

Call E-0401280325

©2002 Fujitsu Services Limited

Status:	Closed	Opened:	Wed 28 January 2004 11:13	Site:	213337
Severity:	2 C	Closed:	Wed 28 January 2004 11:21	Customer:	I039
Priority:	0			CSR/Team:	uk951563 / HSH2

Caller Details

Caller:	Liam	Phone:	GRO	Site:	213337
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	X	ProbType:	XI17	Problem:	
Problem Text:	Caller states that discrepencys are going through on the system. And this has been the case for 3 weeks in a row. Week 1: £1103 down. Week 2: 4230.97 down. Week 3 (today): approx. £2500.						

Call Closure Details

Closed:	28/01/2004 11:21	Cause:	CM3	Repair:	R59	Resolution:	RS14
Text:	Call Close by Dane Meah: NBSC issue. Transferred for investigation.						

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	Non Horizon Business	Description:	Non Horizon business	Network ID:	

Call Activity Log

OPEN	28 January 2004 11:11 by uk951563 / HSH2	Saved: 28 January 2004 11:13
	New call taken by Dane Meah: Caller states that discrepencys are going through on the system. And this has been the case for 3 weeks in a row. Week 1: £1103 down. Week 2: 4230.97 down. Week 3 (today): approx. £2500.	
Information	28 January 2004 11:16 by uk951563 / HSH2	Saved: 28 January 2004 11:16
	Caller states that these discrepencys have been relevamt to the level of stock currently being held.	
Advice	28 January 2004 11:17 by uk951563 / HSH2	Saved: 28 January 2004 11:17
	adv caller that this problem will need to be thoroughly investigated by NBSC before the issue can be investigated as a software problem.	
Information	28 January 2004 11:20 by uk951563 / HSH2	Saved: 28 January 2004 11:20
	transferred the caller to the NBSC so that the incident could be investigated further.	
CLOSE	28 January 2004 11:21 by uk951563 / HSH2	Saved: 28 January 2004 11:21
	Call Close by Dane Meah: NBSC issue. Transferred for investigation.	
MODIFY	28 January 2004 11:43 by uk059697 / HSH4	Saved: 28 January 2004 11:43
	Call information modified by Sandra Hawkins Product ID: from 'PATITH94PTR' to 'Non Horizon Business' Prod. Descr.: from " to 'Non Horizon business'	