



Where We Are

September, 2003 – Present
Inquires are sent to Labhelp @fcc.gov

Purpose:

- (1) Central Location for All Inquiries
- (2) Elimination of phone calls to engineers to allow them time to handle:
 - Projects
 - TCB Audits
 - Application Reviews
- (3) Provide timely and consistent replies, responding within 2 business days

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Where We Are

Currently, we respond to about 200-300 email inquiries per month.

Inquires are received from:

- The general public
- Telecommunication Bodies (TCBs)
- Applicants/Manufacturers

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**The Perfect
LAB HELP MANAGER**

Can give out more work
than can be done by a
mortal human!!!

GO Bessie!!!

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Where We Are

IMPROVEMENTS ARE NEEDED BECAUSE:

- 1) Knowledge sharing is not being met;
- 2) Standardized information is needed for a broad range of people;
- 3) Information should be easily accessible and searchable;
- 4) Responses should to be standard.

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Where We Plan To Be OET Knowledge Database

The KDB Website is: www.fcc.gov/labhelp

Prior to submitting an inquiry through the Knowledge Data Base, the customer will have the ability to search for possible response to the inquiry though the information contained in:

- 1) Knowledge Database Search
- 2) Detail Criteria Search
 - (a) Frequently Asked Questions (FAQ)
 - (b) Interpretations

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Where We Plan To Be OET Knowledge Database

If the inquiry is unique or an answer cannot be found in the Knowledge Database Search or the Detail Criteria Search, the customer can submit the inquiry electronically via the KDB Webpage.

A tracking number will be provided to the customer when the inquiry is submitted. This number should be retained by the customer for possible future use.

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Where We Plan To Be OET Knowledge Database

The Subject Matter Expert (SME) will prepare a response and submit the response via e-mail to the customer within 2 business days after receiving the inquiry. It may take more time to respond to some inquiries, because additional information and input from other staff may be necessary. An e-mail will be sent within 72 hours indicating that additional time may be required to respond to the inquiry.

Additional questions should be submitted through the Knowledge Database, including the Inquiry Tracking Number, to insure that the inquiry is sent to the SME who prepared the original response.

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Where We Plan To Be OET Knowledge Database

The subject Matter Expert (SME) will have the ability to recommend within the system, whether a response should be published.

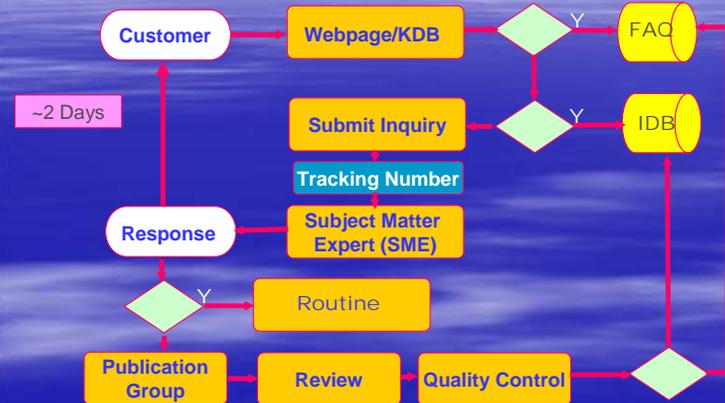
The Publication Group will review responses to determine whether the responses should be published.

The Quality Assurance Staff will make a final review of the responses, and place the responses as a FAQ or as an Interpretation.

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Where We Plan To Be



~2 Days

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Where We Plan To Be OET Knowledge Database

This new procedure will help to answer questions in a timely and comprehensive manner. We welcome comments and suggestions for improvements in the way we communicate with you, our customer.

The phone number for ALL complaints is:

1-800-000-0000

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Where We Plan To Be OET Knowledge Database

Together

With your cooperation and assistance, we can make the Federal Communications Commission, Office of Engineering and Technology, Laboratory Division, located in Columbia, Maryland a "WORLD CLASS LABORATORY".



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