

Call E-0003080691

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Status:	Closed	Opened:	Wed 08 March 2000 13:40	Site:	153405
Severity:	2 C	Closed:	Wed 08 March 2000 13:47	Customer:	I039
Priority:	0			CSR/Team:	uk080098 / HSH1
Caller Details					
Caller:	mrs wolstenholme	Phone:	GRO	Site:	153405
First:	manager	Login:		Department:	
		Caller ID:		Location:	
Call Problem Details					
Product Type:		Call Type:	X	Prob Type:	XI05
Problem Text:	home care £3.00 blackpool home help stamps,ni icon to put them into system				
Call Closure Details					
Closed:	08/03/2000 13:47	Cause:	CA1	Repair:	R09
Text:	Call Close by Gaynor Smith: pmhtcc				
Call Asset Details					
Asset ID:		Description:		Serial No:	
Product:	Unknown Product	Description:	Unknown Product	Network ID:	
Call Activity Log					
OPEN	08 March 2000 13:36 by uk080098 / HSH1			Saved: 08 March 2000 13:40	
	New call taken by Gaynor Smith: home care £3.00 blackpool home help stamps,ni icon to put them into system				
OPEN_CALL_TS	08 March 2000 13:45 by uk080098 / HSH1			Saved: 08 March 2000 13:45	
	Open Calls Troubleshoot (Affected Site:153405)				
Advice	08 March 2000 13:46 by uk080098 / HSH1			Saved: 08 March 2000 13:46	
	advsd to ring nbsc as icon never there before and new items cannot be remmed in				
MODIFY	08 March 2000 13:46 by uk080098 / HSH1			Saved: 08 March 2000 13:47	
	Call information modified by Gaynor Smith Call Type: from 'A' to 'X' Product ID: from 'EPOSS' to 'Unknown Product' Prod. Descr.: from 'EPOSS' to 'Unknown Product' Problem Type: from 'AD03' to 'XI05' ...etc.				
CLOSE	08 March 2000 13:47 by uk080098 / HSH1			Saved: 08 March 2000 13:47	
	Call Close by Gaynor Smith: pmhtcc				