

Call E-0003311246

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Status:	Closed	Opened:	Fri 31 March 2000 17:35	Site:	153405
Severity:	2 C	Closed:	Sat 01 April 2000 09:20	Customer:	I039
Priority:	0			CSR Team:	uk061354 / SMC1
Caller Details					
Caller:	Elaine Tagg	Phone:	GRO	Site:	153405
Title:	RNM	Login:		Department:	
		Caller ID:		Location:	
Call Problem Details					
Product Type:	PT17	Call Type:	S	Prod Type:	SD02
Problem Text:	The system keeps crashing and IS DOING 3 or 4 times a day and is getting worse. They have had several base units installed but the problem persists				
Call Closure Details					
Closed:	01/04/2000 09:20	Case:	C22	Reps:	R42
Text:	Call Close by Stephen Corney: Duplicate call.				
Call Asset Details					
Asset ID:		Description:		Serial No:	
Product:	CENFUJERGOPRO	Description:	Fujitsu ErgoPro	Network ID:	
Call Activity Log					
OPEN	31 March 2000 17:30 by uk080111 / HSH1			Saved: 31 March 2000 17:35	
	New call taken by Bev Brown: The system keeps crashing and IS DOING 3 or 4 times a day and is getting worse. They have had several base units installed but the problem persists				
Advice	31 March 2000 17:39 by uk080111 / HSH1			Saved: 31 March 2000 17:39	
	Reassigning to SMC for further investigation. The system crashed 3 or 4 times a day. New base units have been installed but the problem persists				
REASSIGN	31 March 2000 17:40 by uk080111 / HSH1			Saved: 31 March 2000 17:41	
	Call # E-0003311246 was Reassigned from Bev Brown, Group HSH1 to Group SMC1 Reassigning to SMC for further investigation. The system crashed 3 or 4 times a day. New base units have been installed but the problem persists				
REASSIGN	01 April 2000 09:14 by UK061354 / SMC1			Saved: 01 April 2000 09:14	
	Call # E-0003311246 was Reassigned from Group SMC1 to Stephen Corney, Group SMC1				
Information	01 April 2000 09:18 by UK061354 / SMC1			Saved: 01 April 2000 09:18	
	Call being dealt with on call E-0003280186, closing as duplicate.				
CLOSE	01 April 2000 09:20 by uk061354 / SMC1			Saved: 01 April 2000 09:20	
	Call Close by Stephen Corney: Duplicate call.				