

Call E-0401290358

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Status:	Closed	Opened:	Thu 29 January 2004 10:26	Site:	213337
Severity:	2 C	Closed:	Thu 29 January 2004 10:31	Customer:	I039
Priority:	0			CSR/Team:	GB082294 / HSH8

Caller Details

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

Call Problem Details

Product Type:		Call Type:	X	ProbType:	XI17	Problem:	
Problem Text:	pm reports the is having problems on his system connected to rems, every time he rems in it leaves him with a discreapncy and he been to the nbsc and back to us and now wants his system investigating						

Call Closure Details

Closed:	29/01/2004 10:31	Cause:	CM2	Repair:	R59	Resolution:	RS14
Text:	Call Close by Mary Rainbow: pm reports ongoing problems on system with discrepancies - pm transferred to nbsc for further assistance						

Call Asset Details

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

Call Activity Log

OPEN	29 January 2004 10:21 by GB082294 / HSH8	Saved: 29 January 2004 10:26
	New call taken by Mary Rainbow: pm reports the is having problems on his system connected to rems, every time he rems in it leaves him with a discreapncy and he been to the nbsc and back to us and now wants his system investigating	
Advice	29 January 2004 10:30 by GB082294 / HSH8	Saved: 29 January 2004 10:30
	advised the pm for this to happen he needs to re referred from the nbsc	
Information	29 January 2004 10:30 by GB082294 / HSH8	Saved: 29 January 2004 10:30
	caller transferred to nbsc	
CLOSE	29 January 2004 10:31 by GB082294 / HSH8	Saved: 29 January 2004 10:31
	Call Close by Mary Rainbow: pm reports ongoing problems on system with discrepancies - pm transferred to nbsc for further assistance	