

## Call E-0402250553

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Status:	Closed	Opened:	Wed 25 February 2004 12:03	Site:	213337
Severity:	2 C	Closed:	Wed 25 February 2004 12:12	Customer:	I039
Priority:	0			CSR/Team:	GB082760 / HSH1

## Caller Details

Caller:	Christine	Phone:	GRO	Site:	213337
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

## Call Problem Details

Product Type:		Call Type:	X	ProbType:	XI18	Problem:	
Problem Text:	NBSC - PM has called the NBSC regarding problems with her balance.						

## Call Closure Details

Closed:	25/02/2004 12:12	Cause:	CM3	Repair:	R74	Resolution:	RS14
Text:	Call Close by Robert Congerton: pmhtcc						

## Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	Non Horizon Business	Description:	Non Horizon business	Network ID:	

## Call Activity Log

OPEN	25 February 2004 11:56 by GB082760 / HSH1	Saved: 25 February 2004 12:03
	New call taken by Robert Congerton: NBSC - PM has called the NBSC regarding problems with her balance.	
Information	25 February 2004 12:09 by GB082760 / HSH1	Saved: 25 February 2004 12:09
	PM called in at 11:03 today regarding problems with her balance. Advised NBSC that the agent advised the PM to call back in tonight when they have a net discrepancy on the cash account.	
CLEAR	25 February 2004 12:12 by GB082760 / HSH1	Saved: 25 February 2004 12:12
	pmhtcc	
CLOSE	25 February 2004 12:12 by GB082760 / HSH1	Saved: 25 February 2004 12:12
	Call Close by Robert Congerton: pmhtcc	
MODIFY	25 February 2004 13:30 by uk059697 / HSH4	Saved: 25 February 2004 13:31
	Call information modified by Sandra Hawkins Cause: from 'CM1' to 'CM3' Product ID: from 'EPOSS-Cash Account' to 'Non Horizon Business' Prod. Descr.: from ' ' to 'Non Horizon business' Problem Type: from 'XI06' to 'XI18'	
MODIFY	26 February 2004 08:47 by GB082302 / HSH4	Saved: 26 February 2004 08:47
	Call information modified by Kevin Brewer Repair: from 'R58' to 'R74'	