

PinICL Expor PC0030764

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0030764	FAD017007 - tranfer's and rem's	06/10/1999 12:14:39	07/10/1999 12:50:49	Mr Steve Renod/0171 35	EPOSS & DeskTop
EDSC	problem		Closed		EPOSS & DeskTop

References

Name	Value
PROVIDER	PINICL
ORIGINATOR	Phelp
REQUEST_KEY	39211952
ORIGREF	E-9910060118
CONSUMER	16953 A1GATE
CONSUMERREF	E-9910060118
PowerHelp	E-9910060118

Products

Product Group	Product Name	Product Version
EPOSS & DeskTop		

Activities

Date	User	Comment
06/10/1999 12:14:39	Customer Call	CALL PC0030764 opened
06/10/1999 12:14:41	Customer Call	CALL PC0030764:Priority B:CallType L - Target 11/10/99 13:14:39
06/10/1999 12:14:41	Customer Call	tranfer's and rem's problem - clerk advises that the transfer problem is not
06/10/1999 12:14:41	Customer Call	fixed and that his figures are still out because of this.
06/10/1999 12:14:41	Customer Call	06/10/99 09:42 UK061815
06/10/1999 12:14:41	Customer Call	Advice: advised pm to take the ref number and i would pass this
06/10/1999 12:14:42	Customer Call	call across for investigation.- he wants to know what he should
06/10/1999 12:14:42	Customer Call	do when he starts his balancing today?
06/10/1999 12:14:42	Customer Call	F} Call details
06/10/1999 12:14:42	Customer Call	Diagnostician name:
06/10/1999 12:14:42	Customer Call	Customer opened date 06/10/1999 09:37:15
06/10/1999 13:32:29	Barbara Longley	The call summary has been changed from:-
06/10/1999 13:32:29	Barbara Longley	tranfer's and rem's problem - clerk advises that t
06/10/1999 13:32:29	Barbara Longley	The call summary is now:-

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06/10/1999 13:32:29	Barbara Longley	FAD017007 - tranfer's and rem's problem
06/10/1999 13:32:29	Barbara Longley	Target Release updated to PDR - CSR
06/10/1999 13:32:29	Barbara Longley	Product EPOSS & DeskTop added
06/10/1999 13:55:50	Pat Carroll	The Call record has been assigned to the Team Member: John Simpkins
06/10/1999 13:55:50	Pat Carroll	Defect cause updated to 99:General - Unknown
06/10/1999 13:55:50	Pat Carroll	Hours spent since call received: 0 hours
07/10/1999 10:01:22	Diane Rowe	The Call record has been assigned to the Team Member: Diane Rowe
07/10/1999 10:01:22	Diane Rowe	Hours spent since call received: 0 hours
07/10/1999 12:47:22	Diane Rowe	F} Response :
07/10/1999 12:47:22	Diane Rowe	They have now rolled over the stock units and are working on the office. They
07/10/1999 12:47:22	Diane Rowe	have the correct transfers reported and the receipts and payments match on
07/10/1999 12:47:22	Diane Rowe	the office snapshot. This call can now be closed.
07/10/1999 12:47:22	Diane Rowe	[END OF REFERENCE 12709594]
07/10/1999 12:47:22	Diane Rowe	Responded to call type L as Category 62 -No fault in product
07/10/1999 12:47:22	Diane Rowe	Hours spent since call received: 0 hours
07/10/1999 12:47:24	Diane Rowe	CALL PC0030764 closed: Category 62, Type L
07/10/1999 12:47:26	Diane Rowe	The response was delivered to: PowerHelp
07/10/1999 12:50:49	Customer Call	Date and time complete: 07/10/1999 13:48:46
07/10/1999 12:50:49	Customer Call	Service Complete (Confirmation) Received