

Export

Peak Incident Management System

Call Reference	PC0068327	Call Logger	_Customer Call_ -- EDSC
Release	Targeted At -- CI4S03R	Top Ref	E-0107240850
Call Type	Live Incidents/Defects	Priority	B -- Business restricted
Contact	EDSC	Call Status	Closed -- No fault in product
Target Date	30/07/2001	Effort (Man Days)	0
Summary	FAD111025 - Continual phantom transactions		

Progress Narrative

Date:25-Jul-2001 09:39:00 User: _Customer Call_
CALL PC0068327:Priority B:CallType L - Target 30/07/01 10:39:46
24/07/01 11:36 PM reports that he has been having phantom transactions continually for months and the problem is still persisting.
24/07/01 11:41 gb082703
Access Times: Mon to Fri 0900 till 1730
24/07/01 11:43 gb082703
Advice: PM reports that 2 resistance monitors were sent out but only 1 was replaced as 1 was faulty. The resistance monitor that was replaced is causing the problems.
24/07/01 11:45 gb082703
Advice: It appears that the finish icon is very hard to touch and items appear even when away from the counter.
24/07/01 11:45 gb082703
Information: Because the PM has been having these problems for months now he is wanting somethnig doing to try and solve this ongoing problem.
24/07/01 11:50 uk080054
Contacted: Spoke to Mr Parker who states he has had High resistance monitors fitted as phantom transactions appearing on screen. Mr Parker states that these are still appaering and that pressing the finnish icon is very difficult as they have to press quite hard for it to register, but when Mr Parker fininished the transactions in the stack this morning the items were cleared from the stack but when he statrted to serve the next customer the items appeared back in the stack but cleared next time the stack was finished
24/07/01 11:58 uk080054
Information: Tried to contact Wendy Kerigan but got through to voice mail. Have asked Wendy tocontact me.
24/07/01 14:11 uk080054
Contacted: Spoke to Wendy Kerrigan who states she will have a look at the call.
24/07/01 14:19 uk080054
Information: Wendy Kerrigan suggests that this call be progressed to software development as they are dealing with phantom transactions.
25/07/01 10:35 uk061537
Information: This office has been identified as a Problem office and as such is being monitored. Wendy Kerrigan has asked SSC/Development for Performance Monitoring at this outlet. I suggest this call goes to SSC possibly for the attention of Pat Carroll as he is dealing with Phantom transactions.
25/07/01 10:41 uk081265
Information: Voiced Pat at SSC to make aware of call
F) Call details
Diagnostician name:
CALL PC0068327 opened

Date:25-Jul-2001 09:40:00 User: _Customer Call_
Customer opened date 24/07/2001 11:36:48

Date:25-Jul-2001 09:45:00 User:Barbara Longley
The call summary has been changed from:-
PM reports that he has been having phantom transac
The call summary is now:-
FAD111025 - Continual phantom transactions
Target Release updated to CI4S03R
Product EPOSS & DeskTop added

Date:25-Jul-2001 10:06:00 User:Paul Steed
F) Response :
PRESCAN:Passing to Pat who has already had dealings with this PO.
[END OF REFERENCE 27094405]
Responded to call type L as Category 40 -Incident Under Investigation
The response was delivered to: PowerHelp
The Call record has been assigned to the Team Member: Pat Carroll

Defect cause updated to 99:General - Unknown
Hours spent since call received: 0 hours

Date:25-Jul-2001 12:48:00 User:Barbara Longley

F) Response :

The Call record has been assigned to EDSC Team Member: Pat Carroll

[END OF REFERENCE 27098550]

Responded to call type L as Category 40 -Incident Under Investigation

The response was delivered to: PowerHelp

Date:05-Sep-2001 13:17:00 User:Patrick Carroll

F) Response :

Following a significant amount of monitoring we have been unable to definitively link any equipment/environmental issues to any particular event. There have been incidents which showed a possible correlation between system activity and phantom Txns, these pointed to a touch screen problem and as a result the screen was replaced with a Resitive model. As this produced no measurable improvement it has to be assumed that the problems were user related.

Please close call.

[END OF REFERENCE 27498184]

Responded to call type L as Category 62 -No fault in product

Hours spent since call received: 0 hours

CALL PC0068327 closed: Category 62, Type L

The response was delivered to: PowerHelp

Date:06-Sep-2001 07:18:00 User: Customer Call_

Date and time complete: 06/09/2001 08:18:36

Service Complete (Confirmation) Received

Root Cause	General - Unknown
Logger	Customer Call -- EDSC
Subject Product	EPOSS & DeskTop -- (version unspecified)
Assignee	Deleted User -- EDSC
Last Progress	06-Sep-2001 07:18 -- Customer Call_