

Fujitsu Services

Call Enquiry Matrix and Incident Prioritisation –
Reference Data

Ref: CS/FSP/013

Version: 1.0

COMPANY IN-CONFIDENCE

Date: 23 April 2007

Document Title: Call Enquiry Matrix and Incident Prioritisation – Reference Data

Document Type: Functional Specification

Release: N/A

Abstract: This document details the prioritisation and call codes for Reference Data incidents logged on PowerHelp

Document Status: Authorised

Originator & Dept: David Wilcox, Customer Services

Contributors:

Internal Distribution: Post Office Account Library

External Distribution:

Approval Authorities:

Name	Position	Signature	Date
Liz Melrose	POA Service Delivery Team Manager		
Paul Gardner	HSD Operations Manager		

0.0 Document Control

0.1 Document History

Version No.	Date	Reason for Issue	Associated CP/PinICL
0.1	15 January 2007	Division of CS/FSP/002 v16.0 into separate documents to cover specific incident types	
1.0	23 April 2007	Authorised	

0.2 Review Details

Mandatory Review	Name
Customer Service	Jan Ambrose
SST	Chris Lewis
Optional Review	Name
POL	Lynne Fallowfield
HSD	Paul Gardner
	Rebecca Epifano
Customer Service	Liz Melrose

(*) = Reviewers that returned comments

0.3 Associated Documents

Reference	Version	Date	Title	Source
CS/FSP/011			Call Enquiry Matrix and Incident Prioritisation - General	PVCS
SVM/SDM/SD/0013			Reference Data Management Service: Service Description	POA

Unless a specific version is referred to above, reference should be made to the current approved versions of the documents.

0.4 Abbreviations/Definitions

Abbreviation	Definition
AP	Automated Payments
Core Product	A product available at all Post Office Branches
FS	Fujitsu Services
NBSC	Network Business Support Centre
Non-Core Product	A product available at a number of Branches but not the entire estate
PO	Post Office
POA	Post Office Account (Fujitsu Services)
POL	Post Office Limited
RDT	Fujitsu Services Reference Data Team
SLT	Service Level Target
SmartPost	Postal Services application on Horizon system
SSC	Software Support Centre

0.5 Changes in this Version

Version No.	Date	Reason for Issue	Associated CP/PinICL
0.1	15 January 2007	Division of CS/FSP/002 v16.0 into separate documents to cover specific incident types	
1.0	23 April 2007	Minor amendment based on comments Issued for authorisation	

0.6 Changes Expected

None

0.7 Table of Contents

1.0	INTRODUCTION.....	5
2.0	SCOPE.....	5
3.0	CALL CODES AND INCIDENT PRIORITISATION.....	5

1.0 Introduction

This document describes the incidents logged on PowerHelp and is used to define the call codes for these incidents.

It also defines the priorities assigned to any incident. These priorities have been created to aid the HSD to manage incident escalation and have been agreed in conjunction with support units.

2.0 Scope

The document describes the types of incidents, incident prioritisation and call codes for the following call type:

F Reference Data

Further details in respect of incident prioritisation and status and PowerHelp call codes are provided in 'Call Enquiry Matrix and Incident Prioritisation – General' [Ref. CS/FSP/011].

3.0 Call Codes and Incident Prioritisation

Call Type Code:	F
Call Type:	Reference Data
Description:	Incidents related to a query on reference data provided by both Post Office Account and POL
Calls raised by:	See table below
SLA:	Not applicable
Priority:	B

Problem Type Code	Calls raised by	Cause Code			Repair Code
FD01 Product detail incorrect	PO branch	CP1	POL Reference Data issue	R58	Caller referred to NBSC
FD02 Missing button(icon)/product (Non-core product)	PO branch	As for FD01			
FD03 Missing button(icon)/product (Core product)	PO branch	As for FD01			
FD04 Address/Phone number incorrect	PO branch	As for FD01			
FD05 POL Reference Data incorrect	POL/ POA Operations	As for FD01			
FD06 FS (POA) Ref Data incorrect	POL/ POA Operations	CA9	FS (POA) Ref Data issue	R22 R64 RK4 R58	Fix applied by SSC Issue referred to RDT by SSC No fault found by SSC or RDT Caller referred to NBSC