

## Export

## Peak Incident Management System

|                |   |                   |                               |
|----------------|---|-------------------|-------------------------------|
| Call Reference | PC0048716   | Call Logger       | Customer Call -- EDSC         |
| Release        | Targeted At -- CSR-CI3_2R                         | Top Ref           | E-0006240900                  |
| Call Type      | Live Incidents                                    | Priority          | A -- Business stopped         |
| Contact        | EDSC  | Call Status       | Closed -- No fault in product |
| Target Date    | 27/06/2000  | Effort (Man Days) | 0                             |
| Summary        | FAD 132859 on non polling report for 3 days. Plea |                   |                               |

## Progress Narrative

Date:27-Jun-2000 05:46:00 User:\_Customer Call\_  
CALL PC0048716 opened  
CALL PC0048716:Priority A:CallType L - Target 27/06/00 20:00:00  
24/06/00 15:59 FAD 132859 on non polling report for 3 days. Please investigate  
24/06/00 16:01 UK052512  
Information: Unable to Health Check site  
24/06/00 16:03 uk059960  
Information: We are unable to ping this site can Energis please investigate.  
ISDN no [IRRELEVANT], FAD code:-132859,  
Call clearing code:- '0x849B 'Destination out of order'  
Thanks .cfm3.  
F} Call details  
Diagnostician name:  
Customer opened date 24/06/2000 15:59:58

Date:27-Jun-2000 08:16:00 User:Barbara Longley  
Target Release updated to CSR-CI3\_2R  
Product General/Other/Misc ISDN added  
Product General/Other/Misc ISDN added

Date:27-Jun-2000 14:31:00 User:Paul Steed  
The Call record has been assigned to the Team Member: David Seddon  
Defect cause updated to 99:General - Unknown  
Hours spent since call received: 0 hours

Date:28-Jun-2000 15:23:00 User:David Seddon  
F} Response :  
Office had not been polling due to a comms issue - destination out or order.  
This has now been fixed and the office is no longer on the non polling report.  
[END OF REFERENCE 19567423]  
Responded to call type L as Category 40 -Incident Under Investigation  
The response was delivered to: PowerHelp  
The Call record has been transferred to the Team: MSU-NPOs  
Defect cause updated to 42:Gen - Outside Pathway Control  
Hours spent since call received: 0 hours

Date:06-Jul-2000 09:57:00 User:Ilka Koehler-Wain  
F} Response :  
Please close this call.  
[END OF REFERENCE 19810167]  
Responded to call type L as Category 68 -Administrative Response  
Hours spent since call received: 0 hours  
The Call record has been transferred to the Team: EDSC  
The response has been routed to the gateway team for validation

Date:06-Jul-2000 10:04:00 User:Barbara Longley  
The Call record has been assigned to the Team Member: Anna Croft  
Hours spent since call received: 0 hours

Date:06-Jul-2000 10:48:00 User:Deleted User (Anna Croft Sep/00)  
F} Response :  
7/6/2000 - By Ilka Koehler-Wain -MSU  
Please close this call.  
comms issue  
closing as no fault in product  
[END OF REFERENCE 19816604]  
Responded to call type L as Category 62 -No fault in product  
Hours spent since call received: 0 hours  
CALL PC0048716 closed: Category 62, Type L  
The response was delivered to: PowerHelp

|   |  |
|---|--|
| Date:06-Jul-2000 10:53:00 User:_Customer Call_<br>Date and time complete: 06/07/2000 11:52:40<br>Service Complete (Confirmation) Received |  |
| Root Cause  | Gen - Outside Program Control                    |
| Logger  | Customer Call -- EDSC                            |
| Subject Product   | General/Other/Misc -- ISDN (version unspecified) |
| Assignee  | Deleted User -- EDSC                             |
| Last Progress   | 06-Jul-2000 10:53 -- _Customer Call_             |