

## Call E-0003220457

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Status	Closed	Opened	Wed 22 March 2000 11:27	Site	239418
Severity	1 D	Closed	Fri 31 March 2000 16:38	Customer	I039
Priority	0			CSR/Team	uk056391 / IPM2

## Caller Details

Caller	Miss Wolstenholme	Phone	GRO	Site	239418
Title	PostMaster	Login		Department	
		Caller ID		Location	

## Call Problem Details

Product Type		Call Type	I	ProbType	IM07	Problem	
Problem Text	waiting for ICL pathway to						

## Call Closure Details

Closed	31/03/2000 16:38	Cause	C81	Reason	R09	Resolution	RS08
Text	Call Close by David Craggs: Call closed. Issue resolved						

## Call Asset Details

Asset ID		Description		Serial No	
Product	Unknown Product	Description		Network ID	

## Call Activity Log

OPEN	22 March 2000 11:24 by uk066701 / HSH1	Saved: 22 March 2000 11:27
	New call taken by Joanne Fitzpatrick: waiting for ICL pathway to	
Information	22 March 2000 11:30 by uk066701 / HSH1	Saved: 22 March 2000 11:30
	Pm states that she has a letter stating that prep today - I have checked her calls on Powerhelp and it states today - she is waiting to balance has freezers and needs to now what is happening	
Information	22 March 2000 11:34 by uk066701 / HSH1	Saved: 22 March 2000 11:34
	voiced call to Stuart stating that on powerhelp the prep work has been suspended - Stuart will contact PM - thank	
REASSIGN	22 March 2000 11:34 by uk066701 / HSH1	Saved: 22 March 2000 11:34
	Call # E-0003220457 was Reassigned from Joanne Fitzpatrick, Group HSH1 to Group PATH1 passing for POM ringback as agreed with Stuart	
Information	22 March 2000 12:18 by uk056500 / PATH1	Saved: 22 March 2000 12:18
	Passed to Dave in IP2 team to contact the POM.	
Information	22 March 2000 12:52 by uk056681 / PATH1	Saved: 22 March 2000 12:52
	Have left message for BK @ the IP2 team to return my call about this site. LG	
REASSIGN	22 March 2000 12:52 by uk056681 / PATH1	Saved: 22 March 2000 12:53
	Call # E-0003220457 was Reassigned from Group PATH1 to Group IPM2 awaiting urgent response from BK @ the IP2 team. Lg	
Repeat Call	22 March 2000 13:00 by uk066936 / HSH1	Saved: 22 March 2000 13:00
	pm is on chasing and wants to know if she will have a call back. voiced to stuart in ROHD who advised that the site prep team will not be on site and someone will give her a call to clarify the situation. advised pm of this.	
Repeat Call	31 March 2000 15:59 by UK061337 / HSH1	Saved: 31 March 2000 15:59
	PM has phoned back and is annoyed has not had any contact from us at all, Voiced Angela at PATH1 to this call.	
Information	31 March 2000 16:01 by uk056638 / PATH1	Saved: 31 March 2000 16:01
	Details passed to Dave RoHD	
Information	31 March 2000 16:37 by uk056391 / PATH1	Saved: 31 March 2000 16:37
	Have spoken to the PM and confirmed that the prep needed to be deferred and that we would be in contact with her shortly to reschedule. PM happy & call closed.	
CLOSE	31 March 2000 16:38 by uk056391 / IPM2	Saved: 31 March 2000 16:38
	Call Close by David Craggs: Call closed. Issue resolved	