

Call E-0403040165

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|-----------|--------|---------|-------------------------|-----------|-----------------|
| Status: | Closed | Opened: | Thu 04 March 2004 08:42 | Site: | 213337 |
| Severity: | 2 C | Closed: | Thu 04 March 2004 08:45 | Customer: | I039 |
| Priority: | 0 | | | CSR/Team: | uk951652 / HSH2 |

Caller Details

| | | | | | |
|---------|--------------|------------|-----|-------------|--------|
| Caller: | cath oglesby | Phone: | GRO | Site: | 213337 |
| Title: | rlm | Login: | | Department: | |
| | | Caller ID: | | Location: | |

Call Problem Details

| | | | | | | | |
|---------------|--|------------|---|-----------|------|----------|--|
| Product Type: | | Call Type: | X | ProbType: | XI17 | Problem: | |
| Problem Text: | rlm reports discrepancys in the office | | | | | | |

Call Closure Details

| | | | | | | | |
|---------|---|--------|-----|---------|-----|-------------|------|
| Closed: | 04/03/2004 08:45 | Cause: | CM2 | Repair: | R58 | Resolution: | RS14 |
| Text: | Call Close by Hayley Minnis: nbsc issue | | | | | | |

Call Asset Details

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|-----------|----------------------|--------------|--|-------------|--|
| Asset ID: | | Description: | | Serial No: | |
| Product: | Non Horizon Business | Description: | | Network ID: | |

Call Activity Log

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|--------|---|----------------------------|
| OPEN | 04 March 2004 08:40 by uk951652 / HSH2 New call taken by Hayley Minnis: rlm reports discrepancys in the office | Saved: 04 March 2004 08:42 |
| Advice | 04 March 2004 08:45 by uk951652 / HSH2 adv nbsc issue | Saved: 04 March 2004 08:45 |
| CLOSE | 04 March 2004 08:45 by uk951652 / HSH2 Call Close by Hayley Minnis: nbsc issue | Saved: 04 March 2004 08:45 |