

Call E-0403040524

©2002 Fujitsu Services Limited

Status:	Closed	Opened:	Thu 04 March 2004 11:28	Site:	213337
Severity:	3 B	Closed:	Thu 04 March 2004 11:41	Customer:	I039
Priority:	0			CSR/Team:	uk952352 / HSH5

Caller Details

Caller:	Cath O'Gusby	Phone:	GRO	Site:	213337
Title:	Line Manager	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	S	ProbType:	SD13	Problem:	
Problem Text:	Line manager states the PM is still getting large discrepancies and wants to know whats going on.						

Call Closure Details

Closed:	04/03/2004 11:41	Cause:	CE5	Repair:	R74	Resolution:	RS14
Text:	Call Close by Elspeth Neilson: Line manager reporting large discrepancies. Advised that the discrepancies are not caused by software/hardware, as stated in closed call E0402251077.						

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	Riposte	Description:	Riposte	Network ID:	

Call Activity Log

OPEN	04 March 2004 11:18 by uk952352 / HSH5	Saved: 04 March 2004 11:28
	New call taken by Elspeth Neilson: Line manager states the PM is still getting large discrepancies and wants to know whats going on.	
Advice	04 March 2004 11:38 by uk952352 / HSH5	Saved: 04 March 2004 11:38
	Advised the discrepancies are caused by the difference between the transactions they have recorded on the system and the cash they have declared, and are not being caused by the software or hardware. This is stated in closed call E0402251077.	
Information	04 March 2004 11:39 by uk952352 / HSH5	Saved: 04 March 2004 11:39
	PM happy to continue unassisted. Ref no offered.	
CLEAR	04 March 2004 11:40 by uk952352 / HSH5	Saved: 04 March 2004 11:40
	The discrepancies are caused by the difference between the transactions they have recorded on the system and the cash they have declared, and are not being caused by the software or hardware.	
CLOSE	04 March 2004 11:41 by uk952352 / HSH5	Saved: 04 March 2004 11:41
	Call Close by Elspeth Neilson: Line manager reporting large discrepancies. Advised that the discrepancies are not caused by software/hardware, as stated in closed call E0402251077.	