

Export

Peak Incident Management System

Call Reference	PC0053216	Call Logger	<u>Customer Call</u> -- EDSC
Release	Targeted At -- CSR-CI3_2R	Top Ref	<u>E-0008180128</u>
Call Type	Live Incidents	Priority	A -- Business stopped
Contact	EDSC	Call Status	Closed -- No fault in product
Target Date	31/08/2000	Effort (Man Days)	0
Summary	FAD284422 - Complaint call - Slow counters		

Progress Narrative

Date:30-Aug-2000 13:36:00 User: Customer Call
 CALL PC0053216:Priority A:CallType L - Target 31/08/00 14:36:42
 18/08/00 08:54 manual call logged by D.Dutton 160800. PM is having difficulty printing his balance report, and wishes to log a complaint regarding the slowness of the horizon system. he works in a "bad area" & finds working late due to horizon's poor performance leads to him experiencing such concerns as having his car broken into. he has ref:DLD003.
 18/08/00 08:59 GB082158
 Information: on this occasion the PM had a disconnected node, counter 5. advised the PM to reboot that counter which resolved the problem.
 18/08/00 09:01 GB082158
 Information: PM would like action regarding the general poor response of the Horizon system.
 18/08/00 14:36 uk079674
 Contacted: PM is not available until Monday afternoon.Advised that i would call back then.
 21/08/00 14:50 uk079674
 Follow Up: Tried to contact the PM - line is constantly engaged.
 25/08/00 12:07 uk079674
 Contacted: Conacted the PM to find out what his main issue is
 25/08/00 13:07 uk079674
 Contacted: Pm's main issue is that the performance during balancing is not fantastic.
 I explained to the PM that as he has a 5 counter outlet, the balance process will take a bit longer as it needs to find a lot of info.
 He feels that he has not received sufficient training, and admits that if he was trained properly, he may be able to get through balancing a bit quicker.
 The PM has requested additional training, which was granted, but his RNM cancelled it without letting him know, then denied cancelling it???.
 The PM seems to have an issue with the RNM, in that he feels that he is not helping him resolve any issues.
 The rnm has also made racist remarks and has the wrong attitude towards him.
 30/08/00 12:14 uk079674
 Escalate: Have escalated the PM's concerns about his RNM to Julie Welsh to flag a complaint through POCL.
 I have explained to the PM that as there is nothing wrong with his system (software wise) we are unable to help him. Although i will get SMC to double check his free space.
 I have suggested that to speed up his system he would be better off going onto individual stock units, as this would cut down the process time for a balance.
 30/08/00 12:19 uk079674
 Follow Up: Spoke to Andy Abernethy re looking at his free space.
 30/08/00 13:04 UK052512
 Information: Have spoken to Shelley Lewis and asked if just one counter he is talking about or whether it is the whole site that he says is slow. Shelley has said possibly counter 5 and gateway slow, but thinks he may be talking about the whole site. Shelley has said that they all share the same SU. This could also be why this site is slow
 30/08/00 13:07 UK052512
 Information: Have unloaded Disk Directory on counter 1 and 5.
 Counter 1 - 7,589,139,968 Free Space.
 Counter 5 - 7,590,578,176 Free Space.
 30/08/00 14:00 UK052512
 Information: File id's for counter event logs are:
 Counter 1: 51960.
 Counter 5: 51961.
 30/08/00 14:01 UK052512
 Information: also needs checking if 128
 30/08/00 14:02 UK052512
 Information: Feel that the system is slow as a lot of work being done and all sharing on SU. Also this is a 5 counter site.
 30/08/00 14:04 UK052512
 Information: voiced Barbara Longley reference this call.
 30/08/00 14:07 UK052512
 Information: This may be a training issue with PM. Have noticed he has

logged a lot of calls, and some days more than one. On one day in particular he logged 4 calls, and most of the others there are 2 to 3 calls logged since the beginning of this month.

F} Call details

Diagnostician name:

Customer opened date 18/08/2000 08:54:24

CALL PC0053216 opened

Date:30-Aug-2000 13:42:00 User:**Barbara Longley**

The call summary has been changed from:-
manual call logged by D.Dutton 160800. PM is havin
The call summary is now:-
FAD284422 - Complaint call - Slow counters
Target Release updated to CSR-CI3 2R
Product EPOSS & DeskTop Counter Common added

Date:30-Aug-2000 13:53:00 User:**Catherine Obeng**

F} Response :

Date:30-Aug-2000 13:54:00 User:**Catherine Obeng**

PRESCAN: Done.
[END OF REFERENCE 21424231]
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: Mark Wright
Defect cause updated to 99:General - Unknown
Hours spent since call received: 0 hours

Date:30-Aug-2000 14:54:00 User:**Mark Wright**

F} Response :

Just to comfirm that this is the standrd issue of using many counters with a shared stock unit, I have looked at the messagestore and calculated the number of transactions processed for the trial balance, and it comes to approx 25 a second. The range we tend to see are 20 - 25 a second so his are actually quite quick!

I have spoken to Julie regarding this call, and suggested that we check how the difference between individual and shared stock units are explained to the PMs. The maximum number of counters on a shared stock unit before the PMs complain seems to be 3 (if not too busy!) but we have seen larger offices recently (4 or in this case 5!) which process no slower than other offices, except they have more transactions. This is not a software fault. To shorten the time the PM has to stay out of hours he will have to go to individual stock units.

[END OF REFERENCE 21427363]

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

Hours spent since call received: 0 hours

CALL PC0053216 closed: Category 62, Type L

The response was delivered to: PowerHelp

Date:30-Aug-2000 14:57:00 User:**Customer Call**

Date and time complete: 30/08/2000 16:03:12

Service Complete (Confirmation) Received

Root Cause

General - Unknown

Logger

Customer Call -- EDSC

Subject Product

EPOSS & DeskTop -- Counter Common (version unspecified)

Assignee

Mark Wright -- EDSC

Last Progress

30-Aug-2000 14:57 -- Customer Call