

Fisher Systems  
On-Call SOP  
Rev 1 July 2022

- Answering Service # (888) 482-4393
- Rapid Response # (833) 342-9706

When it is your scheduled week to be on call, you are on call after business hours during the week and all weekend. The on call schedule runs Monday to Monday. Keeping a pen and paper nearby and having a quiet room to focus are advisable.

You'll receive a call from the answering service, with : Location, name, contact and very brief summary of the issue. Then you will be required to reach out to the contact to see if you can help them remotely.

It is a good idea to look at the account in question on Rapid to see what is going on before you call. But don't delay in getting ahold of the client.

Do your best to resolve the issue remotely. Walk the client through basic steps in plain, non electrical technician terminology.

If the issue can not be remedied, make sure the client knows that you can come on site, but it is the after hours overtime rate. Most clients will say it isn't that urgent and ask how to get limped to the next business day.

At this point, be advised as a general practice you are not to place a system in *No Action* because you are not physically on site and do not know the condition of the environment. You may provide the information to Rapid, and have them call in to place the system in No Action themselves. The client can only put 12 hours at a time. So it is strongly advisable to have them call back in and renew the time before they go to bed for the night, so you may both have a quiet night.

In the event that the client does need you to put the account in *No Action* for them, you must find a way to vet the client is who they claim to be. Pull up the account in Rapid and ask them to verify information there. Verify they are actually on the account, and not an employee who doesn't have authority. Ask them to email your work email with the request and their name. And then when you put the time in, submit with comment and cite the name given. We need evidence to back up the request in case something were to happen.

If you need to roll, keep track of your time and an SO will be created for you the next day our office is open. If you have to spend a prolonged amount of time on the phone helping a client, still keep track of your time so we can bill the client for your time helping them.

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