

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'		