questions and obtain the necessary information. Remember to refrain from interrupting, but also remember to help the customer obtain adequate information to the questions he wants answered.

* * *



Handle party delays as you do other calls: Listen to your customer, follow his directions, and be polite and helpful.

Tell your instructor that you have completed the learning guide on:

PERSON DELAYS

