

Export

Peak Incident Management System

Call Reference	PC0048553	Call Logger	_Customer Call_ -- EDSC
Release	Targeted At -- CSR-CI3_2R	Top Ref	E-0006260025
Call Type	Live Incidents	Priority	A -- Business stopped
Contact	EDSC	Call Status	Closed -- User error
Target Date	26/06/2000	Effort (Man Days)	0
Summary	FAD 227704 has not polled for 2 days please ping a		

Progress Narrative

Date:26-Jun-2000 02:14:00 User:Customer Call_
CALL PC0048553:Priority A:CallType L - Target 26/06/00 20:00:00
26/06/00 03:10 FAD 227704 has not polled for 2 days please ping and why has
it not polled
F) Call details
Diagnostician name:
Customer opened date 26/06/2000 03:10:44
CALL PC0048553 opened

Date:26-Jun-2000 08:19:00 User:Barbara Longley
Target Release updated to CSR-CI3_2R
Product General/Other/Misc ISDN added

Date:26-Jun-2000 08:25:00 User:Chris Hawkes
Still on Mondays list - Chris H

Date:26-Jun-2000 09:22:00 User:Customer Call_
EMPTY 26/06/00 10:27 uk082135 SMC1 Information: Health check with this site
is fine...large packets and
O.D. alive

Date:26-Jun-2000 09:28:00 User:Deleted User (Mike Croshaw Sep/00)
The Call record has been assigned to the Team Member: David Seddon
Defect cause updated to 40:General - User
Hours spent since call received: 0 hours

Date:26-Jun-2000 10:43:00 User:David Seddon
F) Response :
Not polling as gateway counter was restarted on the 24th June at 12:50 and
left in polo. Polo was successfully completed at 9:34 this morning. Holding
call until tomorrow to ensure office is off the non polling report.
[END OF REFERENCE 19473208]
Responded to call type L as Category 40 -Incident Under Investigation
The response was delivered to: PowerHelp

Date:27-Jun-2000 08:08:00 User:David Seddon
F) Response :
No longer on non polling report.
[END OF REFERENCE 19502795]
Responded to call type L as Category 40 -Incident Under Investigation
The response was delivered to: PowerHelp

Date:27-Jun-2000 08:09:00 User:David Seddon
The Call record has been transferred to the Team: MSU-NPOs
Hours spent since call received: 0 hours

Date:05-Jul-2000 10:22:00 User:John Moran
F) Response :
Polo successfully completed. Office now polling.
[END OF REFERENCE 19762514]
Responded to call type L as Category 68 -Administrative Response
Hours spent since call received: .3 hours
The Call record has been transferred to the Team: EDSC
The response has been routed to the gateway team for validation

Date:05-Jul-2000 10:30:00 User:Barbara Longley
F) Response :

05/07/2000 11:22:32 - By John Moran - MSU
Polo sucessfully completed. Office now polling.
Closing as User Error
[END OF REFERENCE 19763332]
Responded to call type L as Category 98 -User error
Hours spent since call received: 0 hours
CALL PC0048553 closed: Category 98, Type L
The response was delivered to: PowerHelp

Root Cause	General - User
Logger	_ Customer Call_ -- EDSC
Subject Product	General/Other/Misc -- ISDN (version unspecified)
Assignee	_ Unassigned_ -- EDSC
Last Progress	05-Jul-2000 10:30 -- Barbara Longley