

9019

Programed Training Course For Outward Operators

Station Delays - DA's and BY's

LG 9019
1-74

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Printed in U.S.A.

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OBJECTIVE

At the completion of this learning guide, you will be able to perform all the necessary steps to handle a "da" and "by" condition from coin and non-coin telephones.

* * *



All of us have probably tried to call a friend and have heard the telephone ring...and ring... and ring. They do not answer.

At other times, you received a busy signal. No matter how long you would wait on the line, the busy signal would remain. The line is busy.

The call cannot be completed at this time.

In this learning guide, you will learn about these two station delays. Start a new page in your training notebook for:

STATION DELAYS -
DA's AND BY's



You'll want to keep in mind that a delay condition does not mean a "dead end" in the completion of your call.

If you are driving to some vacation spot, a flat tire may delay you for a while, but it doesn't mean you're going to give up and hitch a ride back home!

Being able to deal effectively with delay conditions is one of the most important skills of the Outward Operator. Effective handling of a delay often results in completion of the call. We provide the customer with an important aspect of service when we complete a call which might otherwise be left incomplete. Furthermore, only completed calls produce income for the Company.



What have you encountered when something occurs to prevent the call from being completed?

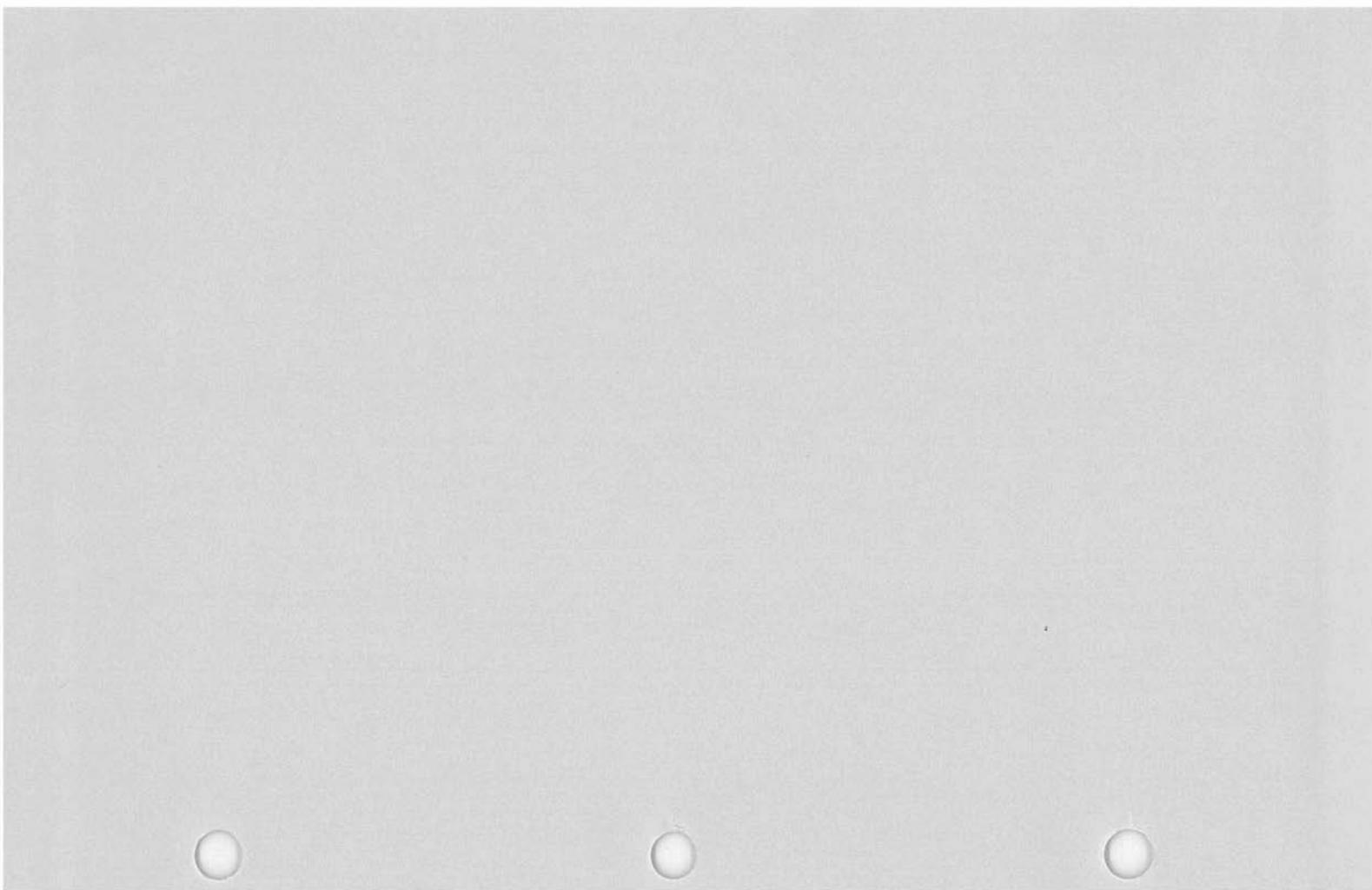
A delay .

ENCOUNTERING A "DA"

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By now you know that the Operator uses abbreviations for many words and terms which must be written often.

"Don't answer" is abbreviated as "DA." Just remember the first letter of each word: don't answer = "DA," pronounced (dee-ay)

Later, if you enter this on your ticket, you can write it in like this:

DA or da.

* * *



First let's look at a station non-coin call.

You advance the call and cut out.

After about ⁴⁰~~30~~ seconds, if the front lamp indicates the called telephone has not answered, cut in to see if the number is ringing.

If the number is ringing, cut out. If no one answers, what kind of delay have you encountered?

After two or three minutes, if there is still no answer and your customer has not hung up, release the front cord and give a report.

da

On a station non-coin call that has begun to ring, how long do you let the telephone ring before taking any further steps?

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Two or three minutes.

What steps do you take on a station non-coin call if your customer has not hung up after two or three minutes?

Release the front cord and give a report .

Now let's look at the procedure for calls requiring the operator to remain on the connection for example, a person and collect call.

You advance the call.

During the 30 seconds that follow, or for about 6 rings you remain on the line.

If there is no answer during that time, you have reached a "DA". What should you do, as you release the front cord?

Give a report to the calling party.

What two things do you do after encountering a "DA" on a person and collect call?

R elease the front cord and give a report.

How long do you stay on the line on a person and collect call before releasing the cord and giving a "DA" report?

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Thirty seconds or about 6 rings. OOOOOO

The procedure for a station coin call is almost the same as for a person and collect call. After thirty seconds you return the initial deposit, release the front cord, and give a "DA" report.

* * *



The procedure for a station postpay coin call is the same as for a person and collect call. After thirty seconds, you release the front cord, and give a "DA" report.

* * *



On a prepay coin call (less than \$3.00) is it necessary to return any money? Why?

Yes. The money is deposited before you advanced the call.

With a postpay coin call, money is collected when the called station or party answers. If you get a "BY" or "DA" would you have to return any money?

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No.

Let's review.

You advance a station non-coin call, obtain the calling number, and cut out. If the front lamp is still on after about 30 seconds, what do you do?

cut in to check for ringing.

How long do you let the telephone ring on the following types of calls?

- A) station non-coin
- B) person
- C) collect
- D) station coin

- A) 2 or 3 minutes
- B) thirty seconds (or about 4 rings)
- C) thirty seconds (or about 6 rings)
- D) thirty seconds (or about 8 rings)

What steps do you take after 30 seconds when you encounter a DA on a coin call?

Return the initial deposit, release the front cord, and give a report.

What steps do you take after 30 seconds when you encounter a DA on a station postpay coin call?

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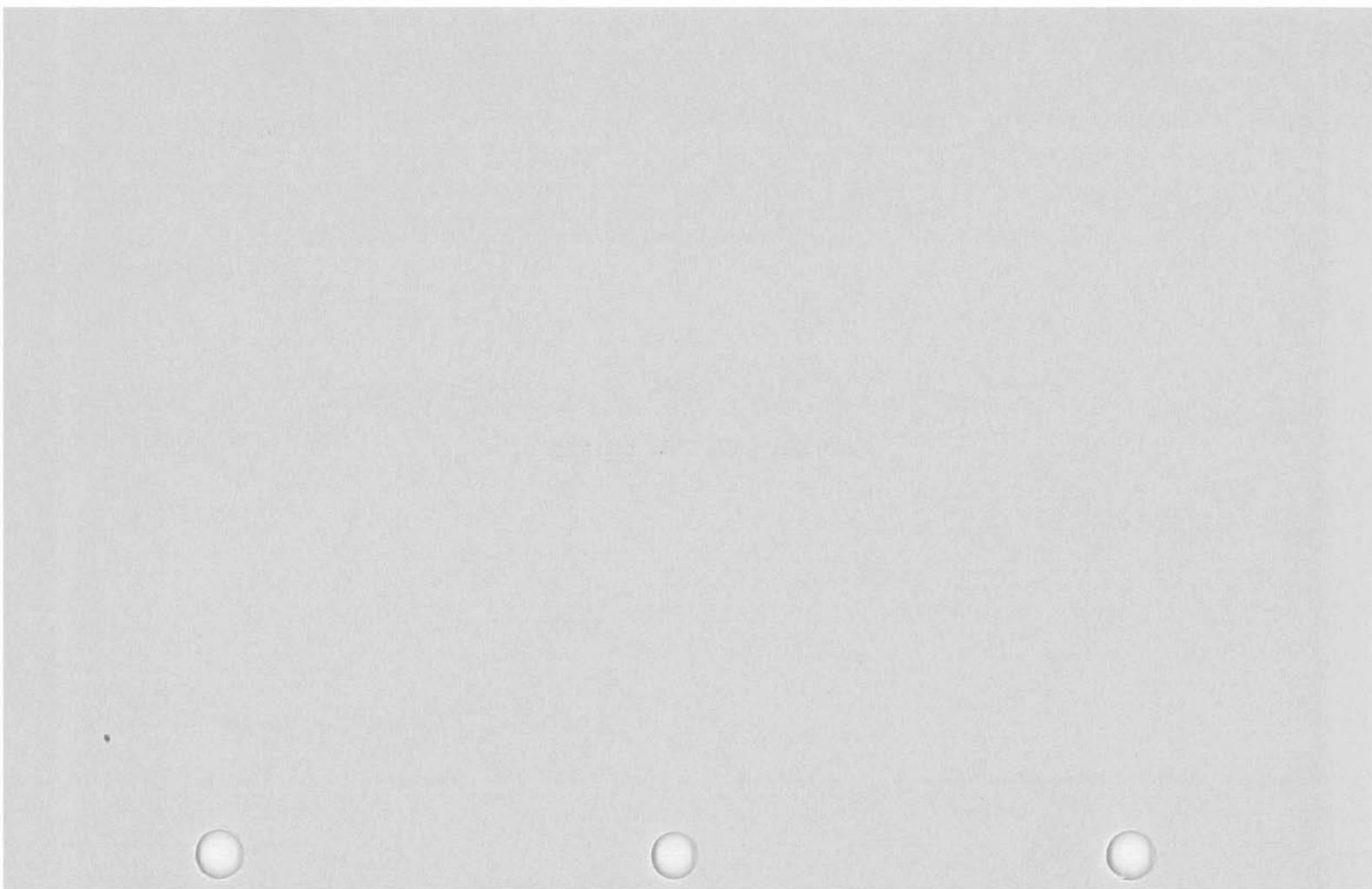
17A

Release the front cord, and give a report.

GIVING THE "DA" REPORT

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You might say to the calling party:

"They do not answer, will you try your call later, please?"

The first part is a verbal report of the delay. The second part suggests to the calling party that he place his call later.

* * *



Complete this report.

They _____ answer, will you _____ later, please?

do not

try your call

Now write the report phrase for the "DA" in your training notebook.
Remember to include both parts of the phrase.

Did you write a phrase similar to one of these?

"They do not answer, will you try your call later, please?" or

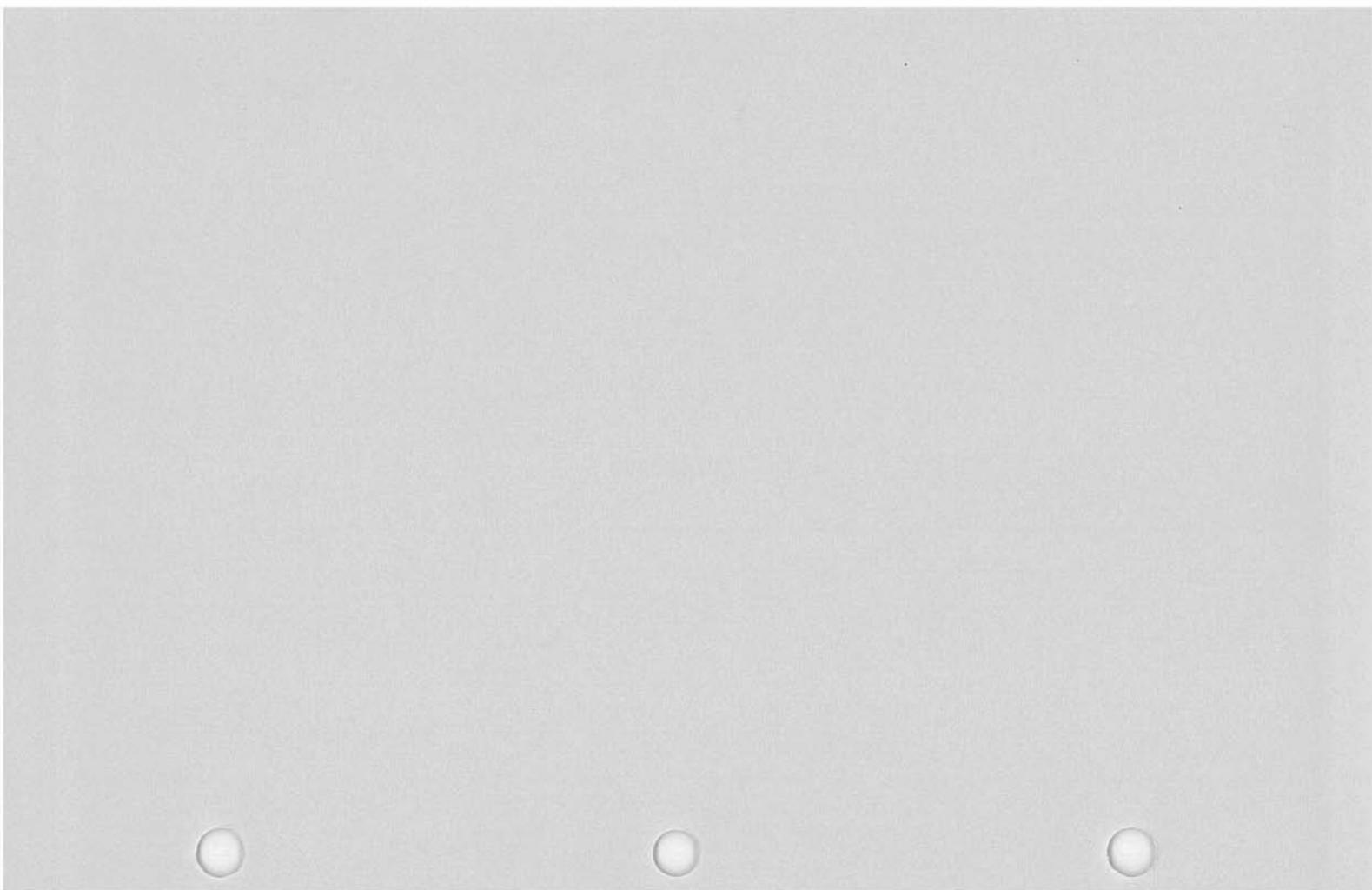
"They don't answer, would you place your call again, please?"

CANCELING

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"They do not answer, will you try your call later, please?"

"I guess I'll try later, Operator."

"Thank you."

Calling party hangs up and you release the [front or back] cord.

In this case, you "cancel" the ticket. When the calling party does not want you to make any subsequent attempts, you _____ the ticket.

back

cancel

If the calling party hangs up on hearing the repeated ringing signal before you have given the "DA" report, would you cancel the call?

Yes.

When you give the customer the "DA" report, he may decide to place his call again at a later time. So, he will instruct you to cancel his call and you will mark the "CA" designation and file the ticket.

You may say, "Thank you."

What might you add to this phrase as an expression of regret? You are unable to complete the customer's call because of the "DA" encounter.

"Thank you. I am sorry I couldn't complete your call." (or any other appropriate phrase).

SUBSEQUENT ATTEMPTS ON A "DA"

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If the customer wants you to try again later, this will be a "subsequent attempt." You will now learn how to enter the subsequent attempt time on the ticket.

Pick up one of your tickets. Find the REPORT space in the center section of the ticket. In this space, you will enter your subsequent attempt time. Because this is a station delay, you will put the station delay report in front of the subsequent attempt time entry as a guide for subsequent attempt time intervals.

Note: Your ticket will show ROUTE AND REPORT as the label on this space.

* * *



Let's take this "DA" report:

"They do not answer, will you try your call later, please?"

"I wonder if you will try it for me in about 15 minutes, Operator."

"Yes, sir. I will try in 15 minutes."

The customer hangs up and the back cord is released.

On this call, we'll say that the time of the "DA" report is 8:45 p.m.

ROUTE AND REPORT

da

(9-00)

The subsequent attempt time and the da will be entered in the upper left-hand corner of this space, and the time encircled. For example, the subsequent attempt time is 9:00 p.m.



On another call, the "DA" is encountered at 10:17 a.m. You give the report to the calling party.

The calling party asks you to try again but does not specify the time. You may say for example: "I will try your call again in about 30 minutes. On the face of the ticket you enter _____." What overlap operation can you perform as you enter the subsequent attempt time?

da 10-47 . Very good if you remembered to encircle the time.
Release the back cord.

When the calling party asks you to try again but does not specify the time, you may also ask what time he would like the call tried, if you feel it would be more appropriate.

* * *



Let's take this "DA" report:

"They do not answer, will you try your call later please?"

"Will you try it later please, Operator?"

What should you say to the customer?

The time is now 10:35 a.m. As an overlap, you would enter _____,
and release the back cord.

If your customer requires another subsequent attempt after you call
at 11-05, suggest that the next attempt be made one hour later.

Suggest one hour for all other subsequent attempts.

"I will try your call again in about 30 minutes."

da (11-05)

Did you notice these three things?

1. When the calling party suggested another try and mentioned a specific time, the operator agreed to try the call at the specified time.
2. When the calling party suggested another try and mentioned no time, the operator said:
"I will try your call again in about 30 minutes."
If it seems more appropriate, the operator may ask, "What time shall I try the call again?"
3. When the calling party still suggested no specific time for the second subsequent attempt, the operator suggested that the next attempt be made one hour later.

* * *



To review:

The calling party says: "Will you try it when you get a chance,
Operator?"

What would you say?

You try the call later and there is still no answer. The calling
party says: "Please try it again when you can."

What would you say?

"I will try your call again in about 30 minutes."

"I will try your call again in about an hour."

ENCOUNTERING A "BY"

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In the previous section of this learning guide, you learned a call was "DA" by noting how long the telephone rang without being answered. So time was the important indicator of delay on a "DA."

In this section a tone will be the indicator you will hear that identifies the station delay as a "By." Pronounced "Bee-y"

Later your Instructor will demonstrate the tone that identifies a "By" signal.

* * *



When you encounter a busy signal, release the front cord and give a report.

* * *

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36-b



You advance the call and you encounter a busy signal, what are the steps you should take?

1. _____
2. _____

1. Release the front cord.
2. Give a report.

How many attempts do you make when you encounter a busy signal?

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38-b

One.

If your customer requests you to make another attempt, try the number again.

* * *

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39-b



GIVING THE "BY" REPORT

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First, you tell him what is delaying the call. Then you suggest that he try the call later.

Let's take another call-it has advanced and a "busy" has just been encountered.

What are you going to do?

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41-b

Release the front cord and say something like: "The line is busy.
Will you try your call later, please?"

Now write the report phrase for a "BY" in your training notebook.

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Did you write a phrase similar to this?

"The line is busy. Will you try your call later, please?"

CANCELING

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"The line is still busy. Will you try your call later, please?

"I guess I'll try later, Operator."

What should you say?

Calling party hangs up and you release the [front or back] cord.

In this case, you "cancel" the ticket. When the calling party does not want you to make any subsequent attempts, you _____ the ticket.

"Thank you. I am sorry I couldn't complete your call." or any
appropriate phrase.

back

cancel

Because the calling party can usually hear the busy signal, he may hang up before you report the kind of delay. When this occurs, you can assume that he does not want you to keep trying his call and that he will place it again.

What will you do?

Release the back cord.

Cancel and file the ticket.

SUBSEQUENT ATTEMPTS ON A "BY"

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Suppose the customer then says, "Try it in about twenty minutes, Operator." (It is now 6:00 P.M.)

To comply with his request, what do you think you might say to your customer?

Enter the subsequent attempt time on a ticket.

"I will call you about 6:20."

Did you enter in the Report space in the center section of the ticket:
by 6-20

On another call, the "BY" is encountered at 2:15p.m. you give the report to the calling party. The calling party asks you to try again but does not specify the time. The report is the same as on a "DA" report. What would you say to the calling party?

"I will try your call again in about 30 minutes." or you could ask what time he would like the call tried if you feel it would be more appropriate.

You advance a **PREPAY** coin call and receive a "BY." What must you do?

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49A (b)

Return the initial deposit. Release the front cord and say something like: "The line is busy. Will you try your call later, please?"

You advance a **POSTPAY** coin call and receive a "BY." What must you do?

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49-b

Release the front cord and say something like:

"The line is busy. Will you try your call later, please?"

You may have noticed that on "BY" and "DA" reports the operator tries the call again at the time specified by the calling party.

If the calling party does not indicate the time, the first subsequent attempt is 30 minutes from the time the report was given. All other subsequent attempts time are one hour later.

* * *



If the subsequent attempt time falls within a period other than the "A.M." or "P.M." designation that is marked, include "a" or "p" with the time entry. Example: "BY" or "DA" report is 11:00 a.m. The subsequent attempt time is to be 4:00 p.m. Entry in REPORT space would be: da (4-00p)

Also, at this time (as an overlap), you can erase the 11 A.M. connect hour designation and mark 4 P.M. as the connect hour. This is additional insurance for having the correct connect hour designations on your ticket.

* * *



SUBSEQUENT ATTEMPTS

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A word about subsequent attempts and the calling number.

As you've learned, there are several types of calls where the complete calling number is not normally obtained and entered. However, for making a subsequent attempt, you would need to have it.

Can you name these types of calls?

Credit card calls .

Special collect calls .

Inward WATS calls .

On some occasions your customer may give you a special billing number as the calling number. Since these numbers are not typical calling numbers and can be assigned to stations (extensions) of a PBX, what would you do if you had to call the calling customer back?

Secure the telephone calling number and stations (extensions).

The customer answers: "242-3428 extension 2102."

This information is entered in the REPORT space on your ticket:

ROUTE AND REPORT	
24 2-3428 X2102	
OR	

* * *

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Let's say a person call is being advanced. As you finish key pulsing you ask:

"Your number, please?"

"149-8861 016" (Let's say that this special billing number is authorized from your office)

Take a ticket and mark this calling number.

You encounter a delay and the customer wishes you to try the call later. After giving the report that you will try later, you say:

" _____ ?"

"547-3500, extension 365."

Enter this on the ticket.

"What is your telephone number and extension, please?"
(You should have marked 149-8861 in the FROM **NXX** and
FROM NO. columns and entered 547-3500 X365 in the
REPORT space.)

WHEN TO MAKE SUBSEQUENT ATTEMPTS

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Try this call:

At 11:30 in the morning, you answer a signal. You have marked the details. You try the call and you reached a "DA". The customer says "Call me in about an hour." You will say _____ and enter _____. Then, you will _____.

"I will call you about 12:30" (or, in an hour)

"da" (12-30p) in the Report space on the face of the ticket.

Release the calling line.

(Did you remember to include "p" with the time entry and to change your connect hour designation?)

The ticket is on the keyshelf and you have been answering other customer's signals or performing other duties. The time has passed- the subsequent attempt is due. So you secure the calling party's line and reach your customer.

When the calling party answers, you must explain why you are calling him - to try his call. Also, there may be more than one call that he is waiting to have tried - so you must tell him where the call is to, and again it won't take too long to try the call - probably just a few seconds or so.

How might you phrase this if your customer had a call to 308 456-9000?

"I am trying your call to 308 456-9000. One moment, please."

(Was your phrase worded somewhat differently? Did you include the three parts? - Then your phrase is also appropriate!)

Let's take this call:

The subsequent attempt time on the face of the ticket is "by 11-01 "
for a call to 213 256-3542. It is now that time.

What are you going to do?

Reach the calling party,

say something like: "I'm trying your call to 213 256-3542. One moment, please."

Make the attempt.

You make the attempt and receive a busy signal. What might you say to your customer?

Something like: "The line is still busy. Will you try your call later, please?"

As before, if the customer wants you to try the call again, he may specify a time or he may ask you to just keep trying the call. If he does not specify a time, your second subsequent time will be in _____
_____.

On that call to 213 256-3542, your first subsequent attempt time was "11-01." When you tried it at that time you reached another busy. If your customer asks you to keep trying it, and does not specify a time, you will say _____ and release _____.

one hour

"I will call you about 12:01p, "or" in about one hour"

the calling line

ENTERING SUBSEQUENT ATTEMPT TIMES

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Now, let's talk about ticket entries after "BY's" are reached on subsequent attempts.

When you first tried the call, you reached two "BY's" and the customer wanted you to keep trying. You entered "by (subsequent attempt time)." If you reach "BY's" on your future subsequent attempts, you do not have to indicate "BY" unless the type of delay changes. You will indicate the subsequent attempt times.

For example:

This example means that a "BY" delay was encountered first at 7:05 and again at 7:35. The next attempt will be at 8:35. —————>↓

The same principle applies on "DA" reports.

ROUTE AND REPORT	
by	(9-05)
	(7-35)
	(8-35)

* * *



The following may help you in determining the subsequent attempt time.

Subsequent Attempts

- | | |
|--------------|---|
| Telephone BY | (1) If the customer desired further attempts, |
| Telephone DA | make the first attempt in <u>30</u> minutes and |
| | further attempts every <u>hour</u> . |
| | (2) Proceed as directed by calling party. |

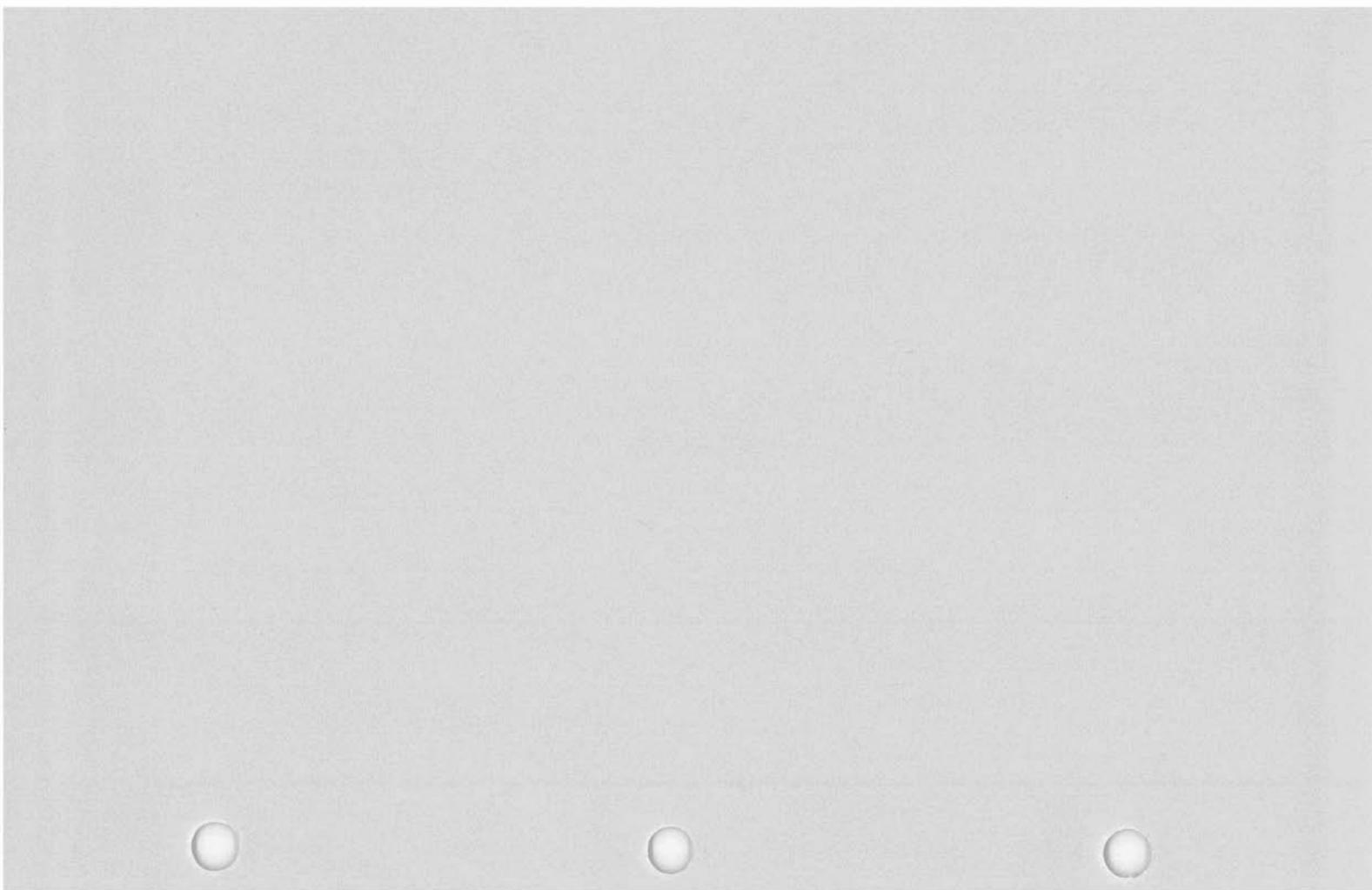
* * *



CHECKPOINT

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After advancing a call, how long do you let it ring before giving a "DA" report if the call is:

station non-coin?

collect or person?

coin?

~~2 or 3 minutes~~

30 seconds

30 seconds

What steps do you take on non-coin calls once you've reached a DA
if your party is still on the line?

Release the front cord and give a report.

What steps do you take on a prepay coin call once you've reached a DA?

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Return the initial deposit, release the front cord, and give a report.

What steps do you take on a postpay coin call once you've reached a DA?

Release the front cord, and give a report.

Write the complete DA report.

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Did you write a phrase similar to one of these?

"They do not answer. Will you try your call later, please?"

"They do not answer. Would you place your call again, please?"

At 6:00 p.m., you give a "DA" report and the calling party says to try again at 7:00 p.m., you would enter _____ on the front or back of the ticket in the _____ space.

What do you do if the calling party says he'll call later and then hangs up?

da (7-00)

front

ROUTE AND REPORT

Cancel the call ~~express~~ regret - release the back cord.

If the calling party asks you to try again, but does not specify a time, what do you ask? " _____ "

What time do you suggest for all subsequent attempts after the first one?

If the "DA" report was at 11:45 a.m. and the subsequent attempt time is two hours later, what will your subsequent attempt time look like? What will you change on your ticket as an overlap to insure accuracy?

"I will try again in about 30 minutes" or you may ask "What time shall I try the call again?" if you feel it would be more appropriate.

One hour.

da (1-45p)

The connect hour designations.

There are several types of calls where the complete calling number is not normally obtained and entered. However, for making a subsequent attempt, you would need to have it.

Name these types of calls?

Credit card calls.

Special collect calls.

Inward WATS calls.

Your customer gives you a special billing number as the calling number.

What would you do if you had to call him back?

Secure the telephone calling number and stations (extensions).

A customer places a call to 412 393-6040. You reach a busy signal.
Write the steps in the order you would do them.

- 1.
- 2.

1. Release the front cord.
2. Say something like: "The line is busy. Will you try your call later, please?"

On the previous call to 412 393-6040, you reached a "BY" signal. You gave the report to the customer at 5:20 p.m. and the customer says "I'd like you to keep trying it for me, Operator, when you get the chance." What will you say to the customer and what entry will you make on the ticket?

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76-b

"I will call you in about 30 minutes" or something similar.
by (5-50)

1. The customer wants you to keep trying, and you said "I will call you in about 30 minutes." What will you do in 30 minutes?"
2. What will you say to the customer if you receive a busy signal on a subsequent attempt?

1. Reach the calling party say something like: "I'm trying your call to 412 393-6040," and make the subsequent attempt.
2. Say something like: "The line is still busy. Will you try your call again, later?"

You encounter a station delay on a coin paid call. You will return the money if the call is

- a) prepay
- b) postpay

a) prepay

This completes the learning guide on "BY's" and "DA's." Tell your instructor that you have completed the learning guide on:

STATION DELAYS

* * *

