



SMARTTECH and Associates, LP

Unisys Take & Close

1. Call Unisys dispatch (second prompts are silent prompts)
 - [REDACTED]
 - 1-800-328-0440 prompt#2 and prompt#92779 then prompt# 2 for all other calls.
2. Put a 'Take' on the call
 - Tell the dispatcher you want to take a call
 - They will ask for your branch and assignment, this is your Unisys ID *example: 6831/0101 or 6955/0201*
 - Give the dispatcher the call number you wish to take
 - Then the dispatcher will ask for the travel time. Give them an estimate of how long it will take to get to the call. *(1 minute if already onsite)*
3. Once you have a take on the call and the work has been completed, you can close the call.
 - If you have successfully put a take on the call, the dispatcher will only need to pull up your ID in order to get a closure screen for the call.
 - If the dispatcher pulls up your ID and there is no take on the call you will need to take it by following step 2 and then you can proceed to step 3 and close the call.
 - Once the dispatcher has the closure screen pulled up, they will ask you for the closing information.
 - The first thing they will ask is the completion code. For closed calls the code will always be "CN" or Complete Non-Billable.
 - They will then ask for your distance and travel time
 - In some cases at this point they will ask for a meal time, if they do, tell them no meal time.
 - Then they will ask what the "action" was. Tell them briefly the parts you replaced.
 - Next they will ask for an SLA code. The most commonly used codes are...
 - A1- Completed the same day parts arrived. **(this is the SLA code, you want to strive for everytime)**
 - C30- Not completed the same day parts arrived because end user was unreachable
 - C31- Not completed the same day parts arrived because end user requested service at a later date
 - [REDACTED]
 - If you are unaware of the current status on a call, you can ask the dispatcher what status the call is currently POKED in. Based on that information you can make your decision.

- Then they will ask for the activity code. On break fix calls it will always be 11.
- Next they will ask for your onsite time. Tell them the amount of time you spent on the service call, not counting any travel to or from the site.
- At this point they will ask if you want to end or submit and end. Tell them to “submit and end” if you are satisfied with the closing info you have provided.
- Next they will ask for any return tracking information that goes along with the call. Supply them with this information.
- Once their system takes the information the dispatcher will say they are back in your box to indicate they are ready to take another call for you.
- Keep in mind that Unisys limits only 3 closures per call into their dispatch line.