

Call E-0012151527

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Status:	Closed	Opened:	Fri 15 December 2000 16:35	Site:	264242
Severity:	2 C	Closed:	Fri 15 December 2000 16:37	Customer:	I039
Priority:	0			CSR/Team:	uk059150 / SMC5-SMC R/O

Caller Details

Caller:		Phone:	GRO	Site:	264242
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	I	ProbType:	IM21	Problem:	
Problem Text:	call logged by Mary Rainbow - outbound call to advise pm of upgrade on monday night 18/12/00 for tuesday 19/12/00						

Call Closure Details

Closed:	15/12/2000 16:37	Cause:	CB3	Repair:	R66	Resolution:	RS08
Text:	Call Close by Donna Maria Munro: pmhtcc						

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	Unknown Product	Description:		Network ID:	

Call Activity Log

OPEN	15 December 2000 16:34 by uk059150 / SMC5-SMC R/O	Saved: 15 December 2000 16:35
	New call taken by Donna Maria Munro: call logged by Mary Rainbow - outbound call to advise pm of upgrade on monday night 18/12/00 for tuesday 19/12/00	
Advice	15 December 2000 16:36 by uk059150 / SMC5-SMC R/O	Saved: 15 December 2000 16:36
	pm happy for re-target	
CLEAR	15 December 2000 16:37 by uk059150 / SMC5-SMC R/O	Saved: 15 December 2000 16:37
	pmhtcc	
CLOSE	15 December 2000 16:37 by uk059150 / SMC5-SMC R/O	Saved: 15 December 2000 16:37
	Call Close by Donna Maria Munro: pmhtcc	