

**Cleveley MPSO**

**FAD : 153405**

**HSH Call Analysis  
Analysis by Nature of Call Resolution (JRH)**

Analysis based on eventual resolution of call carried out by Jan Holmes

Resolution	Explanation	No.	%ge
A&G	Call where Advice and Guidance was provided by HSH and PM was happy to close call on basis of outcome of advice.	21	18%
NBSC	HSH call referred to PO NBSC for resolution	9	8%
Printer	Calls that were to do with printer problems, whether Back Office (BO) or Counter	4	3%
Audit	Calls related to Audit activity	2	2%
S/W	Calls that are, or could be attributed to software problems	7	6%
Rollout	Calls relating to the original rollout of Horizon to the Outlet	16	14%
Comms	Calls relating to non-polling or other Communications related issues. Includes call made by Energis and BT to arrange site visits.	3	3%
Other	Calls not fitting into any of the above resolution classifications	4	3%
Crash/Blue	Calls made in the period 10/02/00 to 14/04/00 when the Outlet was experiencing significant problems with Gateway and Counter PCs crashing or Blue Screening.	27	24%
Reboot	Calls that required a Reboot to resolve but not part of the Crash/Blue set	12	12%
Call Mgt	Calls made checking up on the status of other calls, usually related to Crash/Blue calls	9	8%

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**HSH Call Analysis  
Analysis by HSH Call Type**

Call Type as assigned by HSH Clerk at time of closing call.

Call Type	Legend	No.	%ge
A	Advice and Guidance	20	18%
X	Other	15	13%
S	Software	39	34%
T	Training	3	3%
H	Hardware	6	5%
O	Operational	1	1%
Y	Rollout Helpdesk	17	14%
Z	Security	2	2%
N	Network	5	4%
K	Cash Account	5	4%
C	Not Known	0	0
I	Implementation	0	0
F	Reference Data	1	1%
M	Customer Complaint	1	1%

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**HSH Call Analysis  
Analysis of Call Escalation and Site Visits**

The column 'Esc' has been used to identify the level to which the call was escalated before it was finally resolved.

The analysis ignores all Rollout (Type Y) calls.

The analysis starts E-0002100138 dated 10/02/00 and ends E-0012141784 dated 14/12/00

108 calls in analysis :

63 (58.3%) calls resolved by 1<sup>st</sup> Line Support

25 (23.1%) calls resolved by 2<sup>nd</sup> Line Support

8 (7.4%) calls resolved by 3<sup>rd</sup> Line Support

12 calls resulted in visits, either by Fujitsu engineers to effect a PC or printer swap or by engineers from BT, Energis, Nortel or a combination of the three.

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Number	Raised	Call Type	Esc	Problem Type	Visit?	Synopsis/Comment
						Baseline CI4
						Data retrieval stopped at 31/12/00
0012141784	14/12/00	A	1	Call Mgt	N	PM (JW) : Wanting progress on call 0011291662
0012041864	04/12/00	Z	2	Auditor	N	NBSC : OSP required. OSP provided.
0012041407	04/12/00	Z	2	Auditor	N	Aud : OSP required. Refused as no NBSC authority No.
0012010972	01/12/00	X	1	NBSC	N	PM (RH) : Needs to contact RNM. Call passed to NBSC
0011300602	30/11/00	A	1	Call Mgt	N	PM (JW) : Forgotten reference number for last night's call.
0011294389	29/11/00	A	1	Call Mgt	N	PM (JW) : Wanted to discuss call 0011291662.
0011292618	29/11/00	T	1	A&G	N	PM (JW) : Query on Foreign Currency display. Advice given and problem resolved.
0011292030	29/11/00	S	1	Reboot	N	PM (JW) : Barcode reader not scanning. Reboot.
0011291662	29/11/00	S	2	SW	N	PM (JW) : Stock seems to be mixed up following upgrade (to CI4). Attempted to assist. Call closed 05/03/01 with no action.
0011260098	26/11/00	S	2	Reboot	N	SMC : NT event notified. KELRColeman1253J refers. Reboot
0011225158	22/11/00	A	1	A&G	N	PM (JW) : Wanting to modify 2 shared SUs into two individuals SUs. Advice given and problem resolved.
0011224382	22/11/00	S	1	A&G	N	PM (RH) : Screen message not understood. Advice given and problem resolved.
0011212404	21/11/00	S	3	SW	N	Call made by HSH to resolve complaint. PM reporting discrepancies in Foreign Currency. Escalated to 3 <sup>rd</sup> line but insufficient evidence from PM to resolve. Call eventually closed 27/02/01 with no action.
0011203306	20/11/00	S	1	Reboot	N	PM (RH) : Desktop error message. Reboot.
0011202437	20/11/00	T	1	A&G	N	PM (JW) : Problems transferring foreign currency between SUs. Advice given and problem resolved.
0011180741	18/11/00	S	1	Reboot	N	PM (JW) : Screen message not understood. Re-boot C2.
0011140728	14/11/00	A	1	A&G	N	PM (JW) : Wanting to find transaction outside retained data limits. Advised not possible.
0011084054	08/11/00	A	1	A&G	N	PM (JW) : Gateway freezing. Advised all freeze but if gets bad call and will be investigated.
0011081708	08/11/00	S	1	SW	N	PM (JW) : Ref 0011021303. Same problem with shared SU and duplicate entries. PM advised to do work from Gateway and not C5.
0011021413	02/11/00	S	1	Reboot	N	PM (AJ) : Blue screen with message. Reboot.
0011021303	02/11/00	M	1	Call Mgt	N	RNM (ET) : Unhappy that nobody has called back wrt 0011012223. Wants confirmation that actions taken will allow her to

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Number	Raised	Call Type	Esc	Problem Type	Visit?	Synopsis/Comment
						re-open PO. Call closed as resolved.
0011020503	01/11/00	X	1	Call Mgt	N	PM (RH) : Repeat call to call 0011012223
0011020063	02/11/00	X	1	Call Mgt	N	RNM (ET) : Follow up to call 0011012223
0011015059	01/11/00	A	1	Call Mgt	N	PM (AJ) : Call cancelled.
0011014334	01/11/00	X	1	Call Mgt	N	PM (AJ) : Duplicate call of 0011012223
0011012223	01/11/00	S	3	S/W	N	PM (JW) : Stock figures appearing twice in shared SUs. RNM (Elaine Tagg involved – complaint made) KELKiang351M refers – being investigated by 4 <sup>th</sup> Line.
0010311359	31/10/00	K	1	A&G	N	PM (JW) : Discrepancy in Trial balance. –ve figures displayed. Advice given and problem resolved.
0010253234	25/10/00	S	2	S/W?	N	PM (RH) : Reporting SU discrepancies (-£40k). PM eventually resolved problem by reversing.
0010161350	16/10/00	H	2	Printer	082213	PM (RH) : Trouble with Counter 5 printer Giro reports. Printer replaced.
0010091369	09/10/00	S	1	A&G	N	PM (RH) : Trouble printing Giro prints. Advice given and problem resolved.
0010043634	04/10/00	X	1	NBSC	N	PM (JW) : Want to reverse AP. Call passed to NBSC
0009204970	20/09/00	K	1	A&G	N	PM (RH) : 'No entry' sign on Office balance. Advice given and problem resolved.
0009052546	05/09/00	S	1	Reboot	N	PM (JW) : Screen stuck doing balance preview. Reboot.
0008312027	31/08/00	A	1	Call Mgt	N	PM (JW) : Wanting to know when SMC will call her back.
0008303371	30/08/00	T	3	A&G	N	PM (JW) : Withdrawal information against wrong clerk. SSC invoked. PM disputed that transaction had been done but was guided through process. Advice given and problem resolved.
0008302691	30/08/00	K	1	A&G	N	PM (RH) : Cannot produce Giro Withdrawal Report. Advice given and problem resolved.
0008300740	30/08/00	S	2	Reboot	N	SMC : Cleardesk not run – active user detected. KEL MWright5052P refers. Reboot.
0008233829	23/08/00	A	1	A&G	N	PM (JW) : PM re-booted and got blue screen. Advised stays like that for 10 mins.
0008233684	23/08/00	S	1	Reboot	N	PM (RH) : Counter freezing on printing report. Reboot.
0008181263	18/08/00	A	1	A&G	N	PM (RH) : Can I transfer cash to a different SU. Advice given and problem solved.
0008172268	17/08/00	F	1	NBSC	N	PM (AJ) : Wants to perform 'buy back'. Call passed to NBSC
						<b>Baseline NR2</b>
008021149	02/08/00	X	1	NBSC	N	PM (JW) : Error notice with Giro payment. Call passed to NBSC

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0007210350	21/07/00	N	2	Comms	N	SMC (BZ) : Outlet not polling. Line fault cleared by BT.
0007201732	20/07/00	X	1	NBSC	N	PM (JW) : Had called NBSC who said should call HSH. HSH spoke to NBSC who then took call back.
0007201267	20/07/00	K	1	NBSC	N	PM (JW) : PM has discrepancy in SU. Relates to call 0007181540. Call passed to NBSC
0007193490	19/07/00	H	2	Printer	064008	PM (RH) : Counter printer problem. Printer swapped-out.
0007181540	18/07/00	K	1	A&G	N	PM (JW) : PM had discrepancy in SU. Advice given with offer for PM to call back when completing Rollover on 19 <sup>th</sup> .
0007080002	08/07/00	S	2	Reboot	N	SMC (NB) : Critical event for C3. KELRColeman1253J refers. Reboot.
0007053554	05/07/00	A	1	A&G	N	PM (RH) : PM wants to reboot as system slow. PM advised that network traffic heavy and leave alone.
0006260642	26/06/00	A	1	NBSC	N	PM (JW) : Cash shortage displayed in Susp a/c. Call passed to NBSC.
0006211199	21/06/00	A	1	A&G	N	PM (JW) : Requesting print of all calls made since 07/02/00. Print of calls despatched.
0006011093	01/06/00	A	1	A&G	N	PM (RH) : Stuff on screen that PM does not understand when producing ONCH declaration. Known problem.
0005090677	09/05/00	S	2	Reboot	N	PM (RH) : Gateway blue screen. When office opened Gateway was at screen for 'Insert PMMC card'.
0004141583	14/04/00	S	2	Crash/Blue	051286	SSC : Repeated blue screen on Gateway Requested swap out before Energis arrive. Gateway swapped out.
0004130533	13/04/00	S	1	Crash/Blue	N	PM (JW) : Problem logging on to Node 5. Advice given and problem resolved
0004122249	12/04/00	N	2	Comms	Y	Energis : Arranging to put ISDN out of service for comprehensive testing. Testing completed 18/04/00 and appears OK.
0004110915	11/04/00	N	3	Crash/Blue	N	PM (AJ) : Requesting engineer to check cables and connections to Counters. Call closed?
0004110310	11/04/00	S	3	Crash/Blue	Y	PM (JW) : Gateway crash and slow running Counters. Further interaction with BT, Energis and Nortel. SSC raised to A priority with Energis. Considered duplicate of 0004122249 and 0004101494.
0004101494	10/04/00	N	3	Comms	Y	SSC : Requesting CFM3 check ISDN line quality with Energis. Problem was identified between Outlet and exchange.
0004100575	10/04/00	N	2	Crash/Blue	N	PM (AJ) : Repeat of call 0004080446
0004080446	08/04/00	A	1	Crash/Blue	N	PM (JW) : Problem with new C5 position. Reboot
0004061124	06/04/00	X	2	Crash/Blue	051286	SSC : Requesting gateway swap as part of Outlet change 0004052195
0004060966	06/04/00	S	1	Crash/Blue	N	PM (AJ) : Screen freeze. Reboot
0004060258	06/04/00	H	2	Printer	064008	PM (RH) : Back Office printer not working. Swap out printer.
0004052195	05/04/00	X	2	OBC	Y	PM (AJ) : Outlet being extended from 4 to 5 Counters

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Number	Raised	Call Type	Esc	Problem Type	Visit?	Synopsis/Comment
0004051993	05/04/00	S	2	S/W	N	PM (JW) : Transactions 'jumping' from Counter to Counter. Call closed (Bad call)
0003311246	31/03/00	S	2	Crash/Blue	N	RNM (ET) : Call being dealt with under 0003280186.
0003310117	31/03/00	S	1	Crash/Blue	N	PM (RH) : Gateway blue screen. Reboot
0003281454	28/03/00	S	2	Printer	N	PM (RH) : Counter printer not working. Bae unit swap deemed to fix this problem.
0003280779	28/03/00	S	1	Crash/Blue	N	PM (JW) : Gateway crash. Already call open on this matter.
0003280186	28/03/00	S	3	Crash/Blue	064008	PM (RH) : System crashed. Unit to be swapped out. Swap unit DOA. Investigation suggests comms problem. (Bad call)
0003210083	21/03/00	S	2	Crash/Blue	N	PM (RH) : Gateway blue screen. Reboot but PM concerned at recurring problem.
0003200387	20/03/00	S	1	Crash/Blue	N	PM (RH) : Gateway crash. KELSParker346J refers. Reboot
0003130143	13/03/00	S	1	Crash/Blue	N	PM (RH) : Gateway crash. Reboot.
0003100662	10/03/00	H	3	Crash/Blue	N	RNM (ET) : Gateway crashing 3 to 4 times a week. Linked to later call 0003280186 for box swap-out.
0003090170	09/03/00	S	1	Crash/Blue	N	PM (RH) : Gateway screen frozen. Reboot
0003082022	08/03/00	S	2	S/W	N	PM (RH) : System busy icon appearing on screen. Ntlog.cache file deleted.
0003080691	08/03/01	X	1	NBSC	N	PM (JW) : Trying to do something with no icon present. Call passed to NBSC.
0003080446	08/03/00	X	1	NBSC	N	PM (AJ) : Procedural issue with Passport. Call passed to NBSC.
0003070610	07/03/00	S	1	Crash/Blue	N	PM (JW) : Screen frozen. Problem appeared to rectify itself.
0003040085	04/03/00	A	1	A&G	N	PM (AJ) : PM cannot see anything on screen. Kit not switched on. Advice given and problem resolved.
0003030407	03/03/00	A	1	Crash/Blue	N	PM (RH) : Screen frozen. Reboot.
0003030294	03/03/00	H	2	Crash/Blue	064008	TSA (SH) : Linked to other call. Gateway swap advised in earlier call.
0003010031	01/03/00	H	2	Crash/Blue	051286	PM (RH) : Gateway blue screen. Gateway swap.
0002290031	29/02/00	S	1	Crash/Blue	N	PM (RH) : Gateway crash with message. Reboot
0002241008	24/02/00	A	1	Crash/Blue	N	PM (RH) : PM had problem? Reboot.
0002240009	24/02/00	S	3	Crash/Blue	Y	RNM (ET) : Seeking investigation for repeated re-boots required to keep system running. Engineer on-site box-swapping so call closed.
0002220353	22/02/00	X	1	Other	N	PM (M?) : Reporting she has entered incorrect amount into Quantum m/c

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Number	Raised	Call Type	Esc	Problem Type	Visit?	Synopsis/Comment
0002190086	19/02/00	A	1	A&G	N	PM (RH) : Clerk locked out of system. Advice given and problem resolved.
0002100523	10/02/00	S	2	Crash/Blue	N	PM (RH) : Gateway crashing and blue screen. Reboot but PM unhappy with repeated crashes and re-booting.
0002100514	10/02/00	X	1	Crash/Blue	N	PM (RH) : Gateway crashing. Call cut-off.
0002100508	10/02/00	S	1	Crash/Blue	N	PM (RH) : System crashing. Call cut-off due to bad line.
0002100289	10/02/00	S	1	Reboot	N	HFSO : Barcode scanner and card swipe not working. Reboot.
0002100219	10/02/00	S	1	Reboot	N	PM (JW) : Follow-up call to 002100198. Reboot.
0002100198	10/02/00	X	1	Other	N	PM (JW) : Gateway blue screen with message. Line cut-off during call?
0002100143	10/02/00	A	1	A&G	N	HFSO : Clerk locked out. Advice given and problem resolved.
0002100138	10/02/00	O	1	A&G	N	HFSO : Icon design missing. OK as design work to be delivered.
0002100075	10/02/00	Y		Rollout		POCL : Migration completed successfully
0002091220	09/02/00	Y		Rollout		HFSO : Cannot find Postal Order section. Advice given and problem resolved.
0002090708	09/02/00	Y		Rollout		Exel : Hardware acceptance achieved
0002090461	09/02/00	Y		Rollout		Exel : C3 stuck at 20% during install. Declared DOA and swapped out
0002090182	09/02/00	Y		Rollout		Exel : Gateway stuck at 3% during install.
0002090089	09/02/00	Y		Rollout		Exel : ISDN problem.
0001310867	31/01/00	Y		Rollout		Unspecified Rollout Problem
0001310858	31/01/00	Y		Rollout		Unspecified Rollout Problem
0001310826	31/01/00	Y		Rollout		Unspecified Rollout Problem
0001310722	31/01/00	Y		Rollout		Unspecified Rollout Problem
0001310595	31/01/00	Y		Rollout		Unspecified Rollout Problem
0001310477	31/01/00	Y		Rollout		Unspecified Rollout Problem
0001310382	31/01/00	Y		Rollout		Unspecified Rollout Problem
0001310301	31/01/00	Y		Rollout		Unspecified Rollout Problem

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0001310195	31/01/00	Y		Rollout		Unspecified Rollout Problem
0001200323	20/01/00	X		Other		Unspecified 'Other' Problem
0001100451	10/01/00	Y		Rollout		Unspecified Rollout Problem