

PinICL Expor

PC0037808

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0037808	Supervisor rang to say have done	04/02/2000 15:36:04	21/06/2000 13:03:00	Daphne Sinton/01762 84	EPOSS & DeskTop
EDSC	balance snapshot		Closed		

References

Name	Value
PROVIDER	PINICL
REQUEST_KEY	49678377
ORIGREF	E-0002020232
CONSUMER	16953 A1GATE
CONSUMERREF	E-0002020232
ORIGINATOR	Phelp
PowerHelp	E-0002020232
Release PinICL	PC0047238

Products

Product Group	Product Name	Product Version
EPOSS & DeskTop		

Activities

Date	User	Comment
04/02/2000 15:36:04	Customer Call	CALL PC0037808 opened
04/02/2000 15:36:07	Customer Call	CALL PC0037808:Priority B:CallType L - Target 09/02/00 15:36:04
04/02/2000 15:36:07	Customer Call	02/02/00 10:30 Supervisor rang to say have done balance snapshot and P&A's
04/02/2000 15:36:07	Customer Call	have come up as £214.05 less than what they have for the week so far.
04/02/2000 15:36:07	Customer Call	02/02/00 10:32 UK061916
04/02/2000 15:36:07	Customer Call	Information: Last Thursday they had 3 dockets for £71.35 in system and
04/02/2000 15:36:07	Customer Call	they cut off on Thursday but they seemed to reappear on
04/02/2000 15:36:07	Customer Call	Friday morning so they were reversed. Balance snapshot shows
04/02/2000 15:36:07	Customer Call	71.35 less as a consequence. She has right amount of dockets and
04/02/2000 15:36:07	Customer Call	right amounts on reports, it's just balance snapshot that's
04/02/2000 15:36:07	Customer Call	wrong.
04/02/2000 15:36:07	Customer Call	02/02/00 10:38 UK061916
04/02/2000 15:36:08	Customer Call	Information: It was Group 13 £71.35 times 3. They were on P&A daily

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04/02/2000 15:36:08	Customer Call	report that was run at 17:30 27/01/00. The report was cut off
04/02/2000 15:36:08	Customer Call	after entries checked. Can't recall any difficulties with the
04/02/2000 15:36:08	Customer Call	cut off. Report was run off on counter 2. Username: RED001,
04/02/2000 15:36:08	Customer Call	SU 'AA' shared
04/02/2000 15:36:08	Customer Call	Friday: ran P&A report at 13:01 28/01/00 and the 3 group
04/02/2000 15:36:08	Customer Call	13 £71.35 entries were still there and the total was over by
04/02/2000 15:36:08	Customer Call	£214.05 so the 3 £71.35's were new reversed. At that point
04/02/2000 15:36:08	Customer Call	the report and dockets were fine. Report run on Gateway
04/02/2000 15:36:08	Customer Call	username: DSI001 SU 'AA'.
04/02/2000 15:36:08	Customer Call	Could be because report cut off on counter 2 but error
04/02/2000 15:36:08	Customer Call	showed on report run on gateway counter. Will pass to 2nd line
04/02/2000 15:36:08	Customer Call	for investigation
04/02/2000 15:36:08	Customer Call	02/02/00 16:46 uk066744
04/02/2000 15:36:08	Customer Call	Repeat Call: pm called chasing response.
04/02/2000 15:36:08	Customer Call	02/02/00 16:48 uk066744
04/02/2000 15:36:08	Customer Call	Advice: voiced smc
04/02/2000 15:36:08	Customer Call	F} Call details
04/02/2000 15:36:09	Customer Call	Diagnostician name:
04/02/2000 15:36:09	Customer Call	Customer opened date 02/02/2000 10:30:56
04/02/2000 15:44:55	Barbara Longley	Target Release updated to CSR-CI2_2R
04/02/2000 15:44:55	Barbara Longley	Product EPOSS & DeskTop added
07/02/2000 08:52:42	Diane Rowe	The cutoff done on 27th counter 2 does not have and primary mappings.
07/02/2000 10:13:31	Diane Rowe	F} Response :
07/02/2000 10:13:31	Diane Rowe	PRESCAN:
07/02/2000 10:13:31	Diane Rowe	The transaction for 3 dockets was started at 17:21 on counter 1, but the
07/02/2000 10:13:31	Diane Rowe	transaction was not finished until 17:30. The P&A report was run at 17:28 on

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07/02/2000 10:13:31	Diane Rowe	counter 2 and this was cut off at 17:35. This did not included the			
07/02/2000 10:13:31	Diane Rowe	transaction. However, on counter 1 directly after the transaction (at 17:30)			
07/02/2000 10:13:31	Diane Rowe	another P&A report was run. The Office kept the report from counter 1 which			
07/02/2000 10:13:31	Diane Rowe	included the transaction, but cut off the report on couter 2, where the			
07/02/2000 10:13:31	Diane Rowe	transaction was not included. I have explained this to Daphne and she is			
07/02/2000 10:13:31	Diane Rowe	happy with the explanation. They reversed the transaction on Friday and the			
07/02/2000 10:13:31	Diane Rowe	CA was out. they will now re-enter the dockets and this will it will			
07/02/2000 10:13:31	Diane Rowe	compensate for last weeks error. This call can now be closed.			
07/02/2000 10:13:31	Diane Rowe	[END OF REFERENCE 15248517]			
07/02/2000 10:13:31	Diane Rowe	Responded to call type L as Category 62 -No fault in product			
07/02/2000 10:13:32	Diane Rowe	Hours spent since call received: 0 hours			
07/02/2000 10:13:32	Diane Rowe	Defect cause updated to 99:General - Unknown			
07/02/2000 10:13:37	Diane Rowe	CALL PC0037808 closed: Category 62, Type L			
07/02/2000 10:13:38	Diane Rowe	The response was delivered to: PowerHelp			
07/02/2000 10:16:15	Customer Call	Date and time complete: 07/02/2000 10:12:39			
07/02/2000 10:16:15	Customer Call	Service Complete (Confirmation) Received			
21/06/2000 13:02:59	Linda Emsley	The call references have been updated. They are now:-			
21/06/2000 13:02:59	Linda Emsley	ORIGINATOR	:	Phelp	
21/06/2000 13:02:59	Linda Emsley	T PowerHelp	:	E-0002020232	
21/06/2000 13:02:59	Linda Emsley	Release PinICL	:	PC0047238	