

Call E-0003070610

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Status:	Closed	Opened:	Tue 07 March 2000 13:00	Site:	153405
Severity:	3 B	Closed:	Tue 07 March 2000 13:05	Customer:	I039
Priority:	0			CSR/Team:	uk080011 / HSH1
Caller Details					
Caller:	Julie Wolstenholme	Phone:	GRO	Site:	153405
Title:	PostMaster	Logit:		Department:	
		Caller ID:		Location:	
Call Problem Details					
Product Type:	PT01	Call Type:	S	Prob Type:	SD02
Problem Text:	Screen has frozen twice (prior to that Clerk was just serving a customer) - Clerk had items in the stack but nothing happened. Keyboard was unresponsive too. Clerk logged back in and was instantly in the engineer screen.				
Call Closure Details					
Closed:	07/03/2000 13:05	Cause:	C22	Repair:	R09
Text:	Call Close by Sayeed Master: PMHTC				
Call Asset Details					
Asset ID:		Description:		Serial No:	
Product:	EPOSS	Description:	EPOSS	Network ID:	
Call Activity Log					
OPEN	07 March 2000 12:56 by uk080011 / HSH1			Saved: 07 March 2000 13:00	
Information	New call taken by Sayeed Master: Screen has frozen twice (prior to that Clerk was just serving a customer) - Clerk had items in the stack but nothing happened. Keyboard was unresponsive too. Clerk logged back in and was instantly in the engineer screen.				
Information	07 March 2000 13:04 by uk080011 / HSH1			Saved: 07 March 2000 13:04	
	previous to this the screen has been ok. sytem is working fine now. Hasn't crashed at all.				
CLOSE	07 March 2000 13:05 by uk080011 / HSH1			Saved: 07 March 2000 13:05	
	Call Close by Sayeed Master: PMHTC				