

Providing an ETA

📅 Wed, Jan 17, 2024 📁 ATAS

As soon as the ETA Provision section is reached, the Estimated Time of Arrival for the job needs to be entered. The caller will be asked to enter this using a 4 digit 24 hour format. An example of this would be if the ETA was 8:30am, the User would enter 0830.

Next, one of the following options must be chosen:

Should the ETA be today, Press 1

For tomorrow, Press 2

For a future date, Press 3

For assistance, Press 0

Selecting option 0 performs the same generic action and provides the helpdesk number.

Selecting option 1 takes the caller straight to the confirmation stage by repeating back the estimated time and todays date.

Selecting option 2 takes the caller straight to the confirmation stage by repeating the estimated time but with tomorrows date instead.

Selecting option 3 will provide a prompt to enter the date of arrival. This date should be entered in a 6 digit format starting with the day, then the month and finally the year. For example: if the date is 10th October 2012, it should be entered as 101012.

Next, the system will repeat the details that have been entered and ask if they are correct. If the correct information has been entered, press 1. If any details need to be re-entered, press 2. Option 2 takes the caller back to the beginning of the ETA section so any information that may have been incorrectly previously can be re-entered, whereas option 1 greets the caller with a thank you message and informs them that the Work Order has been updated.

Finally, the system will end the call.

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