Export

Peak Incident Management System

Call Reference	**PC0062561**	Call Logger	POA Deleted User -- Deleted Team
Release	Targeted At -- Unknown	Top Ref	P10000441
Call Type	null	Priority	
Contact	Deleted Contact	Call Status	Closed -- Initial
Target Date	27/03/2001	Effort (Man Days)	0
Summary	PM - Old Isleworth-training issues		
All References	Type	Value	
	Customer reference	P10000441	
	Other	PON manager - Paul Smith	

Progress Narrative

```
Date:15-Feb-2001 13:37:00 User:Julie Welsh
CALL PC0062561 opened
References entered are:-
Product General/Other/Misc Unknown added
Target Release entered: Unknown
PM - Old Isleworth-training issues
Outlet went live on 11/01/01. PM has raised 75 calls to date an average of 25
calls per week far higher than the norm for a newish outlet. The majority of
calls are advice and guidance and incorrect Helpdesk. The PM called HSH on
25/01/01 and requested further training, the PM was referred to his
RNM.....It would appear that there is a training issue here which needs to be
addressed.
PON actions:
Has PM completed and passed his training?
When, where and with whom did PM complete training?
Has further training been considered?
Closure criteria: PM's calls reduce to acceptable level i.e. 4 per month.
CALL PC0062561:Priority C:CallType Z - Target 27/03/01 20:00:00
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Date:21-Feb-2001 15:53:00 User:Julie Welsh
fad = 111025
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```
Date:08-Mar-2001 15:18:00 User:Julie Welsh
update chased 08/03/01
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```
Date:09-Mar-2001 16:20:00 User:Julie Welsh
PON have requested training, however there are no slots available at present.
PON will advise date as soon as available.
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Date:20-Mar-2001 07:57:00 User:Julie Welsh
The call references have been updated. They are now:-
T Other : PON manager - Paul Smith
```

```
Date:29-Mar-2001 11:17:00 User:Julie Welsh
Office closed for short period , now reopened 26/03/01. Monitor calls from
w/c 26/03/01
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```
Date:24-Apr-2001 10:49:00 User:Julie Welsh
calls on monitor 26/03 = 17
calls w/c 2/04 = 9
calls w/c 9/4 = 3
calls w/c 16/4 = 9
Still high, need to monitor.
```

```
Date:30-Apr-2001 09:07:00 User:Julie Welsh
71 year old PM having problems with system PON actions pending. Suspend
monitoring of calls for one month to monitor PON actions
```

```
Date:04-May-2001 10:04:00 User:Julie Welsh
FSM visiting PM 04/05/01, await results of visit
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Date:**10-May-2001 10:53:00** User:**Julie Welsh**
FSM reports PM is slow on system but can operate effectively. Assistant is
faster worker and can get ahead of herself. Calls still on monitor w/c 30/04
= 10 no reduction, simple advice and guidance. Consider next course of action
with PON

Date:**16-May-2001 14:10:00** User:**Julie Welsh**
It has been decided to replace all kit16/05/01 to eliminate any problems. PM
is experiencing phantom transactions

Date:**25-May-2001 10:47:00** User:**Julie Welsh**
calls May to date = 19 await update from Wendy

Date:**07-Jun-2001 06:40:00** User:**Julie Welsh**
All kit due to be swopped today and returned to third line support in
Bracknell for checking. Suspend call monitoring pending results of
investigation.

Date:**22-Jun-2001 08:49:00** User:**Julie Welsh**
Still under investigation with third line

Date:**04-Jul-2001 10:13:00** User:**Julie Welsh**
Checked with thirdline, they are busy looking at information from monitoring
and will advise results asap.Continue suspend on call monitoring

Date:**12-Jul-2001 08:37:00** User:**Julie Welsh**
SSC update:
Phantom transactions - SSC recommend a change of kit in an attempt to resolve
this problem Awaiting further details.

Date:**19-Jul-2001 09:26:00** User:**Julie Welsh**
Kit has been swopped and monitoring has commenced by third line.

Date:**07-Aug-2001 13:00:00** User:**Del(03/04 Jean Woolley)**
The call references have been updated. They are now:-
Other : PON manager - Paul Smith
T Customer reference : P10000441

Date:**17-Aug-2001 09:13:00** User:**Julie Welsh**
Update on problems at outlet from FSM:
"This outlet has reported continual phantom transaction problems causing us
to exhaust every possible course of action in trying to solve them.
We have:
1) spent limited time at the outlet watching how he operates the system - no
evidence of swipe head was found
2) collected a weekly detailed list of when the phantoms are happening, what
products, which counter etc - no relevant trends were noted
3) we have replaced all kit and cables on both counter positions
4) installed a test rig with Comtest software for three weeks to track
interference on the screens - nothing conclusive was found
5) installed a resistive monitor at counter position 1 and sent the old
screen to Pat Carroll for testing (waiting to speak to Pat on his return from
holiday)
After all this the PM is still experiencing Phantom transactions but they are
mainly on counter positon 1 and this is always used by Robert Parker (PM). I
have asked Robert if I can spend some time at the outlet with him so I can be
present when the phantoms occur but he is not keen for this to take place as
he feels the outlet is too small and gets too heated as it is.
I spoke with HSH this morning and she advises that since Powerhelp was last
archived, Mr Parker has logged 34 calls to the helpdesk and a vast amount are
advice and guidance. My personal feeling is that Mr Parker could do with
some further training and I feel that this should be our next course of
action. The only other option we have open to us is to change the ISDN line,
which is the old style, but myself and HSH feel that this is an expensive
option to go down when it may be user error at fault.
PON to look at training issues. pursued with PON 17/08/01.

Date:**23-Aug-2001 10:31:00** User:**Julie Welsh**
Calls July = 16 Calls w/c 01/08 = 6 w/c 8/08 = nil w/c 15/08 = 3 Await PON
action on training issues

Date:**10-Sep-2001 11:17:00** User:**Julie Welsh**

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Calls:
w/e 22/8 = 4; w/e 29/8 = 2; w/e 5/9 = 3.
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Date:20-Sep-2001 12:07:00 User:Julie Welsh
PON have written to the RNM to address the training issue, see text below:
"From RNM - I spoke to training and Dev. this afternoon and arranged 2 days
training for next week, when I rang Mr Parker he told me that he did not need
the extra training so i have now cancelled it. He also told me that the
Phantom transactions have stopped.
PON to RNM:"There seems to be no issues at this outlet if you are happy with
the postmasters response.
Is there anything else that needs investigating at the outlet proven to be
directly liked with phantom txns (discrepancies?) as there are none recorded?
If not I would like your agreement to close down this problem as now resolved.
I would like to make you aware though that the postmaster does seem to be
making quite a few calls still to the HSH helpdesk, mainly around simple
things such as reversals.
RNM to PON:Thanks for making aware about the number of calls your still
receiving, i don't think we will ever stop him from making these. I see no
reason why this call cannot not be closed. as i said the Postmaster said he
is no longer getting these transactions.
Calls have actually reduced in September, there are currently only 4. I have
agreed with PON that there is little else which can be done. The PM is not
making errors with his work and the call volume has improved.I have agreed to
close the problem.
F} Response :
final- completed
[END OF REFERENCE 27645229]
Responded to call type Z as Category 15 -Completed
Hours spent since call received: 000.3 hours
Defect cause updated to 39:General - User Knowledge
The response was delivered on the system
CALL PC0062561 closed: Category 15, Type Z
Hours spent since call received: 000.3 hours
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Root Cause	General - User Knowledge
Logger	POA Deleted User -- Deleted Team
Subject Product	General/Other/Misc -- Unknown (version unspecified)
Assignee	Deleted User -- Deleted Team
Last Progress	20-Sep-2001 12:07 -- Julie Welsh