

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 rem, every time he rem in it leaves him with a discrepancy 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 rem, every time he rem in it leaves him with a discrepancy 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 be 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		