

Export

Peak Incident Management System

Call Reference	PC0055713	Call Logger	Customer Call -- EDSC
Release	Targeted At -- CSR-CI3_2R	Top Ref	E-0010121846
Call Type	Live Incidents	Priority	B -- Business restricted
Contact	EDSC	Call Status	Closed -- Advice and guidance given
Target Date	17/10/2000	Effort (Man Days)	0
Summary	FAD133855 - Cannot follow up a transaction		

Progress Narrative

Date:12-Oct-2000 13:39:00 User: Customer Call
CALL PC0055713:Priority B:CallType L - Target 17/10/00 14:39:53
12/10/00 13:20 spm said "ive been trying to follow up a transaction, i got the receipt from part of the transaction. i wanted to see the whole transaction. i put the session number into the transaction log, (which was session number:145600), and the transaction log said "cannot match specified criteria"and yet when i do a wide spread search on the system, for the value, date to and from, the system finds the transaction with the same session number"
12/10/00 13:33 GB082476
Advice: i asked the pm if he was definatley keying in the correct figures on the transaction log
12/10/00 13:34 GB082476
Information: pm said he definatley was keying in the correct figures, he has done this many times before. pm said he went to the session id icon on the transaction log and keyed in 1-145600 and then pressed continue and it did not find the transaction
12/10/00 13:36 GB082476
Information: pm said this problem has happened many times before
12/10/00 13:36 GB082476
Information: i checked the kel and could nto find anything on the kel
12/10/00 13:36 GB082476
Advice: i took down further information and advised the pm i will pass the cal on for further investigation
12/10/00 13:37 GB082476
Information: User id for the clerk who carried out the transaction of an ap: kpo001 on counter position 1
user id of pm who did transaction log for that session number: jka001 on counter position 2
session id's that would not work on the trans log under session id icon are as follows:-
1-145600
1-145601
1-145602
the above session id's are showing when the pm does a widespread search but not when he does a session id search only
12/10/00 13:40 GB082476
Escalate: esculating to smc for action
12/10/00 14:33 uk082171
Information: contacted pm and advised as per kel ref - Navery4846S.htm and Navery1953N.htm to ensure that pm is using correct trans i.d and this is not a training issue etc.. pm tried to use trans i.d's found on the trans log but system displayed criteria not found. this is only happening
12/10/00 14:36 uk082171
Information: criteria not found. pm, advises that all other transactions can be found with trans i.d's. re-assigning for investigation.
F) Call details
Diagnostician name:
Customer opened date 12/10/2000 13:20:01
CALL PC0055713 opened

Date:12-Oct-2000 13:44:00 User:Barbara Longley
The call summary has been changed from:-
spm said "ive been trying to follow up a transacti
The call summary is now:-
FAD133855 - Cannot follow up a transaction
Target Release updated to CSR-CI3_2R
Product EPOSS & DeskTop added

Date:12-Oct-2000 14:32:00 User:Mark Wright
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:12-Oct-2000 14:36:00 User:Mark Wright

F) Response :
 The 'session-id's fiven above are not valid session ids! That is why they cannot be found. They are all transaction ids which are part of session 1-145502. This is a very basic call and should NOT have got through to third line. Please make sure that when specifiying a session id you do actually specify the session id and not a transaction id.
 [END OF REFERENCE 22184009]
 Responded to call type L as Category 94 -Advice and guidance given
 Hours spent since call received: 0 hours

Date:12-Oct-2000 14:37:00 User:Mark Wright
 CALL PC0055713 closed: Category 94, Type L
 The response was delivered to: PowerHelp

Date:12-Oct-2000 14:40:00 User:_Customer Call_
 Date and time complete: 12/10/2000 15:45:07
 Service Complete (Confirmation) Received

Root Cause	General - Unknown
Logger	_Customer Call_ -- EDSC
Subject Product	EPOSS & DeskTop -- (version unspecified)
Assignee	Mark Wright -- EDSC
Last Progress	12-Oct-2000 14:40 -- _Customer Call_