

Call E-0404230660

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Status:	Closed	Opened:	Fri 23 April 2004 15:00	Site:	213337
Severity:	2 C	Closed:	Fri 23 April 2004 15:07	Customer:	1039
Priority:	0			CSR/Team:	uk952523 / HSH7

Caller Details

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

Call Problem Details

Product Type:	PT01	Call Type:	X	ProbType:	XI17	Problem:	
Problem Text:	pm states that he wondered if he can get a listof his calls - and of software?						

Call Closure Details

Closed:	23/04/2004 15:07	Cause:	CM2	Repair:	R58	Resolution:	RS04
Text:	Call Close by John Lockyear: pm would like a list of calls and software updates referred to nbsc						

Call Asset Details

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

Call Activity Log

OPEN	23 April 2004 14:54 by uk952523 / HSH7	Saved: 23 April 2004 15:00
	New call taken by John Lockyear: pm states that he wondered if he can get a listof his calls - and of software?	
Advice	23 April 2004 15:06 by uk952523 / HSH7	Saved: 23 April 2004 15:06
	advised to contact nbsc for full list	
Information	23 April 2004 15:06 by uk952523 / HSH7	Saved: 23 April 2004 15:06
	spoke to pse to double check situation	
MODIFY	23 April 2004 15:06 by uk952523 / HSH7	Saved: 23 April 2004 15:07
	Call information modified by John Lockyear Call Type: from 'S' to 'X' Product ID: from 'Riposte' to 'Non Horizon Business' Severity: from '3' to '2' Prod. Descr.: from 'Riposte' to 'Non Horizon business' ...etc.	
CLOSE	23 April 2004 15:07 by uk952523 / HSH7	Saved: 23 April 2004 15:07
	Call Close by John Lockyear: pm would like a list of calls and software updates referred to nbsc	
MODIFY	26 April 2004 10:03 by 062457 / HSH4	Saved: 26 April 2004 10:03
	Call information modified by Elizabeth Smith Resolution Method: from 'RS14' to 'RS04'	