

PinICL Expor PC0035708

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0035708	FAD 181611 still not polling	04/01/2000 11:42:14	25/01/2000 10:26:09	Baz Ziauddin/7263 2313/	General/Other/Misc
EDSC			Closed		ISDN

References

Name	Value
PROVIDER	PINICL
ORIGINATOR	Phelp
REQUEST_KEY	46985951
ORIGREF	E-0001040203
CONSUMER	16953 A1GATE
CONSUMERREF	E-0001040203
PowerHelp	E-0001040203

Products

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

Activities

Date	User	Comment
04/01/2000 11:42:14	Customer Call	CALL PC0035708 opened
04/01/2000 11:42:16	Customer Call	CALL PC0035708:Priority A:CallType L - Target 05/01/00 11:42:14
04/01/2000 11:42:16	Customer Call	04/01/00 11:25 RE closed call E-9912290119. This office is still not polling
04/01/2000 11:42:16	Customer Call	and hasn't polled for 11 days - please resolve asap.
04/01/2000 11:42:16	Customer Call	04/01/00 11:26 uk066744
04/01/2000 11:42:16	Customer Call	Advice: Voiced SMC.
04/01/2000 11:42:16	Customer Call	04/01/00 11:29 UK061356
04/01/2000 11:42:16	Customer Call	Information: The affected FAD is 181611 -
04/01/2000 11:42:16	Customer Call	04/01/00 11:30 UK061356
04/01/2000 11:42:16	Customer Call	Information: Performed health check - ping + wping successful. Passing
04/01/2000 11:42:16	Customer Call	to EDSC for progression.
04/01/2000 11:42:16	Customer Call	F} Call details
04/01/2000 11:42:17	Customer Call	Diagnostician name:
04/01/2000 11:42:17	Customer Call	Customer opened date 04/01/2000 11:25:41

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04/01/2000 11:49:34	Barbara Longley	Target Release updated to CSR-CI2
04/01/2000 11:49:34	Barbara Longley	Product General/Other/Misc ISDN added
04/01/2000 13:43:19	Diane Rowe	The Call record has been assigned to the Team Member: Paul Steed
04/01/2000 13:43:20	Diane Rowe	Defect cause updated to 99:General - Unknown
04/01/2000 13:43:20	Diane Rowe	Hours spent since call received: 0 hours
04/01/2000 14:42:36	Paul Steed	F} Response :
04/01/2000 14:42:36	Paul Steed	I cannot find E-9912290119 in PinICL. The Powerhelp web site is down and so I
04/01/2000 14:42:36	Paul Steed	cannot access it that way either. In the future can both PinICL and Powerhelp
04/01/2000 14:42:36	Paul Steed	references be quoted?
04/01/2000 14:42:36	Paul Steed	Initial examination of the POStatus messages indicate that all heartbeats and
04/01/2000 14:42:36	Paul Steed	EOD messages were written as expected and do not indicate any problems.
04/01/2000 14:42:36	Paul Steed	[END OF REFERENCE 14337819]
04/01/2000 14:42:37	Paul Steed	Responded to call type L as Category 40 -Incident Under Investigation
04/01/2000 14:42:46	Paul Steed	The response was delivered to: PowerHelp
04/01/2000 15:04:37	Paul Steed	F} Response :
04/01/2000 15:04:37	Paul Steed	Missing objects relating to EPOSSRec were inserted today by P. Carroll. The
04/01/2000 15:04:37	Paul Steed	PO should disappear from the non-polling report tomorrow.
04/01/2000 15:04:37	Paul Steed	[END OF REFERENCE 14338612]
04/01/2000 15:04:37	Paul Steed	Responded to call type L as Category 42 -Product Error Diagnosed
04/01/2000 15:04:46	Paul Steed	The response was delivered to: PowerHelp
05/01/2000 08:55:57	Paul Steed	F} Response :
05/01/2000 08:55:57	Paul Steed	The FAD is still on the non-polling report but the number of days has
05/01/2000 08:55:57	Paul Steed	decreased to 4. The underlying data when looked at this morning shows the PO
05/01/2000 08:55:57	Paul Steed	to no longer be a non-polling PO. This means that the non-polling report is
05/01/2000 08:55:57	Paul Steed	being run too early in the harvesting schedule and is thus not producing
05/01/2000 08:55:57	Paul Steed	reliable figures.

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EDSC			Closed		ISDN

05/01/2000 08:55:57	Paul Steed	[END OF REFERENCE 14343595]
05/01/2000 08:55:57	Paul Steed	Responded to call type L as Category 40 -Incident Under Investigation
05/01/2000 08:56:01	Paul Steed	The response was delivered to: PowerHelp
05/01/2000 09:21:18	Paul Steed	The call summary has been changed from:-
05/01/2000 09:21:18	Paul Steed	RE closed call E-9912290119. This office is still
05/01/2000 09:21:18	Paul Steed	The call summary is now:-
05/01/2000 09:21:18	Paul Steed	FAD 181611 still not polling
05/01/2000 10:49:35	Barbara Longley	F} Response :
05/01/2000 10:49:44	Barbara Longley	This site is no longer on today's non polling report for 5/1
05/01/2000 10:49:44	Barbara Longley	
05/01/2000 10:49:44	Barbara Longley	Assigning to MSU FAO Baz or Angela.
05/01/2000 10:49:44	Barbara Longley	[END OF REFERENCE 14347698]
05/01/2000 10:49:50	Barbara Longley	Responded to call type L as Category 40 -Incident Under Investigation
05/01/2000 10:50:43	Barbara Longley	The response was delivered to: PowerHelp
05/01/2000 10:51:04	Barbara Longley	The Call record has been transferred to the Team: MgtSupportUnit
05/01/2000 10:51:05	Barbara Longley	Hours spent since call received: 0 hours
05/01/2000 17:19:14	Deleted User Shehbaz Ziauddin	The Call record has been assigned to the Team Member: Shehbaz Ziauddin
05/01/2000 17:19:15	Deleted User Shehbaz Ziauddin	Hours spent since call received: 0 hours
25/01/2000 10:18:54	Deleted User Shehbaz Ziauddin	F} Response :
25/01/2000 10:18:54	Deleted User Shehbaz Ziauddin	please close call.
25/01/2000 10:18:54	Deleted User Shehbaz Ziauddin	[END OF REFERENCE 14893965]
25/01/2000 10:18:54	Deleted User Shehbaz Ziauddin	Responded to call type L as Category 68 -Administrative Response
25/01/2000 10:18:55	Deleted User Shehbaz Ziauddin	Hours spent since call received: 0 hours
25/01/2000 10:18:55	Deleted User Shehbaz Ziauddin	The Call record has been transferred to the Team: EDSC
25/01/2000 10:18:56	Deleted User Shehbaz Ziauddin	The response has been routed to the gateway team for validation
25/01/2000 10:22:00	Diane Rowe	F} Response :

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25/01/2000 10:22:00	Diane Rowe	The call raiser has agreed to close this call.
25/01/2000 10:22:00	Diane Rowe	[END OF REFERENCE 14894005]
25/01/2000 10:22:00	Diane Rowe	Responded to call type L as Category 68 -Administrative Response
25/01/2000 10:22:01	Diane Rowe	Hours spent since call received: 0 hours
25/01/2000 10:22:04	Diane Rowe	CALL PC0035708 closed: Category 68, Type L
25/01/2000 10:22:05	Diane Rowe	The response was delivered to: PowerHelp
25/01/2000 10:26:09	Customer Call	Date and time complete: 25/01/2000 10:22:45
25/01/2000 10:26:09	Customer Call	Service Complete (Confirmation) Received