

Call E-0402250565

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Status:	Closed	Opened:	Wed 25 February 2004 12:12	Site:	213337
Severity:	2 C	Closed:	Wed 25 February 2004 12:19	Customer:	I039
Priority:	0			CSR/Team:	uk952522 / HSH7

Caller Details

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

Call Problem Details

Product Type:	PT01	Call Type:	X	ProbType:	XI18	Problem:	
Problem Text:	JAnE @NBSC called re closed call.						

Call Closure Details

Closed:	25/02/2004 12:19	Cause:	CM2	Repair:	R58	Resolution:	RS14
Text:	Call Close by Nicola Goodson: jane@nbsc called regarding call that was closed advised jane about previuos call, ref given call closed						

Call Asset Details

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

Call Activity Log

OPEN	25 February 2004 12:05 by uk952522 / HSH7 New call taken by Nicola Goodson: JAnE @NBSC called re closed call.	Saved: 25 February 2004 12:12
CLEAR	25 February 2004 12:19 by uk952522 / HSH7 nbsc issue	Saved: 25 February 2004 12:19
CLOSE	25 February 2004 12:19 by uk952522 / HSH7 Call Close by Nicola Goodson: jane@nbsc called regarding call that was closed advised jane about previuos call, ref given call closed	Saved: 25 February 2004 12:19
MODIFY	25 February 2004 13:31 by uk059697 / HSH4 Call information modified by Sandra Hawkins Problem Type: from 'XI17' to 'XI18'	Saved: 25 February 2004 13:31
MODIFY	25 February 2004 13:31 by uk059697 / HSH4 Call information modified by Sandra Hawkins Repair: from 'R74' to 'R58'	Saved: 25 February 2004 13:31