Impacted Area	call_timestamp	contact_tn	customer_name	caller_name	address	account	circuit_tn	alt_contact_tn	caller_sms	caller_email	ticket_timestamp	sf_case_number	rx_case_number	cause	meaning of cause	disposition	meaning of disposition
#N/A	9/28/2022 11:06:02											sf_ticket_null			blank because caller did not speak with an agent		blank because caller did not speak with an agent
#N/A	9/28/2022 17:14:16										9/28/2022 17:14:17	44614867		Repair Flow - CSC	Agent used Customer Service Console (CSC) tool.	Completed	CSC tool flows followed to completion.
#N/A	9/28/2022 17:15:08											sf_ticket_null			blank: see 'Transfer to business repair' for same customer one minute previous		blank: Transfer for same customer calling one minute previous
#N/A	9/29/2022 10:51:24										9/29/2022 10:51:25	44661675	262847457	Out of Scope.Misdirect	Out of scope of support boundaries (not something this agent can assist with). Misdirect means customer contacted wrong department, wrong company, or dialed wrong number or was transferred to this agent in error.	Transfer/Refer.CARE/Existing Order	Agent either directed the customer of the proper entity, company or department where assistance could be sought, or initiated a direct transfer to that entity, company or department. In this instance that department would be the Lumen Sales & Care department who assist with ordering, in this instance the ticketing disposition suggests an existing order about which there were questions or concerns.
#N/A	9/29/2022 11:56:21										9/29/2022 11:56:23	44673450		Out of Scope.Misdirect	Out of scope of support boundaries (not something this agent can assist with). Misdirect means customer contacted wrong department, wrong company, or dialed wrong number or was transferred to this agent in error.	Transfer/Refer.	Agent either directed the customer of the proper entity, company or department where assistance could be sought, or initiated a direct transfer to that entity, company or department. In this instance the customer called the wrong telecommunications company, as they were calling about an AT&T phone number and Lumen is not AT&T.
#N/A	9/29/2022 13:03:52										9/29/2022 13:03:55	44685120	262931762	Subsequent.Missed Commitment(CenturyLi	Subsequent indicates that the customer has already contacted Lumen one time, and this contact is subsequent to that previous contact. Missed Commitment indicates that the time window given to the customer during which the repair was anticipated to be performed has now been exceeded, and in this instance CenturyLink missed indicates our technician did not complete the job during the time window given to the customer at the time the repair ticket was created. Problem was corrected within 48 hours, but customer was transferred to billing for credit issuance.	Other	Other indicates that the agent ticketing this interaction did not have any better option to pick from the set menu of choices to add this level of detail.
#N/A	9/29/2022 14:41:00										9/29/2022 14:41:03	44703142		No Assistance Provided	No assistance provided indicates the agent was not able to help the customer, and in this instance it was because the agent did not locate a Lumen account in the database.	Account Not Found	The caller's service records were not found in the database.
#N/A	9/30/2022 11:23:40										9/30/2022 11:23:41	44786105	263347533	Phone Line.Can't Call Out	Can not complete outbound telephone calls.	Other	Other indicates that the agent ticketing this interaction did not have any better option to pick from the set menu of choices to add this level of detail.
#N/A	9/30/2022 11:56:01											sf_ticket_null	263361848	Phone Line.No Dial Tone - All Phones	No dial tone is heard when lifting the handset on any and every telephone at that location.		blank indicates the agent did not have a descriptive selection, and in this instance there is the suggestion in the notes that the request to bury a line was resolved by 3rd party action onsite
#N/A	9/30/2022 12:19:44										9/30/2022 12:19:46	44796415		Wireless.Setup/Credentials/Configuration	Wireless means the caller wanted assistance with the WiFi in their internet modem. Setup/Credentials/Configuration means the issue was one of configuring the WiFi settings.	Troubleshooting Obstacle.Call Dropped	The agent could not complete the support steps because the call ended mid-effort without the expected "good bye" being verbalized by both parties.
#N/A	9/30/2022 17:19:05										9/30/2022 17:19:12	44847887		Non-Customer Call.No Caller On Line	Non-customer call means the person requesting assistance does not have an established account or service. No caller on line means the agent could not hear anyone speaking to them.	Call Abandoned.	Call abandoned means the connection was "hung up" or terminated, in this instance abruptly ending while the repair agent was speaking during the first four seconds of the interaction.
#N/A	9/30/2022 17:37:46										9/30/2022 17:37:47	44850027	263555869	Non-Customer Call.Other Internal	Non-customer call means the person requesting assistance does not have an established account or service. Other internal indicates that it was a Lumen/CenturyLink employee who initiated this interaction.	Other	Other indicates that the agent ticketing this interaction did not have any better option to pick from the set menu of choices to add this level of detail.
#N/A	9/30/2022 17:38:28										9/30/2022 17:38:32	44850125		Repair Flow - CSC	Agent used Customer Service Console (CSC) tool.	Completed	CSC tool flows followed to completion.
#N/A	10/1/2022 11:52:36										10/1/2022 11:52:52	44869181	263709262	Subsequent.Status Only	Subsequent indicates that the customer has already contacted Lumen one time, and this contact is subsequent to that previous contact. Status only indicates the customer was provided with a status update on an open trouble report ticket.	Completed	CSC tool flows followed to completion.
#N/A	10/4/2022 13:18:37										10/4/2022 13:18:53	45100013	NA		blank because this is not a Lumen/CenturyLink customer, just someone who wishes to order service in the future.		blank because this is not a Lumen/CenturyLink customer, just someone who wishes to order service in the future.
#N/A	10/4/2022 17:07:49										10/4/2022 17:07:51	45144432	264855520	ABANDONED_SESSION.Tool Issue	Abandoned session means the agent could not complete data entry for this interaction in the ticketing system. Tool issue means the ticketing system (tool) was not working properly (issue). In this instance the agent was able to use some process to overcome the tool issues and did create a dispatch.	Other	Other indicates that the agent ticketing this interaction did not have any better option to pick from the set menu of choices to add this level of detail.
#N/A	10/4/2022 17:23:17										10/4/2022 17:23:22	45146711	264862848	Non-Customer Call.Other Internal	Non-customer call means the person requesting assistance does not have an established account or service. Other internal indicates that it was a Lumen/CenturyLink employee who initiated this interaction.		blank for unknown reasons, as this was a request by the customer to be provided with the reference number for the dispatch created on the previous call where the agent had issues with the dispatch ticketing system, and customer was provided with the reference number
#N/A	10/5/2022 10:50:37										10/5/2022 10:50:44	45195895	265056015	Phone Line.No Dial Tone - All Phones	No dial tone is heard when lifting the handset on any and every telephone at that location.	Customer Education.Issue Resolved	Customer Education means the agent shared the technical knowledge and steps to understand and troubleshoot the issue reported. Issue resolved indicates the customer used that knowledge to resolve the issue about which they had called.
#N/A	10/5/2022 12:08:24										10/5/2022 12:08:25	45210156	264915578	Research Account	Research account means the agent was seeking information about the account.	Research	Research means the agent was seeking information about the account.
#N/A	10/5/2022 16:12:10										10/5/2022 16:12:23	45255283	265235715	NDT.OOS	NDT is an acronym for No Dial Tone, and OOS is an acronym for Out of Service.	Dispatched	Agent created a request for a field technician to be dispatched (sent) to troubleshoot and repair.
#N/A	10/5/2022 16:14:28										NA	sf_ticket_null	NA	NA	NA means Not Available and indicates in this instance that the agent did not create a ticket in the ticketing system.	NA	NA means Not Available and indicates in this instance that the agent did not create a ticket in the ticketing system.
#N/A	10/5/2022 16:16:40										10/5/2022 16:16:45	45256096	265234746	FASTFECTicketV1.FASTFECTicketV1	FASTFECTicketV1 is shorthand for an automated ticketing flow for voice lines, and stands for Fast Front End Close Ticket Version 1. It means the agent determined there was not a technical issue with the phone line or service and used the expedited method to close out the customer interaction in the ticketing system.	NA	NA in this instance means Not Applicable as FASTFECTicketV1 was invoked at the top level of the ticketing process.
#N/A	10/5/2022 16:17:06										10/5/2022 16:17:08	45256158	265235916	Phone Line.No Dial Tone - All Phones	No dial tone is heard when lifting the handset on any and every telephone at that location.	Other	Other indicates that the agent ticketing this interaction did not have any better option to pick from the set menu of choices to add this level of detail.
#N/A	10/5/2022 16:19:26										10/5/2022 16:19:42	45256621	265236487	FASTFECTicketV1.FASTFECTicketV1	FASTFECTicketV1 is shorthand for an automated ticketing flow for voice lines, and stands for Fast Front End Close Ticket Version 1. It means the agent determined there was not a technical issue with the phone line or service and used the expedited method to close out the customer interaction in the ticketing system.	Completed	Completed means the ticketing process was recorded as completed.
#N/A	10/5/2022 16:28:14										10/5/2022 16:28:17	45258123	265242043	Subsequent.Cancel	Subsequent indicates that the customer has already contacted Lumen one time, and this contact is subsequent to that previous contact. Cancel indicates the open trouble report from that previous contact was closed (canceled), in this instance due to the phone line once again having a dial tone.	Other	Other indicates that the agent ticketing this interaction did not have any better option to pick from the set menu of choices to add this level of detail.
#N/A	10/5/2022 16:47:11										10/5/2022 16:47:26	45261455	265251032	Phone Line.No Dial Tone - All Phones	Phone Line indicates the caller was discussing telephone service (as opposed to internet, TV, or value added services like E-mail). No dial tone is heard when lifting the handset on any and every telephone at that location.	Dispatch.Customer	Agent created a request for a field technician to be dispatched (sent) to troubleshoot and repair.
#N/A	10/5/2022 17:17:09										NA	sf_ticket_null	NA	NA	NA means Not Available and indicates in this instance that the agent did not create a ticket in the ticketing system.	NA	NA means Not Available and indicates in this instance that the agent did not create a ticket in the ticketing system.
#N/A	10/5/2022 19:20:59										10/5/2022 19:21:15	45276704	265306461	Phone Line.No Dial Tone - All Phones	Phone Line indicates the caller was discussing telephone service (as opposed to internet, TV, or value added services like E-mail). No dial tone is heard when lifting the handset on any and every telephone at that location.	NA	NA means this field is not applicable to the cause selected.
#N/A	10/6/2022 11:42:40										10/6/2022 11:42:44	45319112	265483229	Phone Line.Gets Cut Off	Phone Line indicates the caller was discussing telephone service (as opposed to internet, TV, or value added services like E-mail). Phone Line indicates the caller was discussing telephone service (as opposed to internet, TV, or value added services like E-mail). Gets cut off means the use of the telephone is unexpectedly interrupted and the connection drops during telephony sessions.	Dispatch.Customer	Agent created a request for a field technician to be dispatched (sent) to troubleshoot and repair.

	Date 1	Date 2	Ticket	Ref #	Disposition	Description	Status	Explanation
#N/A	10/6/2022 12:35:44	10/6/2022 12:36:38	45328505	265515462	Phone Line.No Dial Tone - All Phones	Phone Line indicates the caller was discussing telephone service (as opposed to internet, TV, or value added services like E-mail). No dial tone is heard when lifting the handset on any and every telephone at that location.	Other	Other indicates that the agent ticketing this interaction did not have any better option to pick from the set menu of choices to add this level of detail.
#N/A	10/6/2022 12:49:03		sf_ticket_null	265520046	Phone Line.Gets Cut Off	Phone Line indicates the caller was discussing telephone service (as opposed to internet, TV, or value added services like E-mail). Gets cut off means the use of the telephone is unexpectedly interrupted and the connection drops during telephony sessions.		blank indicates the agent did not have a descriptive selection, and in this instance there was a cable failure issue identified to the customer and the estimated time for the cable repairs to be completed was provided.
#N/A	10/7/2022 10:43:56		sf_ticket_null	265853926	Non-Customer Call.No Caller On Line	Non-customer call means the person requesting assistance does not have an established account or service. No caller on line means the agent could not hear anyone speaking to them.	Troubleshooting Obstacle.No Caller On	This disposition indicates that the agent did not hear a caller on the line.
#N/A	10/7/2022 15:43:17		sf_ticket_null			blank means the agent did not ticket the interaction in this instance. a test call from the PUC		blank means the agent did not ticket the interaction in this instance. a test call from the PUC
#N/A	10/8/2022 13:26:44	10/8/2022 13:26:46	45506442		Repair Flow - CSC	Agent used Customer Service Console (CSC) tool.	Dispatched	Agent created a request for a field technician to be dispatched (sent) to troubleshoot and repair.
#N/A	10/18/2022 12:42:52	10/18/2022 12:43:08	46344171	269464698	Phone Line.No Dial Tone All Phones	Phone Line indicates the caller was discussing telephone service (as opposed to internet, TV, or value added services like E-mail). No dial tone is heard when lifting the handset on any and every telephone at that location.	Dispatch.Customer	Agent created a request for a field technician to be dispatched (sent) to troubleshoot and repair.
#N/A	10/25/2022 19:02:54	10/25/2022 19:03:10	47018496	271889538	Phone Line.No Dial Tone - All Phones	Phone Line indicates the caller was discussing telephone service (as opposed to internet, TV, or value added services like E-mail). No dial tone is heard when lifting the handset on any and every telephone at that location.	Other	Other indicates that the agent ticketing this interaction did not have any better option to pick from the set menu of choices to add this level of detail.
#N/A	10/26/2022 17:17:02	10/26/2022 17:17:05	47129768	272262536	Non-Customer Call.Tool Issue	Non-customer call means the person requesting assistance does not have an established account or service. Tool issue indicates the repair agent had difficulty with the ticketing system.	Issue Resolved.Other	Issue resolved means the caller's concern was addressed and resolved on the interaction. Other indicates that the agent ticketing this interaction did not have any better option to pick from the set menu of choices to add this level of detail.
#N/A	10/27/2022 18:38:07	10/27/2022 18:38:23	47248940	272674830	Phone Line.Transmission (Noisy Line)	Phone Line indicates the caller was discussing telephone service (as opposed to internet, TV, or value added services like E-mail). Transmission (Noisy Line) means that it is hard to carry on a conversation due to static, crosstalk, or other undesirable audible interference.	Dispatched	Agent created a request for a field technician to be dispatched (sent) to troubleshoot and repair.
#N/A	10/31/2022 11:45:51	10/31/2022 11:45:52	47436570		Out of Scope.Misdirect	Out of scope of support boundaries (not something this agent can assist with). Misdirect means customer contacted wrong department, wrong company, or dialed wrong number or was transferred to this agent in error.	Transfer/Refer.	Agent either directed the customer of the proper entity, company, or department where assistance could be sought, or initiated a direct transfer to that entity, company or department.
#N/A	11/2/2022 10:53:17	11/2/2022 10:53:33	47669636	274351175	Phone Line.Transmission(Noisy Line)	Phone Line indicates the caller was discussing telephone service (as opposed to internet, TV, or value added services like E-mail). Transmission (Noisy Line) means that it is hard to carry on a conversation due to static, crosstalk, or other undesirable audible interference.	Dispatch.Customer	Agent created a request for a field technician to be dispatched (sent) to troubleshoot and repair.
#N/A	11/2/2022 18:14:10	11/2/2022 18:14:17	47744113			blank because on this first of three attempts, caller did not reach an agent, and an agent is required to create a ticket		blank because on this first of three attempts, caller did not reach an agent, and an agent is required to create a ticket
#N/A	11/2/2022 18:18:34	11/2/2022 18:18:46	47744452			blank because on this second of three attempts, caller did not reach an agent, and an agent is required to create a ticket		blank because on this second of three attempts, caller did not reach an agent, and an agent is required to create a ticket
#N/A	11/2/2022 18:20:10	11/2/2022 18:20:21	47744587		Status Update.RMA	Status Update indicates that the customer has already contacted Lumen one time, and this contact is subsequent to that previous contact and the customer desires additional details. In this instance, the caller had been granted permission to return an internet modem (Return Merchandise Authorization or RMA) and desired additional information about the return process.	Issue Resolved.Gave Tracking Info	Issue resolved means the caller's concern was addressed and resolved on the interaction. In this instance the caller wondered about a shipment, and United Parcel Service (UPS) information was provided to the caller.
#N/A	11/3/2022 11:49:48	11/3/2022 11:50:04	47794231		Out of Scope.Misdirect	Out of scope of support boundaries (not something this agent can assist with). Misdirect means customer contacted wrong department, wrong company, or dialed wrong number or was transferred to this agent in error.	Transfer/Refer.	Agent either directed the customer of the proper entity, company, or department where assistance could be sought, or initiated a direct transfer to that entity, company or department.
#N/A	11/7/2022 12:40:10	11/7/2022 12:40:15	48083787		Subsequent.Status Only	Subsequent indicates that the customer has already contacted Lumen one time, and this contact is subsequent to that previous contact. Status only indicates the customer was provided with a status update on an open trouble report ticket.	Other	Other indicates that the agent ticketing this interaction did not have any better option to pick from the set menu of choices to add this level of detail.
#N/A	11/7/2022 14:14:28		sf_ticket_null	276201862	Phone Line.No Dial Tone - All Phones	Phone Line indicates the caller was discussing telephone service (as opposed to internet, TV, or value added services like E-mail). No dial tone is heard when lifting the handset on any and every telephone at that location.		blank indicates that the agent ticketing this interaction did not have any better option to pick from the set menu of choices to add this level of detail, and in this instance used a legacy ticketing system to dispatch a field technician to repair the caller's neighbor's line.
#N/A	11/10/2022 12:06:03		sf_ticket_null	277699451	Phone Line.Gets Cut Off	Phone Line indicates the caller was discussing telephone service (as opposed to internet, TV, or value added services like E-mail). Gets cut off means the use of the telephone is unexpectedly interrupted and the connection drops during telephony sessions.		blank indicates that the agent ticketing this interaction did not have any better option to pick from the set menu of choices to add this level of detail, and in this instance used a legacy ticketing system to dispatch a field technician to repair the caller's line.
#N/A	11/16/2022 11:29:38	11/16/2022 11:29:54	48950185		ABANDONED_SESSION.No Ticketing Option	Abandoned session means the agent could not complete data entry for this interaction in the ticketing system. No ticketing options means the agent could not create a ticket using this ticketing system, but wanted to create this placeholder to explain.	Other	Other indicates that the agent ticketing this interaction did not have any better option to pick from the set menu of choices to add this level of detail.
#N/A	11/16/2022 11:53:38	11/16/2022 11:53:40	48954386			blank indicates agent did not create a ticket		blank indicates agent did not create a ticket
#N/A	11/16/2022 16:11:07	11/16/2022 16:11:23	49001098	279861391	Fast Front End Close.CLAS Customer Education	Fast Front End Close means the agent determined there was not a technical issue with the phone line or service and used the expedited method to close out the customer interaction in the ticketing system. Customer Loop Assignment System (CLAS) is an on line system that automatically assigns central office and outside plant facilities in support of customer requests for service. It interfaces with the Service Order Entry (SOE) system to provide automatic flow through processing. Customer Education indicates that the agent shared information with the customer.	Other	Other indicates that the agent ticketing this interaction did not have any better option to pick from the set menu of choices to add this level of detail.
#N/A	11/17/2022 16:11:45	11/17/2022 16:11:47	49112066	280284551	Phone Line.Transmission (Noisy Line)	Phone Line indicates the caller was discussing telephone service (as opposed to internet, TV, or value added services like E-mail). Transmission (Noisy Line) means that it is hard to carry on a conversation due to static, crosstalk, or other undesirable audible interference.	Dispatch.Customer	Agent created a request for a field technician to be dispatched (sent) to troubleshoot and repair.
#N/A	11/17/2022 18:00:22	11/17/2022 18:00:23	49125248		Status Update.Outage	Status Update indicates that the customer has already contacted Lumen one time, and this contact is subsequent to that previous contact and the customer desires additional details. In this instance, the service had been interrupted by a root cause affecting more than their line alone (Outage).	Customer Notified.	The customer was made aware of the outage.
#N/A	11/18/2022 11:34:12	11/18/2022 11:34:31	49174655	280528497	Non-Customer Call.Other Internal	Non-customer call means the person requesting assistance does not have an established account or service. Other internal indicates that it was a Lumen/CenturyLink employee who initiated this interaction.		unknown why this is blank, but review of the interaction indicates agent switched to a legacy ticketing system (Rx)
#N/A	11/19/2022 10:33:21	11/19/2022 10:33:32	49246974		No Assistance Provided	No assistance provided indicates the agent was not able to help the customer, and in this instance there was not a 2-way conversation evident.	Call Disconnected	The call ended without the expected "good bye" being verbalized by both parties.
#N/A	11/23/2022 11:36:47	11/23/2022 11:36:58	49543923		Status Update.Outage	Status Update indicates that the customer has already contacted Lumen one time, and this contact is subsequent to that previous contact and the customer desires additional details. In this instance, the service had been interrupted by a root cause affecting more than their line alone (Outage).	Customer Notified.Entered Contact Inf	The customer was made aware of the outage, and we entered their contact information into our database, and gave the customer the Estimated Time of Restoral (ETR), meaning the time at which it was estimated the service would be again working.
#N/A	12/1/2022 15:53:24	12/1/2022 15:53:23	50157945	284337537	NDT.OOS	NDT is an acronym for No Dial Tone, and OOS is an acronym for Out of Service.	Dispatch.Customer	Agent created a request for a field technician to be dispatched (sent) to troubleshoot and repair.
#N/A	12/12/2022 13:32:09	12/12/2022 13:32:21	50972789	287732474	Repair Flow - CSC	Agent used Customer Service Console (CSC) tool.	Completed	CSC tool flows followed to completion.
#N/A	12/13/2022 11:53:33	12/13/2022 11:53:39	51068088			blank because no ticket was created by the agent		blank because no ticket was created by the agent