

*The field notes below are **fictional**, but based on a coding scheme that I developed for a project I conducted using ethnographic methods. Note that the coding scheme is pretty loose – it's an exploratory study – but interactions between people and with documents are represented. I'm not after entire chunks of verbatim dialogue; rather, I'm recording observations about how people work with each other and with documentation.*

In this fictional observation, Charla is an administrative assistant working for the sales office of a telecommunications company.

Charla, 10.20.2000

1:45

When I join her, C is talking on the phone. She's busy today, perhaps because Shaun and J. are in training today. Laura is the "salesman of the day" and seems pretty busy too.

C.'s desk is the same as last time -- busy, covered with papers in stacks. On screen is the LSint window.

Gets off the phone. Today's a slow day, she says. So she's checking the Entries to make sure they're correct and calling CS with mistakes.

<cw(Shaun). Comes by.

>cw. What did you do with that one cust? The one who's upset?

<cw. I dunno! Already told the guy 5 times what's going on.

Looks at a form. Says she's checking it against the LSint window. It's a new num but they've charged a convert charge, which means they've lost money. So now she has to find out who put it in -- checks online notes -- then looks up their number on the phonenumber hanging from the wall. Not there.

>cw. What's Cheri's ext? She works in data processing. HU

>cw. Hi, Cheri, it's Charla. I need you to look at an acct with me. (gives TN) You're going to hate me by the time you get trained, btw. (explains the problem). so we're losing 80 bucks. you need a (rattles off codes).

Gets business rate sheet from Filecab.

>cw. So we're going to give them --- they're gonna get a ABCD -- that's the \$40 -- and then they're gonna get a DEFG. That's a

<cw. bye!

>cw. bye!

>cw. Then -- a ABCD, then the 27, then a DEFG. Then for 1128, you just give them a DEFG. And that's for the central office, so when they call it'll know where to ring into. -- very good question. The first \$40 is for placing the order ... and you'll only do the first order. sometimes we'll cut em a deal, like one company ordered 80 lines and we cut them a deal because they were ordering so many lines, we didn't charge them 40 per line... very good, i think you got it. No problem. If you have any questions, I did entries forever. ... (gives her extension). And it took me forever to remember when to add an HJG and when to add a JHG (?). ... HU

>FORM. Complete w/entries

Gets highlighter.

>FORM. Begins to highlight lines.

Tells us how more complicated it is for resales.

<cwpc.

>cwpc. "Hey. What you need to do, since they have not billed ... is to take those entries out completely. ... no, don't do there, cause it's too much work. Go in there and delete -- cause this is the only time you can delete, when they haven't billed yet -- delete that credit ...

LSint window: Brings up account.

>cwpc. Walks her through changing the codes. "That's fine, I'll walk you through it 100 times, as long as you're not argumentative!" HU

Looks through forms. Tells me about hockey game.

I take a moment to examine forms that she's using. When I get back to her, she's looking through another FORM. She grabs the stack -- half CLEC checklists and half FORMs -- and shuffles through them.

>chklist. "???"

LSint window: Looks up TN. Nothing. "Mm-HMM"

Access: Laughton Order Tracking. Finds for TN. We wait -- it takes several secs to come up, during which she looks at other FORMs. The rec comes up and she looks at it. "Okay."

To me: she notices that they have submitted a number and haven't gotten a form for it yet -- which means that someone's getting free svc!

C. takes a break, then comes back.

<cwpc.

>cwpc. "Hey Bill. No, she had to watch her daughter cheerleading or something like that ..."

Email: Looks at stuff.

>cwpc. So I got a call one day (a VM?). Tells story of how cust asked to add two lines. Wasn't clear about pronunciation of name. HU

Email: replies to email about XYZ Mfg. Lots of problems, it got to Terry, they're having a meeting.

>email: new email to Mort. "Mort, I have not seen the rest of the xyz for this customer on tn 806.792.xxxx soc # 6053. This number is not in the LSint window yet either. Charla"

Picks up checklist.

>chklist. "Needs this TN"

Puts in outbox.

>FORM. "Complete w/entries"