

Actiphone Script 1.17

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Version

Verion	description	date
1.00	initial version	-
1.01	add product description and intervention window link to exell sheet	2014-12-03
1.02	small adaptation + new number for SMALS customer	2014-12-16
1.03	split question per number	2015-01-02
1.04	Adapt script if opened ticket, add escaux direct number, add welcome message	2015-01-05
1.05	excel file available directly via a link	2015-02-23
1.06	include Proximus Support comments & New Fuzer Mobile script	2015-08-31
1.07	Split Legal & Emergency	2015-08-31
1.08	Add phone number & comments for Legal & Emergency script	2015-09-10
1.09	Add Level 2 Engineer & change Email service@escaux.com to service-team.ext@escaux.com	2015-09-16
1.10	Change Escalation matrice & add one level 2 engineer	
1.11	Typing error in a phone number (escalation mgt)	
1.12	Add Fuzer mobile support (if major incident)	
1.13	Add Alarming Fuzer Mobile + add private number + add Back-up GSM number (Proximus)	2017-02-03
1.14	with email of alerts	2017-02-05
1.15	Adapt slicely the procedure how to contact support in case of email of alerts	2017-02-09
1.16	Remove Danial from the list	2017-02-17
1.17	Add Fuzer Fiber	2017-07-24

Distribution list

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Context

During the night the calls are redirect to Actiphones. The goal of actiphone is to do the call intake and make sure the call is redirect to the correct engineer. Escaux has two brands Escaux & Fuzer and the Agent must be aware which type of customer is calling

- If the number dialed is 032055582 (036804582) this is a Fuzer customer
 - Fuzer number : +32.2.788.7499
- If the number dialed is 032055542 (036804542) this is an Escaux customer
 - Escaux number : +32.2.788.7470
- If the number dialed is 032055884 (036804884) this is an COLT (Smals) customer (to be defined, currently redirected to Escaux number)
 - Colt number : +32.800.39808
- If the number dialed is 03/680.49.77 (proximus) □ 03/205.59.77 (Telenet) this is an Fuzer Mobile Emergency
 - Escaux number : +32.2.788.74.89
- If the number dialed is 03/680.49.72 (proximus) □ 03/205.59.72 (Telenet) this is an Fuzer Mobile Legal
 - Escaux number : +32.2.788.74.88

Email Alert

- escaux@actiphone.be : email used to confirm who accept the call
- escauxalerts@actiphone.be : email used in case of alert

Escaux has 3 type of intervention window

- 1 = 'Office Hours Support Window' : CE(S)T, from 08:00 to 18:00, Monday till Friday, official Belgian holidays excluded
- 2 = 'Extended Support Window' : CE(S)T, working hours from 07:30 to 21:00, Monday till Friday, 09:00-18:00 on Saturday, official Belgian holidays excluded
- 3 = '24*7 Support Window' : Support can be requested 24 hours a day and 7 days a week.

How to handle new calls ?

Fuzer

- Check the number dialed and welcome the customer by introducing you as "Fuzer goededag-bonjour"
- Ask to the customer his customer Id - customer name
- ask if the customer contact ESCAUX/Fuzer for an opened ticket out of business hours the last 12 hours or a new one
 - If it's a new ticket
 - Categorize the type of incident

- If it's an incident with his Fuzer Mobile (GSM)
 - Voice
 - Data
 - SMS
- If it's an incident with his IP-PABX (SOP)
- If it's a incident with COLT services
 - Telephone Lines (ISDN)
 - VOIP Access
 - Ethernet
 - IP Access
 - IP VPN
- If it's an incident with Fuzer Fiber (Waver Area)
- If it's a Fuzer Mobile incident (GSM) :
 - Ask the following information
 - List of GSM number impacted
 - Problem description
 - Voice, Data, Voice Mail, SMS
 - Problem for one card
 - Troubleshooting already realized
 - Contact for this problem + phone
 - If this is a problem for one user * mention that support is normally not granted and check if this problem can be solved next business day * If customer agree to wait - close the ticket * If customer disagree to close ticket go to next step
 - If it's a general problem (more than one user has a critical problem), go to next step
- If it's a IP-PABX incident :
 - **Check if the customer can receive support at that moment** - see below the procedure
 - If yes, Ask following information to the customer
 - SOP Key / SOP Name
 - Problem description
 - Troubleshooting already realized
 - Contact for this problem + phone
 - If no, mention to him that he doesn't have access to out of business hours support and send a mail to the support (see below)
 - If the customer is really angry, start the escalation procedure
- If it's a COLT incident (voice line or internet access with COLT) :
 - Ask the following information
 - Circuit reference (if known)
 - Problem description
 - Troubleshooting already realized
 - Contact for this problem + phone
- If it's an incident with his Fuzer Fiber Product
 - Ask the following information
 - Circuit reference (if known)

- Description of the problem
- Since when the problem started
- Mention that the service has a SLA best effort and we cannot guarantee a resolution within out of business hours
- Mention to the customer that an engineer will call him back within 20min
- send a mail with the information gathered from the customer to
 - For Fuzer : support@fuzer.net. & service-team.ext@escaux.com * Actiphone will received back the ticket number of Escaux - this information should be stored in the Actiphone ticketing system and directly given to the client (if received in the mean time)
- Contact the oncall engineer (see below the procedure)
- If it's an existing ticket
 - Check why the customer is calling and gather all new information + name & phone number of the person to be recontacted
 - Check if the customer can receive support at that moment* - see below the procedure
 - If no, mention to him that he doesn't have access to out of business hours support and send a mail to the support (see below)
 - Send a mail with the information received to support@fuzer.net. & service-team.ext@escaux.com
 - If the customer is really angry, start the escalation procedure
 - If yes, tell the customer that an engineer will call him back
 - Contact the oncall engineer (see below the procedure) and give to him the new information

ESCAUX

- Check the number dialed and welcome the customer by introducing you as "ESCAUX goededag-bonjour☐"
- Ask to the customer his customer Id - customer name
- ask if the customer contact ESCAUX/Fuzer for an opened ticket out of business hours the last 12 hours or a new one
 - If it's a new ticket
 - it's an IP-PABX incident :
 - **Check if the customer can receive support at that moment** - see below the procedure
 - If yes, Ask following information to the customer
 - SOP Key / SOP Name
 - Problem description
 - Troubleshooting already realized
 - Contact for this problem + phone
 - If no, mention to him that he doesn't have access to out of business hours support and send a mail to the support (see below)
 - If the customer is really angry, start the escalation procedure
 - Mention to the customer that an engineer will call him back within 20min

- send a mail with the information gathered from the customer to
 - For Escaux : support@escaux.com & service-team.ext@escaux.com
- Actiphone will received back the ticket number of Escaux - this information should be stored in the Actiphone ticketing system and directly given to the client (if received in the mean time)
- Contact the oncall engineer (see below the procedure)
- If it's an existing ticket
 - Check why the customer is calling and gather all new information + name & phone number of the person to be recontacted
 - Check if the customer can receive support at that moment* - see below the procedure
 - If no, mention to him that he doesn't have access to out of business hours support and send a mail to the support (see below)
 - Send a mail with the information received to support@escaux.com. & service-team.ext@escaux.com
 - If the customer is really angry, start the escalation procedure
 - If yes, tell the customer that an engineer will call him back
 - Contact the oncall engineer (see below the procedure) and give to him the new information

COLT/SMALS

- Check the number dialed and welcome the customer by introducing you as "COLT goededag-bonjour"
- Ask to the customer his customer Id - customer name
- ask if the customer contact ESCAUX/Fuzer for an opened ticket out of business hours the last 12 hours or a new one
 - If it's a new ticket
 - It's an IP-PABX incident :
 - **Check if the customer can receive support at that moment** - see below the procedure
 - If yes, Ask following information to the customer (If the customer is "Proximus First line" please mention the end customer information and not Proximus information)
 - SOP Key / SOP Name
 - Problem description
 - Troubleshooting already realized
 - Contact for this problem + phone
 - If no, mention to him that he doesn't have access to out of business hours support and send a mail to the support (see below)
 - If the customer is really angry, start the escalation procedure
 - Mention to the customer that an engineer will call him back within 20min
 - send a mail with the information gathered from the customer to
 - For COLT (Smals): support.colt@escaux.com & service-team.ext@escaux.com *

Actiphone will received back the ticket number of Escaux - this information should

be stored in the Actiphone ticketing system and directly given to the client (if received in the mean time)

- Contact the oncall engineer (see below the procedure)
- If it's an existing ticket
 - Check why the customer is calling and gather all new information + name & phone number of the person to be recontacted
 - Check if the customer can receive support at that moment* - see below the procedure
 - If no, mention to him that he doesn't have access to out of business hours support and send a mail to the support (see below)
 - Send a mail with the information received to support.colt@escaux.com. & service-team.ext@escaux.com
 - If the customer is really angry, start the escalation procedure
 - If yes, tell the customer that an engineer will call him back
 - Contact the oncall engineer (see below the procedure) and give to him the new information

Fuzer Mobile Emergency Calls (Medical Services, Fire Services)

Only Belgian Medical & Fire Brigade Authority knows this number

- Check the number dialed and welcome the customer by introducing you as "Fuzer Mobile goededag-bonjour"
- Ask for which reason they are calling
 - If they answer for "Emergency" (Medical Services, Fire Services), ask the reason of the call :
 - select one of the category
 - Customer (user) identification based on MSISDN (S)
 - If other describe the question
 - Ask for which MSISDN they need the information
 - Ask how Escaux can contact them back
 - Mention to the customer that an engineer will call him back within 20min
 - send a mail with the information gathered from the customer to
 - For Fuzer : support@fuzer.net. & service-team.ext@escaux.com
 - Actiphone will received back the ticket number of Escaux - this information should be stored in the Actiphone ticketing system and directly given to the client (if received in the mean time)
 - Contact the oncall engineer (see below the procedure)
 - If they doesn't call for Emergency call, say that you cannot deliver the service
 - send a mail with the information gathered from the customer to
 - For Fuzer : support@fuzer.net. & service-team.ext@escaux.com

Fuzer Mobile Legal Calls

Only Belgian Legal (Police, Judge) Authority knows this number

- Check the number dialed and welcome the customer by introducing you as "Fuzer Mobile goededag-bonjour"
- Ask for which reason they are calling
 - If they answer for "Legal aspect" (Police, Judge), ask the reason of the call :
 - Select one of the category
 - Customer (user) identification based on MSISDN (S)
 - Invoice/contract/activation date for a given MSISDN
 - Point of sale for a given MSISDN - reference of a SIM Card
 - If other describe the question :
 - Ask for which MSISDN they need the information
 - Ask how Escaux can contact them back
 - Mention to the customer that an engineer will call him back within 20min
 - send a mail with the information gathered from the customer to
 - For Fuzer : support@fuzer.net. & service-team.ext@escaux.com
 - Actiphone will received back the ticket number of Escaux - this information should be stored in the Actiphone ticketing system and directly given to the client (if received in the mean time)
 - Contact the oncall engineer (see below the procedure)
 - If they doesn't call for legal aspect say that you cannot deliver the service
 - send a mail with the information gathered from the customer to
 - For Fuzer : support@fuzer.net. & service-team.ext@escaux.com

Fuzer Mobile Alarming

- When there's a major alarm on the system, Fuzer will send an email to "escauxalerts@actiphone.be"
- When actiphone receive the mail :
 - Contact the oncall engineer by calling the standard Support Fuzer procedure (use customer Id "465"). The call will be redirected to Actiphone and engineer oncall will accept the call.
 - +32.2.788.74.99
 - When call accepted you will know who will handle the call.
 - Forward the mail with the information received to support@fuzer.net & service-team.ext@escaux.com

How to check if the customer has the right to open ticket for **IP-PBX** issue

An excel sheet with the list of customer defining the type of support is available via this link : <https://www.escaux.com/glue/actiphone/> .

- If the name of the customer is not mentioned, no support out of business hours is granted.
- If the name of the customer is mentioned, follow the procedure described below
 - column interventon_window_c_c

- 1 = 'Office Hours Support Window' : CE(S)T, from 08:00 to 18:00, Monday till Friday, official Belgian holidays excluded
- 2 = 'Extended Support Window' : CE(S)T, working hours from 07:30 to 21:00, Monday till Friday, 09:00-18:00 on Saturday, official Belgian holidays excluded
- 3 = '24*7 Support Window' : Support can be requested 24 hours a day and 7 days a week.

How to Contact oncall engineer

When a customer contact Fuzer/ESCAUX/COLT, the call is redirected to Actiphone but in the mean time the Escaux telephony system contact the oncall engineer. As from the engineer accept the call a mail is sent to Actiphone with the following information :

- **Call ID**: This is a random 3 digit number that identify the call. This reference is present in the first mail received at the same time of the initial client call.
- **Engineer name** : Name of the person that will have to be contacted
- **GSM Number** : Contact number of the engineer

This email is sent to escaux@actiphone.be

When Actiphone must contact Fuzer/ESCAUX/COLT :

- Contact the on call engineer having accepted the call (cfr mail received from ESCAUX)
- If After 10min, no mail of acceptance is received, Actiphone will get access to a google calendar with the perons on call (Trigram).
 - go to : https://www.google.com/calendar/embed?src=escaux.com_iqib9dk7t1gfupjtv1tum0ed00@group.calendar.google.com
 - Actiphone will contact this person.
 - If no answer, after 2 try within the 5 min, the escalation process can start

In case the oncall engineer is not reachable via his normal phone due to network issue, you can use the Back-up mobile phone

- Proximus phone 1: +32.477.11.01.05
- Proximus phone 2: +32.474.98.12.11

Contact detailed of the Escaux Engineer

Actiphone can contact directly the engineer via his GSM number. See below the list of on call engineer is the following

Name	Title	trigram	email	Mobile phone
Tim Vanden Schriek	TSC	Service Team Leader	tsc@escaux.com	+32472478415
Amaury Duvivier	ADU	Level 2 Engineer	adu@escaux.com	+32476555209
William Timmerman	WTI	Level 2 Engineer	wti@escaux.com	+32497938588
Maarten Abs	MAB	Level 2 Engineer	mab@escaux.com	+32499225382
Mathias Schreurs	MSS	Level 2 Engineer	mss@escaux.com	+32498844481
Sander de Vocht	SVO	Level 2 Engineer	mss@escaux.com	+32497341987

Escalation Contact detailed

Escalation process :

Level	Name	email	Fix Number	GSM Number	Private number (use only if necessary)
Tim Vanden Schriek	Service Team Leader	tsc@escaux.com	+32.2.788.75.43	+32.472.47.84.15	tbd
Alexis Carbonnelle	operations director	aca@escaux.com	+32.2.788.7559	+32.495.55.17.67	+32.2.733.76.04
Amaury Demilie	CEO	ade@escaux.com	+32.2.686.8907	+32.496.65.97.69	+32.83.65.54.18

Product Description & FAQ

Why Proximus will contact Escaux and how to handle it ?

As from October 2015, Escaux will do the support of Proximus end customer. Consequently it's quite important to get all information of the end customer

IP-PBX & Unified Communication

- What's a SIP Trunk ?
 - It's a link via "internet" to the telephony provider. see VOIP Access
- What's a SOP ?
 - It's the equipment installed at customer premises to handle the telephony system.
- What's a Cluster ?
 - It's a sum of SOP linked together to provide the telephony system
- What's Fusion ?
 - Escaux Fusion is a full featured IP-PBX (IP Telephony and Unified Communications) system tailored to the needs of the small and mid-size customers. It offers all standard and advanced

telephony features like VOIP/SIP trunking, Voice mail, Conference calling, Call Center, Call Back, IVR, Chat, Presence, Point-to-Point video and much more.

- What's FMU - Fixed Mobile Unification ?
 - ESCAUX's patented technology allows you to connect your GSM natively to your UC system

Traditional telephone lines and calls

- VOIP Access / SIP Trunk
 - you are using an IP PBX then connecting to Colt with IP is a cost-effective solution that unlocks the benefits of convergence for your business. With Colt's VoIP Access, you are connected to our core voice network. This is not consumer-grade internet telephony, with the quality risks that that brings, but business-grade service. Your voice quality is as good as ☐ and often better than ☐ the service you receive on traditional telephone lines
- ISDN line
 - BA/BRI - 2 voice channels
 - PRA/PRI : 30 voice channels

Data & Networking

- Ethernet :
 - Ethernet services provide high performance and scalable network solutions for data centre, office and branch sites.
- IP Access
 - IP Access guarantees that your business is always online thanks to our Fiber network and our IT-infrastructure
- IP VPN
 - Ensure privacy of data with IP VPN services. Combine access & security to ensure flexibility in your IT infrastructure.

Mobile

- MSISDN (pronounced as /'em es ai es di en/ or misden)
 - is a number uniquely identifying a subscription in a GSM or a UMTS mobile network. Simply put, it is the telephone number to the SIM card in a mobile/cellular phone.

Important customer

- Escaux :
 - Belgacom
 - Mobistar
 - Tele2
 - Irisnet
- FUZER :
 - Colruyt

- Croix-Rouge

This topic: InternalDocs > ServiceOverview > ActiPhoneScript

Topic revision: