Fujitsu Services	**Call Enquiry Matrix and Incident Prioritisation - HSD**	**Ref:**	**CS/FSP/021**
		Version:	**1.0**
	COMPANY IN-CONFIDENCE	**Date:**	**17/04/07**

Document Title: Call Enquiry Matrix and Incident Prioritisation - HSD

Document Type: Functional Specification

Release: N/A

Abstract: This document details the prioritisation and call codes for Branch Network Resilience, Closure, Postshop, Kiosk, Non Polling, Other Queries, Environmental, Inappropriate Helpdesk and Security incidents logged on PowerHelp

Document Status: APPROVED

Originator & Dept: Rebecca Epifano, HSD

Contributors:

Internal Distribution: Post Office Account Library

External Distribution:

Approval Authorities:

Name	Position	Signature	Date
Liz Melrose	POA Service Delivery Team Manager		
Paul Gardner	HSD Operations Manager		

0.0   Document Control

0.1   Document History

Version No.	Date	Reason for Issue	Associated CP/PinICL
0.1	05/02/07	Division of CS/FSP/002 v16.0 into separate documents to cover specific incident types and to amend the priority of Postshop calls	
0.2	27/02/07	To include Kiosk calls	
1.0	17/04/07	To include reviewers' comments and for approval	

0.2   Review Details

Mandatory Review	Name
Customer Service	Jan Ambrose *
SST	Aston Allen
Optional Review	Name
HSD	Paul Hailey
HSD	Paul Gardner
HSD	John Casey

(*) = Reviewers that returned comments

0.3   Associated Documents

Reference	Version	Date	Title	Source
CS/FSP/011			Call Enquiry Matrix and Incident Prioritisation - General	PVCS

Unless a specific version is referred to above, reference should be made to the current approved versions of the documents.

Fujitsu Services   **Call Enquiry Matrix and Incident Prioritisation –**   **Ref:**   **CS/FSP/021**
                                                    HSD
                                                                    Version: **1.0**

                          COMPANY IN-CONFIDENCE   **Date:**   **17/04/07**

0.4   Abbreviations/Definitions

Abbreviation	Definition
ADSL	Asymmetric Digital Subscriber Line
BNR	Branch Network Resilience
BT	British Telecommunications
C&W	Cable & Wireless
FS	Fujitsu Services
GSM	Global System for Mobile communications
HSD	Horizon Service Desk
ISDN	Integrated Services Digital Network
NBSC	Network Business Support Centre
OBC	Operational Business Change
OSP	One Shot Password
PM	Postmaster
PO	Post Office
POA	Post Office Account
POL	Post Office Limited
PSTN	Public Switched Telephone Network
SLA	Service Level Agreement
SMC	System Management Centre

0.5   Changes in this Version

Version	Changes
1.0	• Amendment of problem type code EC04 to "Enforced closure" • Amendment of problem type code QU10 to "Closed call information" • Amendment of cause codes CG2 to "Enforced closure (Non polling)" • Amendment of cause code CG3 to "Enforced closure" • Amendment of cause code CH6 to "PM unavailable (Enforced closure)" • Amendment of repair code R70 to "Reboot by branch" • Amendment of repair code RF1 to "Branch resolved unassisted" • Amendment of repair code RB7 to "Branch already powered up" • "Postshop" and "Kiosk" added to appropriate cause codes

	• PowerHelp codes allocated to new descriptions where applicable

0.6   Changes Expected

Changes

0.7   Table of Contents

1.0 Introduction

This document describes the incidents logged on PowerHelp and is used to define the call codes for these incidents.

It also defines the priorities assigned to any incident. These priorities have been created to aid the HSD to manage incident escalation and have been agreed in conjunction with support units.

2.0 Scope

The document describes the types of incidents, incident prioritisation and call codes for the following call types:

B	Branch Network Resilience
E	Closure
G	Postshop
K	Kiosk
P	Non Polling
Q	Other Queries
V	Environmental
X	Inappropriate Helpdesk
Z	Security

Further details in respect of incident prioritisation and status and PowerHelp call codes are provided in 'Call Enquiry Matrix and Incident Prioritisation – General' [Ref. CS/FSP/011].

Fujitsu Services	Call Enquiry Matrix and Incident Prioritisation - HSD	Ref:	CS/FSP/021
		Version:	1.0
	COMPANY IN-CONFIDENCE	Date:	17/04/07

3.0   Call Codes and Incident Prioritisation

3.1   Branch Network Resilience

Call Type Code:	B
Call Type:	Branch Network Resilience
Description:	These calls relate to sites requiring, or having faults with, BNR solutions
Calls raised by:	HSD (for BN01 calls) and PO branch/SMC (for BN02 calls)
SLA:	Not applicable
Priority:	Priority is set by the caller based on the severity of the incident

Problem Type Code		Cause Code		Repair Code	
BN01	GSM backup network install	CZ5	Fixed network fault	RL1	GSM deployment successful
				RL2	GSM deployment unsuccessful
BN02	ISDN backup network fault	C31	ISDN line fault	R24	C&W/BT repair
		C36	Software error	R70	Reboot by branch
		C38	ISDN infrastructure major incident	R74	User advised by HSD
		CG4	Undetermined fault	R74	User advised by HSD
				RJ7	Fault investigated by C&W/BT
		CR4	No fault found / User error	R74	User advised by HSD
		CS1	Duplicate issue raised by SMC	RG6	Resolved by SMC call
		CZ6	ISDN line not present	RC1	Escalated to OBC

3.2 Closure

Call Type Code: E
Call Type: Closure
Description: Enforced/Planned/Unplanned closure
Calls raised by: HSD
SLA: Not applicable
Priority: C

Problem Type Code		Cause Code		Repair Code	
EC04	Enforced closure	CG3	Enforced closure	RB5	Call logged for re-opening
				RC1	Escalated to OBC
				RC4	FS (PO Account) advised
		CH6	PM unavailable (Enforced closure)	RB5	Call logged for re-opening
				RC1	Escalated to OBC
				RC4	FS (PO Account) advised
		CR5	OBC20 closure	RF9	OBC20 received
EC05	Planned closure	CH8	PO reopened	RK6	NBSC advised
				RK7	PM contacted
		CZ3	PO permanently closed	RK6	NBSC advised
				RK7	PM contacted
EC06	Unplanned closure	CN9	PM unavailable (Unplanned closure)	RK6	NBSC advised
				RK7	PM contacted
		CZ2	PM request	RK6	NBSC advised
				RK7	PM contacted
		CZ3	PO permanently closed	RK6	NBSC advised
				RK7	PM contacted

3.3   Postshop

Call Type Code: G
Call Type: Postshop
Description: Hardware, network and software incidents relating to postshops
Calls raised by: PO branch
SLA: Not applicable
Priority: Counter unavailable: A
                             Counter available: C

Problem Type Code		Cause Code		Repair Code	
GP01	Postshop fault	CJ1	Postshop base unit fault	R70	Reboot by branch
				R74	User advised by HSD
				RK9	Resolved by Geller/third party
		CJ2	Postshop bar code reader fault		As for CJ1
		CJ3	Postshop counter printer fault		As for CJ1
		CJ4	Postshop keyboard fault		As for CJ1
		CJ5	Postshop monitor fault		As for CJ1
		CJ6	Postshop software fault		As for CJ1

3.4   Kiosk

Call Type Code: K
Call Type: Kiosk
Description: These are calls that relate to the new trial Kiosk
Calls raised by: PO Branch
SLA: Not applicable
Priority: C

Problem Type Code		Cause Code		Repair Code	
KI01	Kiosk fault	C63	Kiosk base unit fault	R74 RM5	User advised by HSD Resolved by Integrex/third party
		C64	Kiosk counter printer fault		As for C63
		C65	Kiosk keyboard fault		As for C63
		C66	Kiosk monitor fault		As for C63
		C67	Kiosk software fault		As for C63
		C68	Kiosk weigh scales fault		As for C63
		C69	Kiosk Coin / Note reader fault		As for C63

Fujitsu Services	Call Enquiry Matrix and Incident Prioritisation – HSD	Ref:	CS/FSP/021
		Version:	1.0
	COMPANY IN-CONFIDENCE	Date:	17/04/07

3.5 Non polling

Call Type Code: P
Call Type: Non polling
Description: These calls relate to sites identified from the Non polling report
Calls raised by: HSD
SLA: Not applicable
Priority: A

Problem Type Code		Cause Code		Repair Code	
PN01	Non polling site	C31	ISDN line fault	R24	C&W/BT repair
		C34	ADSL service fault	R24	C&W/BT repair
		C35	PSTN line fault	R24	C&W/BT repair
		C36	Software error	R70	Reboot by branch
		CG1	PO branch closed	RB1	Closure call raised
				RB9	Referred to OBC
		CG2	Enforced closure (Non-polling)	RB1	Closure call raised
		CG5	VSAT fault	RD2	C&W/Hughes repair
		CQ7	Resolution requires engineer visit	RF3	Engineer incident raised
		CR1	Data retrieval required (workaround)	RF6	Data retrieval completed by engineer
				RF7	Data retrieval cancelled
		CT4	Major incident raised	RC8	No action taken
		CV8	Duplicate issue raised by PO branch	RH6	Progressing PO branch incident
				RK3	Resolved by PO branch incident
		CX9	Counter faulty / turned off (Non-polling)	RH7	User advised
		CY1	Undetermined fault (Non-polling)	RC8	No action taken
				RK1	Fault investigated by C&W/BT/Hughes

3.6   Other Queries

Call Type Code:	Q
Call Type:	Other Queries
Description:	These calls relate to incidents which do not fall into any other Call Type description
Calls raised by:	PO branch, except for QU07 and QU08 which are raised by POA
SLA:	Not applicable
Priority:	C

Problem Type Code		Cause Code		Repair Code	
QU02	Wrong number	CM9	Wrong number	RC8	No action taken
QU03	Caller hung up	C10	Caller terminated call	RC8	No action taken
QU04	Caller fails initial caller verification	CD3	Unauthorised caller	R40	Service refused
QU06	Compliment	CL3	Customer compliment	RA5	Compliment recorded
QU07	Complaint requiring investigation	C45	Customer complaint	RD1	Complaint investigated
QU08	Test call	CL4	Test call	RC7	Test call completed
QU09	Voicemail call – No details provided	CQ5	Insufficient evidence provided	RE9	User terminated call
				RF1	Branch resolved unassisted
QU10	Closed call information	CW9	Request for information	R74	User advised by HSD

3.7 Environmental

Call Type Code: V
Call Type: Environmental
Description: Covers power problems, environmental interference
Calls raised by: See table below
SLA: Not applicable
Priority: C

Problem Type Code		Calls raised by	Cause Code		Repair Code	
VN01	Power failure	PO branch/ NBSC	CH7	Power failure	R75	Advised to power up
					RB6	Power failure recorded
					RB7	Branch already powered up
					RB8	Refer to local electrician/NBSC
VN02	Other environmental issue	PO branch/ POA	CA7	Environmental issue	RC4	FS (PO Account) advised
					RC5	Environmental issue resolved

Note 1: Where only one piece of kit has failed, Hardware codes should be used.

3.8   Inappropriate Helpdesk

Call Type Code: X
Call Type: Inappropriate Helpdesk
Description: These are calls which are deemed to be inappropriate for HSD
Calls raised by: PO branch
SLA: Not applicable
Priority: C

Problem Type		Cause Code		Repair Code	
XI06	POL issue	CM1	Business issue	R58	Caller referred to NBSC
				R59	Caller transferred to NBSC
		CM2	Training/advice required	R58	Caller referred to NBSC
				R59	Caller transferred to NBSC
		CV9	Call incorrectly referred by NBSC	R58	Caller referred to NBSC
				R59	Caller transferred to NBSC
				R74	User advised by HSD

Fujitsu Services   **Call Enquiry Matrix and Incident Prioritisation -**   Ref: **CS/FSP/021**
                       HSD

                                                                Version: **1.0**

                       COMPANY IN-CONFIDENCE   Date: **17/04/07**

3.9   Security

Call Type Code: Z
Call Type: Security
Description: These calls relate to incidents where a replacement password is required.
Calls raised by: NBSC
SLA: Not applicable
Priority: All counters unavailable: A
                         Some counters unavailable: B
                         No counters unavailable: C

Problem Type Code		Cause Code		Repair Code	
ZS03	Authorised User "One Shot" Password required	C53	Auditor / Eng / Non PM related - access required	R32	One Shot Password given
				RB4	Advice given / OSP not required
		CH4	PM related access requested by NBSC	R32	One Shot Password given
				RB4	Advice given / OSP not required

Note 1:   The issue of a password is strictly controlled and may only be issued by an authorised issuer (Senior Technician/Team Leader).   A special verification process applies here and must be followed in all cases.