

PinICL Expor PC0062561

Ref	Summary	Opened	Last update	Customer	Product Group
PC0062561	PM - Old Isleworth-training issues	15/02/2001 13:37:13	20/09/2001 12:07:46		General/Other/Misc
Welsh			Closed		Unknown

References

Name	Value
Other	PON manager - Paul Smith
Customer reference	P10000441

Products

Product Group	Product Name	Product Version
General/Other/Misc	Unknown	

Activities

Date	User	Comment
15/02/2001 13:37:02	Julie Welsh	References entered are:-
15/02/2001 13:37:02	Julie Welsh	Product General/Other/Misc Unknown added
15/02/2001 13:37:02	Julie Welsh	Target Release entered: Unknown
15/02/2001 13:37:02	Julie Welsh	PM - Old Isleworth-training issues
15/02/2001 13:37:02	Julie Welsh	Outlet went live on 11/01/01. PM has raised 75 calls to date an average of 25
15/02/2001 13:37:02	Julie Welsh	calls per week far higher than the norm for a newish outlet. The majority of
15/02/2001 13:37:02	Julie Welsh	calls are advice and guidance and incorrect Helpdesk. The PM called HSH on
15/02/2001 13:37:02	Julie Welsh	25/01/01 and requested further training, the PM was referred to his
15/02/2001 13:37:02	Julie Welsh	RNM.....It would appear that there is a training issue here which needs to be
15/02/2001 13:37:02	Julie Welsh	addressed.
15/02/2001 13:37:02	Julie Welsh	PON actions:
15/02/2001 13:37:02	Julie Welsh	Has PM completed and passed his training?
15/02/2001 13:37:02	Julie Welsh	When, where and with whom did PM complete training?
15/02/2001 13:37:02	Julie Welsh	Has further training been considered?
15/02/2001 13:37:02	Julie Welsh	Closure criteria: PM's calls reduce to acceptable level i.e. 4 per month.
15/02/2001 13:37:13	Julie Welsh	CALL PC0062561 opened

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15/02/2001 13:37:25	Julie Welsh	CALL PC0062561:Priority C:CallType Z - Target 27/03/01 20:00:00			
21/02/2001 15:53:07	Julie Welsh	fad = 111025			
08/03/2001 15:18:07	Julie Welsh	update chased 08/03/01			
09/03/2001 16:20:52	Julie Welsh	PON have requested training, however there are no slots available at present.			
09/03/2001 16:20:52	Julie Welsh	PON will advise date as soon as available.			
20/03/2001 07:57:55	Julie Welsh	The call references have been updated. They are now:-			
20/03/2001 07:57:55	Julie Welsh	T Other : PON manager - Paul Smith			
29/03/2001 11:17:25	Julie Welsh	Office closed for short period , now reopened 26/03/01. Monitor calls from			
29/03/2001 11:17:25	Julie Welsh	w/c 26/03/01			
24/04/2001 10:49:46	Julie Welsh	calls on monitor 26/03 = 17			
24/04/2001 10:49:46	Julie Welsh	calls w/c 2/04 = 9			
24/04/2001 10:49:46	Julie Welsh	calls w/c 9/4 = 3			
24/04/2001 10:49:46	Julie Welsh	calls w/c 16/4 = 9			
24/04/2001 10:49:46	Julie Welsh	Still high, need to monitor.			
30/04/2001 09:07:23	Julie Welsh	71 year old PM having problems with system PON actions pending. Suspend			
30/04/2001 09:07:23	Julie Welsh	monitoring of calls for one month to monitor PON actions			
04/05/2001 10:04:07	Julie Welsh	FSM visiting PM 04/05/01, await results of visit			
10/05/2001 10:53:27	Julie Welsh	FSM reports PM is slow on system but can operate effectively. Assistant is			
10/05/2001 10:53:27	Julie Welsh	faster worker and can get ahead of herself. Calls still on monitor w/c 30/04			
10/05/2001 10:53:27	Julie Welsh	= 10 no reduction, simple advice and guidance. Consider next course of action			
10/05/2001 10:53:27	Julie Welsh	with PON			
16/05/2001 14:10:29	Julie Welsh	It has been decided to replace all kit16/05/01 to eliminate any problems. PM			
16/05/2001 14:10:29	Julie Welsh	is experiencing phantom transactions			
25/05/2001 10:47:42	Julie Welsh	calls May to date = 19 await update from Wendy			
07/06/2001 06:40:52	Julie Welsh	All kit due to be swopped today and returned to third line support in			

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07/06/2001 06:40:52	Julie Welsh	Bracknell for checking. Suspend call monitoring pending results of
07/06/2001 06:40:52	Julie Welsh	investigation.
22/06/2001 08:49:04	Julie Welsh	Still under investigation with third line
04/07/2001 10:13:39	Julie Welsh	Checked with thirdline, they are busy looking at information from monitoring
04/07/2001 10:13:39	Julie Welsh	and will advise results asap.Continue suspend on call monitoring
12/07/2001 08:37:00	Julie Welsh	SSC update:
12/07/2001 08:37:00	Julie Welsh	Phantom transactions - SSC recommend a change of kit in an attempt to resolve
12/07/2001 08:37:00	Julie Welsh	this problem Awaiting further details.
19/07/2001 09:26:05	Julie Welsh	Kit has been swapped and monitoring has commenced by third line.
07/08/2001 13:00:20	Jean Woolley	The call references have been updated. They are now:-
07/08/2001 13:00:20	Jean Woolley	Other : PON manager - Paul Smith
07/08/2001 13:00:20	Jean Woolley	T Customer reference : P10000441
17/08/2001 09:13:02	Julie Welsh	Update on problems at outlet from FSM:
17/08/2001 09:13:02	Julie Welsh	"This outlet has reported continual phantom transaction problems causing us
17/08/2001 09:13:02	Julie Welsh	to exhaust every possible course of action in trying to solve them.
17/08/2001 09:13:02	Julie Welsh	
17/08/2001 09:13:02	Julie Welsh	We have:
17/08/2001 09:13:02	Julie Welsh	1) spent limited time at the outlet watching how he operates the system - no
17/08/2001 09:13:02	Julie Welsh	evidence of swipe head was found
17/08/2001 09:13:02	Julie Welsh	2) collected a weekly detailed list of when the phantoms are happening, what
17/08/2001 09:13:02	Julie Welsh	products, which counter etc - no relevant trends were noted
17/08/2001 09:13:02	Julie Welsh	3) we have replaced all kit and cables on both counter positions
17/08/2001 09:13:02	Julie Welsh	4) installed a test rig with Comtest software for three weeks to track
17/08/2001 09:13:02	Julie Welsh	interference on the screens - nothing conclusive was found
17/08/2001 09:13:02	Julie Welsh	5) installed a resistive monitor at counter position 1 and sent the old
17/08/2001 09:13:02	Julie Welsh	screen to Pat Carroll for testing (waiting to speak to Pat on his return from

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17/08/2001 09:13:02	Julie Welsh	holiday)			
17/08/2001 09:13:02	Julie Welsh				
17/08/2001 09:13:02	Julie Welsh	After all this the PM is still experiencing Phantom transactions but they are			
17/08/2001 09:13:02	Julie Welsh	mainly on counter position 1 and this is always used by Robert Parker (PM). I			
17/08/2001 09:13:02	Julie Welsh	have asked Robert if I can spend some time at the outlet with him so I can be			
17/08/2001 09:13:02	Julie Welsh	present when the phantoms occur but he is not keen for this to take place as			
17/08/2001 09:13:02	Julie Welsh	he feels the outlet is too small and gets too heated as it is.			
17/08/2001 09:13:02	Julie Welsh				
17/08/2001 09:13:02	Julie Welsh	I spoke with HSH this morning and she advises that since Powerhelp was last			
17/08/2001 09:13:02	Julie Welsh	archived, Mr Parker has logged 34 calls to the helpdesk and a vast amount are			
17/08/2001 09:13:02	Julie Welsh	advice and guidance. My personal feeling is that Mr Parker could do with			
17/08/2001 09:13:02	Julie Welsh	some further training and I feel that this should be our next course of			
17/08/2001 09:13:02	Julie Welsh	action. The only other option we have open to us is to change the ISDN line,			
17/08/2001 09:13:02	Julie Welsh	which is the old style, but myself and HSH feel that this is an expensive			
17/08/2001 09:13:02	Julie Welsh	option to go down when it may be user error at fault.			
17/08/2001 09:13:02	Julie Welsh				
17/08/2001 09:13:02	Julie Welsh	PON to look at training issues. pursued with PON 17/08/01.			
23/08/2001 10:31:22	Julie Welsh	Calls July = 16 Calls w/c 01/08 = 6 w/c 8/08 = nil w/c 15/08 = 3 Await PON			
23/08/2001 10:31:22	Julie Welsh	action on training issues			
10/09/2001 11:17:46	Julie Welsh	Calls:			
10/09/2001 11:17:46	Julie Welsh	w/e 22/8 = 4; w/e 29/8 = 2; w/e 5/9 = 3.			
20/09/2001 12:07:32	Julie Welsh	PON have written to the RNM to address the training issue, see text below:			
20/09/2001 12:07:32	Julie Welsh	"From RNM - I spoke to training and Dev. this afternoon and arranged 2 days			
20/09/2001 12:07:32	Julie Welsh	training for next week, when I rang Mr Parker he told me that he did not need			
20/09/2001 12:07:32	Julie Welsh	the extra training so i have now cancelled it. He also told me that the			
20/09/2001 12:07:32	Julie Welsh	Phantom transactions have stopped.			

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20/09/2001 12:07:32	Julie Welsh				
20/09/2001 12:07:32	Julie Welsh	PON to RNM:"There seems to be no issues at this outlet if you are happy with			
20/09/2001 12:07:32	Julie Welsh	the postmasters response.			
20/09/2001 12:07:32	Julie Welsh	Is there anything else that needs investigating at the outlet proven to be			
20/09/2001 12:07:32	Julie Welsh	directly liked with phantom txns (discrepancies?) as there are none recorded?			
20/09/2001 12:07:32	Julie Welsh	If not I would like your agreement to close down this problem as now resolved.			
20/09/2001 12:07:32	Julie Welsh	I would like to make you aware though that the postmaster does seem to be			
20/09/2001 12:07:32	Julie Welsh	making quite a few calls still to the HSH helpdesk, mainly around simple			
20/09/2001 12:07:32	Julie Welsh	things such as reversals.			
20/09/2001 12:07:32	Julie Welsh				
20/09/2001 12:07:32	Julie Welsh	RNM to PON:Thanks for making aware about the number of calls your still			
20/09/2001 12:07:32	Julie Welsh	receiving, i don't think we will ever stop him from making these. I see no			
20/09/2001 12:07:32	Julie Welsh	reason why this call cannot not be closed. as i said the Postmaster said he			
20/09/2001 12:07:32	Julie Welsh	is no longer getting these transactions.			
20/09/2001 12:07:32	Julie Welsh	Calls have actually reduced in September, there are currently only 4. I have			
20/09/2001 12:07:32	Julie Welsh	agreed with PON that there is little else which can be done. The PM is not			
20/09/2001 12:07:32	Julie Welsh	making errors with his work and the call volume has improved.I have agreed to			
20/09/2001 12:07:32	Julie Welsh	close the problem.			
20/09/2001 12:07:32	Julie Welsh				
20/09/2001 12:07:32	Julie Welsh				
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20/09/2001 12:07:32	Julie Welsh				
20/09/2001 12:07:32	Julie Welsh				
20/09/2001 12:07:34	Julie Welsh	F} Response :			
20/09/2001 12:07:34	Julie Welsh	final- completed			
20/09/2001 12:07:34	Julie Welsh	[END OF REFERENCE 27645229]			
20/09/2001 12:07:34	Julie Welsh	Responded to call type Z as Category 15 -Completed			
20/09/2001 12:07:35	Julie Welsh	Hours spent since call received: 000.3 hours			
20/09/2001 12:07:35	Julie Welsh	Defect cause updated to 39:General - User Knowledge			
20/09/2001 12:07:35	Julie Welsh	The response was delivered on the system			
20/09/2001 12:07:46	Julie Welsh	CALL PC0062561 closed: Category 15, Type Z			
20/09/2001 12:07:46	Julie Welsh	Hours spent since call received: 000.3 hours			