

## Call E-0008304141

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|                      |                                                                                     |            |                          |                             |                 |
|----------------------|-------------------------------------------------------------------------------------|------------|--------------------------|-----------------------------|-----------------|
| Status:              | Cancelled                                                                           | Opened:    | Wed 30 August 2000 19:37 | Site:                       | 153405          |
| Severity:            |                                                                                     | Closed:    | Wed 30 August 2000 19:37 | Customer:                   | I039            |
| Priority:            |                                                                                     |            |                          | CSR/Team:                   | uk081124 / HSH1 |
| Caller Details       |                                                                                     |            |                          |                             |                 |
| Caller:              | Julie Wolstenholme                                                                  | Phone:     | GRO                      | Site:                       | 153405          |
| Role:                | PostMaster                                                                          | Logn:      |                          | Department:                 |                 |
|                      |                                                                                     | Caller ID: |                          | Location:                   |                 |
| Call Problem Details |                                                                                     |            |                          |                             |                 |
| Product Type:        |                                                                                     | Call Type: |                          | Prob.Type:                  |                 |
| Problem Text:        |                                                                                     |            |                          |                             |                 |
| Call Activity Log    |                                                                                     |            |                          |                             |                 |
| OPEN                 | 30 August 2000 19:32 by uk081124 / HSH1                                             |            |                          | Saved: 30 August 2000 19:32 |                 |
|                      | New call taken by Nerander Mistry: ...                                              |            |                          |                             |                 |
| OPEN_CALL_TS         | 30 August 2000 19:33 by uk081124 / HSH1                                             |            |                          | Saved: 30 August 2000 19:37 |                 |
|                      | Open Calls Troubleshoot (Affected Site:153405)                                      |            |                          |                             |                 |
| OPEN_CALL_TS         | 30 August 2000 19:37 by uk081124 / HSH1                                             |            |                          | Saved: 30 August 2000 19:37 |                 |
|                      | Open Calls Troubleshoot (Affected Site:153405)                                      |            |                          |                             |                 |
| CANCEL               | 30 August 2000 19:37 by uk081124 / HSH1                                             |            |                          | Saved: 30 August 2000 19:37 |                 |
|                      | Call canceled by Nerander Mistry: Cancel button pressed (canceled call during open) |            |                          |                             |                 |