

Call E-0404190387

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Status:	Closed	Opened:	Mon 19 April 2004 09:57	Site:	213337
Severity:	2 C	Closed:	Mon 19 April 2004 10:13	Customer:	I039
Priority:	0			CSR/Team:	uk952352 / HSH5

Caller Details

Caller:	Kath Oglesby	Phone:	GRO	Site:	213337
Title:	RLM	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:	PT01	Call Type:	X	ProbType:	XI17	Problem:	
Problem Text:	RLM states there has been discrepancies on the system since the base unit was wappd in Feb. RLM wants to know why this is. RLM states she thinks there is something wrong with the system and wants the system to be checked form our end.						

Call Closure Details

Closed:	19/04/2004 10:13	Cause:	CM2	Repair:	R58	Resolution:	RS14
Text:	Call Close by Elspeth Neilson: RLM wanted the system to be checked as there have been discrepancies. Advised that events are normal and healthcheck passed. Advised to contact NBSC for balancing advice. Ref no given.						

Call Asset Details

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

Call Activity Log

OPEN	19 April 2004 09:51 by uk952352 / HSH5	Saved: 19 April 2004 09:57
	New call taken by Elspeth Neilson: RLM states there has been discrepancies on the system since the base unit was wappd in Feb. RLM wants to know why this is. RLM states she thinks there is something wrong with the system and wants the system to be checked form our end.	
Information	19 April 2004 10:10 by uk952352 / HSH5	Saved: 19 April 2004 10:10
	Events look normal and healthcheck passed.	
Information	19 April 2004 10:11 by uk952352 / HSH5	Saved: 19 April 2004 10:11
	PM happy to continue unassisted. Ref no given.	
Information	19 April 2004 10:11 by uk952352 / HSH5	Saved: 19 April 2004 10:11
	Call will fail SLA because powerhelp froze twice and the RLM kept asking more questions.	
Information	19 April 2004 10:12 by uk952352 / HSH5	Saved: 19 April 2004 10:12
	RLM states since the new PM has been in the office, there have not been any discrepancies in the balance.	
Advice	19 April 2004 10:13 by uk952352 / HSH5	Saved: 19 April 2004 10:13
	Advised to contact NBSC for advice on balancing.	
CLOSE	19 April 2004 10:13 by uk952352 / HSH5	Saved: 19 April 2004 10:13
	Call Close by Elspeth Neilson: RLM wanted the system to be checked as there have been discrepancies. Advised that events are normal and healthcheck passed. Advised to contact NBSC for balancing advice. Ref no given.	