

Call E-0404260747

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Status:	Closed	Opened:	Mon 26 April 2004 14:09	Site:	213337
Severity:	3 B	Closed:	Tue 27 April 2004 18:34	Customer:	I039
Priority:	0			CSR/Team:	uk084203 / SMC1

Caller Details

Caller:	Jane Collinns	Phone:	GRO	Site:	213337
Title:		Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	S	ProbType:	SD11	Problem:	
Problem Text:	Failed ADSL switch package. Cannot ascertain if ADSL cable is plugged in. Please investigate.						

Call Closure Details

Closed:	27/04/2004 18:34	Cause:	C21	Repair:	R81	Resolution:	RS13
Text:	Call Close by Naseema Yasmin: Call closed.						

Call Asset Details

Asset ID:		Description:	PO outlet affected	Serial No:	ADSL213337
Product:	OUTLET	Description:	PO outlet affected	Network ID:	

Call Activity Log

OPEN	26 April 2004 14:05 by uk081606 / SMC1	Saved: 26 April 2004 14:09
	New call taken by Jane Collinns: Failed ADSL switch package. Cannot ascertain if ADSL cable is plugged in. Please investigate.	
OPEN_CALL_TS	26 April 2004 14:09 by uk081606 / SMC1	Saved: 26 April 2004 14:09
	Open Calls Troubleshoot (Affected Site:213337)	
Information	26 April 2004 14:13 by uk081606 / SMC1	Saved: 26 April 2004 14:13
	Failed ADSL switch package. Cannot ascertain if ADSL cable is plugged in. Please investigate.	
Open OTI	26 April 2004 14:14 by SYSADM / ASTEA	Saved: 26 April 2004 14:14
	Automatic Open OTI ***Updated by Jane Collinns at 26/04/04 14:14:16	
REASSIGN	26 April 2004 14:13 by uk081606 / SMC1	Saved: 26 April 2004 14:14
	Call # E-0404260747 was Reassigned from Jane Collins, Group SMC1 to Group UKSS1 Failed ADSL switch package. Cannot ascertain if ADSL cable is plugged in. Please investigate.	
OTI Success	by OTI /	Saved:
	New call sent to Dispatch 1	
OTI Success	by OTI /	Saved:
	Received an Acknowledgement from Dispatch 1 Dispatch 1 call number is WE04260336	
REASSIGN	26 April 2004 16:50 by Dispatch 1 /	Saved: 26 April 2004 17:08
	The projected arrival date for engineer 065403 is 27-04-2004 09:00:00 ** [Engineer 065403 allocated].	
UPDATE	27 April 2004 07:59 by PATHWAY /	Saved: 27 April 2004 08:01
	DEALOC50 Other - please specify Re-scheduling call	
UPDATE	27 April 2004 07:59 by PATHWAY /	Saved: 27 April 2004 08:01
	** [Engineer 065403 released call.]	
REASSIGN	27 April 2004 08:39 by Dispatch 1 /	Saved: 27 April 2004 08:41
	The projected arrival date for engineer 062667 is 27-04-2004 10:00:00 ** [Engineer 062667 allocated].	
UPDATE	27 April 2004 13:48 by Dispatch 1 /	Saved: 27 April 2004 13:51
	Engineer 062667 arrived on site at 27-04-2004 13:45:00 ** [Engineer 062667 Logged On.]	
Information	27 April 2004 14:18 by uk085505 / SMC1	Saved: 27 April 2004 14:18
	engineer has called and stated that he has now plugged adsl cable in	
OTI Success	by OTI /	Saved:
	An add has been sent to Dispatch 1	
UPDATE	27 April 2004 14:37 by Dispatch 1 /	Saved: 27 April 2004 14:38
	Work completed	
UPDATE	27 April 2004 14:37 by Dispatch 1 /	Saved: 27 April 2004 14:38
	@@CHARGE reconnected adsl cable to adsl box which had been resited by bt,spoke to david at smc who advised all ok	
UPDATE	27 April 2004 14:37 by Dispatch 1 /	Saved: 27 April 2004 14:38
	** [Engineer 062667 finished call.]	
ENG VISIT	27 April 2004 13:45 by 062667 / ENGINEERS	Saved: 27 April 2004 14:26
	** [No Remark entered.] Call closure code of FAILURE and repair code 824	
REASSIGN	27 April 2004 16:10 by Dispatch 1 /	Saved: 27 April 2004 16:10
	OTI monitor reassigned this call from Dispatch 1 to the Action Group SMC1 as directed by the OTI Return activity	
OTI Success	by OTI /	Saved:
	OTI monitor reassigned this call from Dispatch 1 to the Action Group SMC1 as directed by the OTI Return activity	
OTI Success	by OTI /	Saved:
	Received call closure from Dispatch 1	
OPEN_CALL_TS	27 April 2004 17:16 by uk082518 / SMC1	Saved: 27 April 2004 17:17
	Open Calls Troubleshoot (Affected Site:213337)	
Information	27 April 2004 18:30 by uk084203 / SMC1	Saved: 27 April 2004 18:30
	ADSL card detected H/C o.k. on gateway	
CLEAR	27 April 2004 18:33 by uk084203 / SMC1	Saved: 27 April 2004 18:33
	problem resolved closing call	
CLOSE	27 April 2004 18:34 by uk084203 / SMC1	Saved: 27 April 2004 18:34

Call Close by Naseema Yasmin: Call closed.