

## Export

## Peak Incident Management System

Call Reference	PC0048757	Call Logger	_ Customer Call _ -- EDSC
Release	Targeted At -- CSR-CI3_2R	Top Ref	E-0006270481
Call Type	Live Incidents	Priority	A -- Business stopped
Contact	EDSC	Call Status	Closed -- User error
Target Date	28/06/2000	Effort (Man Days)	0
Summary	FAD 371632 has not polled for 2 days since the 24.		

## Progress Narrative

Date:27-Jun-2000 10:44:00 User:\_Customer Call\_  
CALL PC0048757 opened

Date:27-Jun-2000 10:45:00 User:\_Customer Call\_  
CALL PC0048757:Priority A:CallType L - Target 28/06/00 11:44:51  
27/06/00 10:24 FAD371632 has not polled for 2 days since the 24.06.00.  
Please ping and why hasn't it polled?  
27/06/00 10:24 uktemp16  
Information: Please route to EDSC once resolved.  
27/06/00 11:48 uk082135  
Information: Health check is fine on this site...Large pkts. & O.D.  
alive on both counters.  
F) Call details  
Diagnostician name:  
Customer opened date 27/06/2000 10:24:37

Date:27-Jun-2000 10:55:00 User:Barbara Longley  
Target Release updated to CSR-CI3\_2R  
Product General/Other/Misc ISDN added

Date:27-Jun-2000 12:17:00 User:Chris Hawkes  
Still present on Tuesdays NPPO report. E-0006261424 indicates there was a  
problem on the morning of Monday 26th, but no other clues in PowerHelp. -  
Chris

Date:27-Jun-2000 13:17:00 User:Paul Steed  
The Call record has been assigned to the Team Member: Gary Maxwell  
Defect cause updated to 99:General - Unknown  
Hours spent since call received: 0 hours

Date:27-Jun-2000 15:18:00 User:Gary Maxwell  
F) Response :  
Gateway reboot on 25/6 @ 15:08 has left gateway counter requiring Polo login  
(hence outlet not polled). Will contact PO and request login completion.  
[END OF REFERENCE 19525401]  
Responded to call type L as Category 38 -Potential Problem Identified

Date:27-Jun-2000 15:19:00 User:Gary Maxwell  
The response was delivered to: PowerHelp

Date:28-Jun-2000 06:39:00 User:Chris Hawkes  
Still present on Wednesdays list. - Chris H.

Date:28-Jun-2000 10:43:00 User:\_Customer Call\_  
EMPTY 28/06/00 11:44 uk066075 SMC1 Information: this site is still health  
checking okay

Date:28-Jun-2000 13:09:00 User:Chris Hawkes  
The call summary has been changed from:-  
FAD371632 has not polled for 2 days since the 24.0  
The call summary is now:-  
FAD 371632 has not polled for 2 days since the 24.

Date:28-Jun-2000 13:19:00 User:Gary Maxwell  
F) Response :



Attempted telephone contact with PO to arrange gateway login, but no reply as yet.

[END OF REFERENCE 19557242]

Responded to call type L as Category 38 -Potential Problem Identified

The response was delivered to: PowerHelp

Date:28-Jun-2000 14:00:00 User:Gary Maxwell

F) Response :

Spoke with PM. Attempted to guide her through login but Gateway counter is not responding. Have agreed to call back after 16:00 hrs as PO is busy at present.

[END OF REFERENCE 19560514]

Responded to call type L as Category 40 -Incident Under Investigation

The response was delivered to: PowerHelp

Date:28-Jun-2000 20:35:00 User:Gary Maxwell

F) Response :

Tried contacting PO several times but line had fax machine attached. Will telephone again first thing 29/6.

[END OF REFERENCE 19574871]

Responded to call type L as Category 38 -Potential Problem Identified

The response was delivered to: PowerHelp

Date:29-Jun-2000 09:11:00 User:Chris Hawkes

Site still appearing on NPPO report Thursday (29th) morning. - Chris H.

Date:29-Jun-2000 09:24:00 User: Customer Call

EMPTY 29/06/00 10:23 uk066075 SMC1 Information: this site is still health checking okay

Date:29-Jun-2000 10:37:00 User:Gary Maxwell

F) Response :

Have tried to make contact with the PO several times this morning but get either no response or line engaged...

[END OF REFERENCE 19589022]

Responded to call type L as Category 40 -Incident Under Investigation

Date:29-Jun-2000 10:38:00 User:Gary Maxwell

The response was delivered to: PowerHelp

Date:29-Jun-2000 14:06:00 User:Gary Maxwell

F) Response :

Still no response from PO. Have e-mailed Julie Welsh to see if Customer Services have any contacts that can assist within POCL (ie. RNM).

[END OF REFERENCE 19601991]

Responded to call type L as Category 40 -Incident Under Investigation

The response was delivered to: PowerHelp

Date:29-Jun-2000 14:15:00 User:Gary Maxwell

F) Response :

Julie Welsh has contacted POCL at NBSC. They too only have one telephone number but are attempting to contact by another method. Awaiting feedback from this line of enquiry but will persist in telephoning outlet regardless.

[END OF REFERENCE 19602790]

Responded to call type L as Category 40 -Incident Under Investigation

The response was delivered to: PowerHelp

Date:29-Jun-2000 14:40:00 User:Gary Maxwell

F) Response :

NBSC have had no success in contacting PO. Have provided name & mobile number of RNM - Pauline James [GRO].

[END OF REFERENCE 19606323]

Responded to call type L as Category 40 -Incident Under Investigation

The response was delivered to: PowerHelp

Date:30-Jun-2000 08:10:00 User:Gary Maxwell

F) Response :

Spoke with RNM. She will try and contact PO. Have arrange to contact RNM again @ 12:00 today for update.

[END OF REFERENCE 19624237]

Responded to call type L as Category 40 -Incident Under Investigation

The response was delivered to: PowerHelp



Date:30-Jun-2000 08:57:00 User: Customer Call  
EMPTY 30/06/00 09:56 uk066075 SMC1 Information: this site is still health  
checking okay today on both  
counters

Date:30-Jun-2000 09:42:00 User: Chris Hawkes  
Site still present on Fridays NPPO report. - Chris H.

Date:30-Jun-2000 11:43:00 User: Gary Maxwell  
F) Response :  
Further contact with RNM. She has arranged for Colin Evans to visit PO this  
afternoon at 14:30 approx. (contact no. is GRO).  
[END OF REFERENCE 19634702]  
Responded to call type L as Category 40 -Incident Under Investigation  
The response was delivered to: PowerHelp

Date:30-Jun-2000 11:58:00 User: Gary Maxwell  
F) Response :  
Polo login sequence completed on Gateway counter @ 11:56 ! Retaining call  
pending outcome of tonight's non-pollled report. Have contacted RNM to inform  
her regarding situation, but site visit is still scheduled for this afternoon.  
[END OF REFERENCE 19635437]  
Responded to call type L as Category 40 -Incident Under Investigation  
The response was delivered to: PowerHelp

Date:30-Jun-2000 13:39:00 User: Gary Maxwell  
F) Response :  
Have made contact with the PO to try and clarify if there were any obvious  
reasons for the Polo login delay on the gateway. The PO staff that I spoke  
with could not give any explanation. There were no error messages on the  
gateway. Possible training issue ?  
[END OF REFERENCE 19642803]  
Responded to call type L as Category 38 -Potential Problem Identified  
The response was delivered to: PowerHelp

Date:03-Jul-2000 11:02:00 User: Gary Maxwell  
F) Response :  
FAD not on today's report. Request call closure.  
[END OF REFERENCE 19687053]  
Responded to call type L as Category 38 -Potential Problem Identified  
The response was delivered to: PowerHelp  
The Call record has been transferred to the Team: MSU-NPOs  
Defect cause updated to 40:General - User  
Hours spent since call received: 0 hours

Date:12-Jul-2000 09:48:00 User: Barbara Longley  
F) Response :  
The Call record has been transferred to the Team: MSU-NPOs  
[END OF REFERENCE 20017472]  
Responded to call type L as Category 38 -Potential Problem Identified  
The response was delivered to: PowerHelp

Date:26-Jul-2000 11:07:00 User: Ilka Koehler-Wain  
F) Response :  
Please close this call.  
[END OF REFERENCE 20500315]  
Responded to call type L as Category 68 -Administrative Response  
Hours spent since call received: 0 hours  
The Call record has been transferred to the Team: EDSC  
The response has been routed to the gateway team for validation

Date:26-Jul-2000 12:15:00 User: Barbara Longley  
F) Response :  
26/07/2000 - By Ilka Koehler-Wain -MSU  
Please close this call.  
polo login delay on gateway- training issue?  
closing as user error  
[END OF REFERENCE 20504786]  
Responded to call type L as Category 98 -User error  
Hours spent since call received: 0 hours  
CALL PC0048757 closed: Category 98, Type L  
The response was delivered to: PowerHelp

Date:26-Jul-2000 12:18:00 User: Customer Call  
Date and time complete: 26/07/2000 13:17:43  
Service Complete (Confirmation) Received



Root Cause	General - User
Logger	_ Customer Call_ -- EDSC
Subject Product	General/Other/Misc -- ISDN (version unspecified)
Assignee	_ Unassigned_ -- EDSC
Last Progress	26-Jul-2000 12:18 -- _ Customer Call_