

PinICL Expor

PC0031636

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0031636	SUs rolled over	19/10/1999 13:02:03	19/11/1999 11:33:07	Mr J L Patel/ <div>GRO</div>	EPOSS & DeskTop
EDSC	themselves/declarations missing		Closed		EPOSS & DeskTop

References

Name	Value
PROVIDER	PINICL
ORIGINATOR	Phelp
REQUEST_KEY	40337992
ORIGREF	E-9910140219
CONSUMER	16953 A1GATE
CONSUMERREF	E-9910140219
PowerHelp	E-9910140219

Products

Product Group	Product Name	Product Version
EPOSS & DeskTop		

Activities

Date	User	Comment
19/10/1999 13:02:03	Customer Call	CALL PC0031636 opened
19/10/1999 13:02:07	Customer Call	CALL PC0031636:Priority C:CallType L - Target 26/10/99 14:02:03
19/10/1999 13:02:07	Customer Call	14/10/99 10:32 Has been experiencing a lot of problems with the suystem
19/10/1999 13:02:07	Customer Call	14/10/99 10:34 uk066121
19/10/1999 13:02:07	Customer Call	Advice: When he was foing the cash account last week the lottery
19/10/1999 13:02:07	Customer Call	stock rolled itself over, PM says that AA SU has also rolled
19/10/1999 13:02:07	Customer Call	over itself.
19/10/1999 13:02:07	Customer Call	14/10/99 10:35 uk066121
19/10/1999 13:02:07	Customer Call	Advice: PM thinks this definatley a system problem and would like
19/10/1999 13:02:07	Customer Call	it investigated.
19/10/1999 13:02:07	Customer Call	14/10/99 10:35 uk066121
19/10/1999 13:02:07	Customer Call	Advice: Also says that declerations have been dissapearing from the
19/10/1999 13:02:08	Customer Call	system.
19/10/1999 13:02:08	Customer Call	14/10/99 10:39 uk066121

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19/10/1999 13:02:08	Customer Call	Advice: PM has AA and LOT SU's, they are currently in CAP 31 and PM
19/10/1999 13:02:08	Customer Call	thinks that this has happened on its own, can this be
19/10/1999 13:02:08	Customer Call	investigated as this is bnto the first time it has happened.
19/10/1999 13:02:08	Customer Call	19/10/99 13:56 UK052512
19/10/1999 13:02:08	Customer Call	Information: Searching KEL
19/10/1999 13:02:08	Customer Call	19/10/99 13:56 UK052512
19/10/1999 13:02:08	Customer Call	SMC Complete: EDSC1
19/10/1999 13:02:08	Customer Call	F} Call details
19/10/1999 13:02:11	Customer Call	Diagnostician name:
19/10/1999 13:02:12	Customer Call	Customer opened date 14/10/1999 10:32:51
19/10/1999 13:19:32	Barbara Longley	The call summary has been changed from:-
19/10/1999 13:19:32	Barbara Longley	Has been experiencing a lot of problems with the s
19/10/1999 13:19:32	Barbara Longley	The call summary is now:-
19/10/1999 13:19:32	Barbara Longley	SUs rolled over themselves/declarations missing
19/10/1999 13:19:32	Barbara Longley	Target Release updated to PDR - CSR
19/10/1999 13:19:32	Barbara Longley	Product EPOSS & DeskTop added
19/10/1999 16:04:21	Richard Coleman	PRESCAN: Office has rolled over to the next CAP.
19/10/1999 16:04:22	Richard Coleman	The Call record has been assigned to the Team Member: Mike Croshaw
19/10/1999 16:04:22	Richard Coleman	Defect cause updated to 40:General - User
19/10/1999 16:04:22	Richard Coleman	Hours spent since call received: 0 hours
22/10/1999 10:59:44	Deleted User (Mike Croshaw Sep/00)	F} Response :
22/10/1999 10:59:45	Deleted User (Mike Croshaw Sep/00)	I have spoken to the PM. He has the following SUs that he wishes to delete:
22/10/1999 10:59:45	Deleted User (Mike Croshaw Sep/00)	BB
22/10/1999 10:59:45	Deleted User (Mike Croshaw Sep/00)	LTE

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22/10/1999 10:59:45	Deleted User (Mike Croshaw Sep/00)	ZZ
22/10/1999 10:59:45	Deleted User (Mike Croshaw Sep/00)	All SU's are apparently in CAP31 at present. I have agreed with the PM to
22/10/1999 10:59:45	Deleted User (Mike Croshaw Sep/00)	try and arrange for HFSO Andrew Perkins to visit the site next week to try
22/10/1999 10:59:45	Deleted User (Mike Croshaw Sep/00)	and resolve the various issues the PM has. Will call PM back later today to
22/10/1999 10:59:45	Deleted User (Mike Croshaw Sep/00)	try and confirm that arrangements have been made.
22/10/1999 10:59:45	Deleted User (Mike Croshaw Sep/00)	[END OF REFERENCE 12983987]
22/10/1999 10:59:45	Deleted User (Mike Croshaw Sep/00)	Responded to call type L as Category 40 -Incident Under Investigation
22/10/1999 10:59:49	Deleted User (Mike Croshaw Sep/00)	The response was delivered to: PowerHelp
25/10/1999 10:19:13	Deleted User (Mike Croshaw Sep/00)	F} Response :
25/10/1999 10:19:13	Deleted User (Mike Croshaw Sep/00)	I have spoken to the PM, who has contacted the NBSC, but had no reply as yet
25/10/1999 10:19:13	Deleted User (Mike Croshaw Sep/00)	re. the availability of an HFSO to visit the site.
25/10/1999 10:19:13	Deleted User (Mike Croshaw Sep/00)	[END OF REFERENCE 13016501]
25/10/1999 10:19:13	Deleted User (Mike Croshaw Sep/00)	Responded to call type L as Category 40 -Incident Under Investigation
25/10/1999 10:19:15	Deleted User (Mike Croshaw Sep/00)	The response was delivered to: PowerHelp
26/10/1999 14:20:46	Deleted User (Mike Croshaw Sep/00)	F} Response :
26/10/1999 14:20:49	Deleted User (Mike Croshaw Sep/00)	I have spoken to the PM, who has still not heard from the NSBC about wether a

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26/10/1999 14:20:49	Deleted User (Mike Croshaw Sep/00)	HFSO will turn up tomorrow or not.
26/10/1999 14:20:49	Deleted User (Mike Croshaw Sep/00)	[END OF REFERENCE 13052752]
26/10/1999 14:20:51	Deleted User (Mike Croshaw Sep/00)	Responded to call type L as Category 40 -Incident Under Investigation
26/10/1999 14:21:08	Deleted User (Mike Croshaw Sep/00)	The response was delivered to: PowerHelp
26/10/1999 14:32:40	Customer Call	26/10/99 15:19 D.Hall HSH1 Information: Contacted NBSC in relation to this
26/10/1999 14:32:40	Customer Call	call, I have advised
26/10/1999 14:32:40	Customer Call	Rebecca of the concerns we have about the PM's understanding of
26/10/1999 14:32:40	Customer Call	the system, she has logged an incident, NBSC Ref: 17184,
26/10/1999 14:32:40	Customer Call	and will speak to the RNM on this.
28/10/1999 14:38:30	Deleted User (Mike Croshaw Sep/00)	F} Response :
28/10/1999 14:38:30	Deleted User (Mike Croshaw Sep/00)	I have spoken to the PM, who is still having problems with his cash account (
28/10/1999 14:38:30	Deleted User (Mike Croshaw Sep/00)	a shortage of £70,000 this week). Continuing investigation.
28/10/1999 14:38:30	Deleted User (Mike Croshaw Sep/00)	[END OF REFERENCE 13110564]
28/10/1999 14:38:30	Deleted User (Mike Croshaw Sep/00)	Responded to call type L as Category 40 -Incident Under Investigation
28/10/1999 14:38:32	Deleted User (Mike Croshaw Sep/00)	The response was delivered to: PowerHelp
01/11/1999 15:09:40	Customer Call	01/11/99 15:05 uk059133 SMC1 Information: Contacted Barbara for an update.
04/11/1999 15:50:02	Customer Call	04/11/99 15:37 uk061537 HSH1 Repeat Call: Caller has rung back, he is very
04/11/1999 15:50:02	Customer Call	agitated as he keeps
04/11/1999 15:50:02	Customer Call	having problems with the system when balancing, He thinks it is a
04/11/1999 15:50:02	Customer Call	system problem. Voiced Barbera Longely

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04/11/1999 16:13:15	Deleted User (Mike Croshaw Sep/00)	F} Response :
04/11/1999 16:13:15	Deleted User (Mike Croshaw Sep/00)	NBSC have stated there are no HFSOs available to help this PM. At present he
04/11/1999 16:13:15	Deleted User (Mike Croshaw Sep/00)	does not have enough knowledge of the system for SSC/HSB to advise him. He
04/11/1999 16:13:15	Deleted User (Mike Croshaw Sep/00)	requires onsite training and until this is provided by POCL SSC are unable to
04/11/1999 16:13:15	Deleted User (Mike Croshaw Sep/00)	help him. This is not a software issue, it is a training issue and the PM is
04/11/1999 16:13:15	Deleted User (Mike Croshaw Sep/00)	aware of this. I have spoken to the PM and he has agreed to fax his last
04/11/1999 16:13:15	Deleted User (Mike Croshaw Sep/00)	CAFinal report to us.
04/11/1999 16:13:15	Deleted User (Mike Croshaw Sep/00)	[END OF REFERENCE 13255577]
04/11/1999 16:13:15	Deleted User (Mike Croshaw Sep/00)	Responded to call type L as Category 40 -Incident Under Investigation
04/11/1999 16:13:22	Deleted User (Mike Croshaw Sep/00)	The response was delivered to: PowerHelp
06/11/1999 12:08:09	Customer Call	06/11/99 11:17 uk059133 SMC1 Information: PM is not happy with the service
06/11/1999 12:08:09	Customer Call	he is receiving. He has
06/11/1999 12:08:09	Customer Call	not heard from anyone and it will soon be Wednesday again.
06/11/1999 12:08:09	Customer Call	He advised that it is so frustrating when no-one tells you
06/11/1999 12:08:09	Customer Call	the answer. PLEASE CAN PM BE CONTACTED.
08/11/1999 11:00:45	Deleted User (Mike Croshaw Sep/00)	F} Response :
08/11/1999 11:00:45	Deleted User (Mike Croshaw Sep/00)	I have looked at the message store for this FAD, the problems mainly arise
08/11/1999 11:00:45	Deleted User (Mike Croshaw Sep/00)	from use of the suspense account over the last 4 or 5 weeks. This is not a

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08/11/1999 11:00:45	Deleted User (Mike Croshaw Sep/00)	software issue and as such should be dealt with by POCL, in particular, an
08/11/1999 11:00:45	Deleted User (Mike Croshaw Sep/00)	HFSO needs to visit the site asap. I have voiced Julie Welch about these
08/11/1999 11:00:45	Deleted User (Mike Croshaw Sep/00)	problems.
08/11/1999 11:00:45	Deleted User (Mike Croshaw Sep/00)	[END OF REFERENCE 13303855]
08/11/1999 11:00:46	Deleted User (Mike Croshaw Sep/00)	Responded to call type L as Category 40 -Incident Under Investigation
08/11/1999 11:00:49	Deleted User (Mike Croshaw Sep/00)	The response was delivered to: PowerHelp
09/11/1999 09:51:09	Deleted User (Mike Croshaw Sep/00)	F} Response :
09/11/1999 09:51:09	Deleted User (Mike Croshaw Sep/00)	I have spoken to the PM again, he has still had no word on when a HFSO may be
09/11/1999 09:51:09	Deleted User (Mike Croshaw Sep/00)	able to visit his PO.
09/11/1999 09:51:09	Deleted User (Mike Croshaw Sep/00)	[END OF REFERENCE 13335844]
09/11/1999 09:51:10	Deleted User (Mike Croshaw Sep/00)	Responded to call type L as Category 40 -Incident Under Investigation
09/11/1999 09:51:20	Deleted User (Mike Croshaw Sep/00)	The response was delivered to: PowerHelp
19/11/1999 11:27:50	Deleted User (Mike Croshaw Sep/00)	F} Response :
19/11/1999 11:27:50	Deleted User (Mike Croshaw Sep/00)	As this is definately not a software issue, please pass the call on to the
19/11/1999 11:27:50	Deleted User (Mike Croshaw Sep/00)	NBSC for them to monitor.
19/11/1999 11:27:50	Deleted User (Mike Croshaw Sep/00)	

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19/11/1999 11:27:50	Deleted User (Mike Croshaw Sep/00)	NO FAULT IN PRODUCT - ADVICE GIVEN
19/11/1999 11:27:50	Deleted User (Mike Croshaw Sep/00)	[END OF REFERENCE 13572915]
19/11/1999 11:27:50	Deleted User (Mike Croshaw Sep/00)	Responded to call type L as Category 62 -No fault in product
19/11/1999 11:27:51	Deleted User (Mike Croshaw Sep/00)	Hours spent since call received: 0 hours
19/11/1999 11:27:53	Deleted User (Mike Croshaw Sep/00)	CALL PC0031636 closed: Category 62, Type L
19/11/1999 11:27:54	Deleted User (Mike Croshaw Sep/00)	The response was delivered to: PowerHelp
19/11/1999 11:33:07	Customer Call	Date and time complete: 19/11/1999 11:29:56
19/11/1999 11:33:07	Customer Call	Service Complete (Confirmation) Received