



REVIEW COMMITTEE

IBEW



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MARGARET A. SHORT, CHAIRMAN

DECISION
LETTER DECISION
PRE-REVIEW REFERRAL

RECEIVED by LU 1245
September 2, 2004

**CASE CLOSED
FILED & LOGGED**

INTERNATIONAL BROTHERHOOD OF
ELECTRICAL WORKERS, AFL-CIO
LOCAL UNION 1245, I.B.E.W.
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SALIM A. TAMIMI, SECRETARY

Pre-Review Committee No. 14017 ISTS – Telecommunications - Sacramento

Kristi Patterson
Company Member
Local Investigating Committee

Darryl Norris
Union Member
Local Investigating Committee

Subject of the Grievance

This case concerns work jurisdiction between the Telecommunications Technician classification and exempt Call Center Traffic Control Analysts (CTCC) in Sacramento.

Facts of the Case

Since the Sacramento Call Center was established approximately ten years ago, Analysts in the CTCC have been managing call volume and directing calls to available Call Centers. By inputting commands (moves, adds, changes M-A-C) to a computer, the Analyst can redirect calls from Sacramento to Fresno or San Jose. A single command can be input in seconds and carried out electronically within minutes to many telephone lines. Confirmation of this action may generate many lines of documentation.

Union first brought the issues raised in this grievance to Company's attention when the CTCC was first established. At that time an agreement was reached delineating jurisdiction between the bargaining unit and the exempt Analysts. This agreement was without prejudice to be revisited in September 1998 when the Lucent contract expired. When the parties did not meet, Union filed this grievance.

Before the consolidation into Call Center Operations, Telecommunications Technicians supported local offices with the ACDS systems (automatic call distribution system) by making M-A-C through changes to the switch to redirect calls to other phone trunks within an office or to other offices. There are precedent grievance decisions, which confirm this as bargaining unit work.

After discussing this grievance, the Pre-Review Committee agreed to refer it to the ISTS Labor Management Committee to resolve pursuant to Letter Agreement R1-03-28. This Letter Agreement recognizes the dynamic nature of Telecommunications and provides a mechanism for the parties to assess new work and technology for the purpose of agreeing which tasks will be performed by bargaining unit classifications and which tasks by non-bargaining unit classifications.

The L/M Committee visited the Sacramento Call Center on July 9, 2004 to observe a demonstration by a CTCC Analyst redirecting calls. The committee also saw the documentation that was generated by a simple change.

Discussion

Union opined the work belongs to the bargaining unit and should be so assigned.

Company responded that call volume management is an urgent round-the-clock need. It cannot be delayed until a Telecommunications Technician is available. Currently there is only one Tech assigned to the Sacramento Call Center. He is there to do other work and would not always be readily available to perform M-A-C's upon demand. To meet Union's demand, Company would have to staff at least two more Techs (2nd and 3rd shifts). The volume of work does not warrant this additional staff.

The L/M Committee reviewed the document, CALL CENTER ACD WORK & TRAFFIC CONTROL REFERENCE agreed to in 1997 (which was to be revisited in Sept 1998). Based on recommendations made by the local ISTS and Call Center personnel, certain tasks were reassigned to the bargaining unit. Attached is the revised work jurisdiction matrix and an additional list of bargaining unit tasks that were not at issue.



CC
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In addition, Company will make available Avaya S8700 training to Telecommunications Technicians at the three Call Centers who have responsibility for maintenance of the Avaya G3 switches. Company shall determine the number of and make selection of the specific Techs to be trained. The training is not a pass/fail; further study is provided with retesting to ensure that the desired learning is achieved. Those Techs that have already received the training received very high scores on the first attempt.

Decision

Based on the above understandings, this case is closed.

Margaret A. Short

Margaret A. Short, Chairman
Review Committee

8/31/04

Date

Sam Tamimi

Sam Tamimi, Secretary
Review Committee

8-31-04

Date

Call Center Telephony Support Matrix

| Call Center Telephony Support Matrix - 07/12/04 | | | | | | | |
|---|-------------|-----------------------------|--------------------|--|--|--|--|
| | Field Techs | Call Center Traffic Analyst | Telecom Specialist | | | | |
| Call Center ACD Work & Traffic Control Reference | | | | | | | |
| 1 Change Station | P | | | | | | |
| 2 Add Busy (lamp feature) | P | | | | | | |
| 3 Permission Change | P | | | | | | |
| 4 Change Abbreviated Dial codes | P | | | | | | |
| 5 Add Speed Dial | P | | | | | | |
| 6 Troubleshoot (test-rel-busy) | P | | | | | | |
| 7 Change Pick-Up Group | P | | | | | | |
| 8 Change Data Module | P | | | | | | |
| 9 Change Class of Restriction | P | | | | | | |
| 10 Change VDN (add/remove whisper) | P | S* | S | | | | |
| 11 Add VDN (routing) | P | | | | | | |
| 12 Add Vector (activate for routing) | | P | S | | | | |
| 13 Change Vector (routing) | | P | | | | | |
| 14 Change ear & ars (routing to trunk group) | P | | | | | | |
| 15 Change Hunt Group (VRU - Traffic Work) | S | P | | | | | |
| 16 Remove Login (testing) | P | S | | | | | |
| 17 Add Report Schedule | | P | | | | | |
| 18 Change Password | P | S** | | | | | |
| ISTS Telecom Techs will be first call out on all Call Center Voice Switch related M&O work | | | | | | | |
| ACD & Call Master hardware - physical work related to all MOVES/ADDS/CHANGES to be completed by ISTS Telecom Techs in support of Call Center Ops & CTCC | | | | | | | |
| * Call Center Traffic Analyst will assign the VDN to Vectors for routing purposes | | | | | | | |
| ** Call Center Traffic Analyst to perform Password Changes on "own" passwords ONLY | | | | | | | |
| P = Primary. A majority of this work is primarily performed by the classification indicated. When a "P" is indicated in the tech column the work is not entitled if an "S" is in an associated specialist column. | | | | | | | |
| n = Notify. Requires person performing work to notify the appropriate specialists in his/her area. | | | | | | | |
| S = Shared. Work can be performed by either the BU or a management classification. | | | | | | | |

Call Center – ISTS Service Work

1. Moves, Adds and Changes
 - a. Moving phone extensions
 - b. Moving PC equipment
 - c. Adding new phone sets
 - d. Adding splits to phone sets
 - e. Adding new features on a phone
 - f. Adding extensions into hunt groups
 - g. Changing phone appearances
 - h. Changing phone set features
 - i. Changing station extensions between hunt groups
2. Adding or changing ARS/AAR tables
 - c. Changing or creating trunk patterns
 - d. Adding or changing area codes
 - e. Adding or changing dial plan
3. Creating VDNs
4. Enabling announcements extensions
5. Activating Whispers
6. Renaming VDN and announcement labels
7. Unlocking/resetting passwords
8. PC work
 - a. Moves
 - b. Adding
 - c. Mice, Monitors, keyboards and CPUs
9. Installing modem lines
10. Provisioning T-1 circuits
11. Adding/changing trunk member
12. Troubleshooting T-1 errors on site
13. S8700 Routine Maintenance
14. Access to Avaya TAC (Technical Assistance Center)
15. 1st Responder - Investigating PBX alarms
16. MAP-D card reseating
17. Busy and release on voice lines
18. Reboot of Ethernet span, private LAN for ICM
19. Adding or change abbreviated dial lists
20. Onsite presence and support when vendor technicians used (e.g. platform upgrades, complex trouble-shooting)

7/7/04

(Per P-RC 14017)