

Service Callback Handoff

1 INTAKE

CALLBACK IDENTITY

Copy customer wording; link the original job

Callback ID

CB-1042

Received date / time

Oct 15, 2026 9:10 AM

Received by

M. Rivera

Customer / contact

Jordan Lee (fictional)

Service address

118 Example Ave., Springfield

Contact method

Text + phone

ORIGINAL VISIT

Original job / invoice reference

WO-8821

Original visit date

Oct 10, 2026

Original technician / crew

A. Kim

First noticed

Oct 14, 2026

Original work summary

Adjusted an interior door and replaced the strike plate. Customer approved operation before departure.

Customer-reported issue - use their words

Door began rubbing again near the top corner. It still closes; no lockout or immediate hazard was reported.

Changed since first report?

Worse after humid afternoon

Immediate risk disclosed?

No immediate hazard reported

Safety / stop-use instruction recorded (follow your own policy)

Dispatcher told customer to stop using the door if it becomes unsafe and to follow the company's emergency process.

Intake status

READY FOR DISPATCH REVIEW

Owner reviewing intake

M. Rivera

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2 DISPATCH

EVIDENCE AND ACCESS

Record references, not passwords or private credentials

Photos / video / message reference

2 customer photos in WO-8821 folder

Error code or customer wording

Not applicable

On-site contact / callback number

Jordan Lee / 555-0104

Available access window

Oct 16, 1:00-3:00 PM

Entry / pet / occupant notes

Call on arrival; dog will be secured

Parking / gate / building notes

Driveway available

Known site conditions and utilities available

Indoor access; power and lighting available

VISIT PLAN

Model / serial / item reference

Interior wood door; no model

Likely parts / tools to bring

Level, shims, hinge screws

Assigned technician / crew

A. Kim

Appointment date / window

Oct 16, 2026 1:30 PM

Customer expectation for this return visit

Inspect alignment, explain findings, and obtain approval before any work outside the original adjustment.

Dispatch decision owner

M. Rivera

Dispatch status

DISPATCH READY

READY means the technician can identify the job, reach the site, and understand the visit goal.

- If evidence or access is missing: request it before dispatch.
- If the issue may be unsafe: follow your company escalation process.
- Do not promise warranty coverage or no-charge work before an authorized decision.

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ARRIVAL AND FINDINGS

Separate observation from conclusion

Arrival / departure

1:26 PM / 2:08 PM

Technician / crew

A. Kim

Issue reproduced?

Yes - light rub at top corner

Parts used

Two longer hinge screws

Observed condition

Door alignment shifted slightly. No damage was observed. Photos saved to WO-8821 callback folder.

Work performed / tests completed

Rechecked level, adjusted top hinge, tested opening and latching five times.

Resolution type

Completed at visit

Cause note / classification

Observed movement at top hinge; cause classification left for owner review.

SCOPE AND NEXT STEP

Outside original scope?

No

Authorization / change reference

Not required

Follow-up needed?

No

Next action owner

M. Rivera

Next action due

Oct 16, 2026

Return-visit status

VISIT COMPLETE

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4 CLOSE

VERIFICATION AND CUSTOMER HANDOFF

Verified by A. Kim + customer	Verification method Five open/close tests; customer observed final test
Customer informed - when / how Yes, 2:05 PM by text	Customer response Confirmed door closes normally

OWNER DECISION AND RECORD

Warranty / billing decision owner M. Rivera	Decision date Oct 16, 2026
Recorded billing / warranty decision No-charge callback per company decision	
Linked invoice / change / job record WO-8821 callback note	Files stored / evidence reference Before/after photos and text confirmation
Close date Oct 16, 2026	Final close status RESOLVED - VERIFY RECORD
Process update / prevention note Add hinge-fastener check to interior door adjustment checklist.	
Internal notes Fictional example only. No diagnosis or warranty rule is implied.	

LIMITS

Operational handoff only - not a diagnosis, warranty determination, contract, or safety assessment.

Keep the original job record, customer communications, photos, approvals, and company policy as the record of truth.

Do not enter passwords, door codes, payment data, or regulated personal information.