

Shobnall Road, Burton-On-Trent

FAD : 395207

HSH Call Analysis

Number	Raised	Call Type	Sev	Problem Type	Engineer?	Synopsis/Comment
Baseline BI3						
0306260485	26/06/03	S	3B	SD13		RLM : Trying to contact Don Bannon (sic). Engineer from previous visit
0306260398	26/06/03	H	3B	HD07	GRO	RLM : Counter printer not feeding tally roll. Engineer met with 'closed' sign. Second attempt 01/07/03 OK and printer changed.
0302190055	19/02/03	Q	2C	QU02		? : Wrong number called and hung up
0301170233	17/01/03	Q	2C	QU05		PM : PM wants to talk to Don Banham (sic)
0301060557	06/01/03	S	3B	SD13		PM : Failing to register transactions. Freezing when scanning. Phantoms when unfreezing. 07/01 SSC could not re-create problem as described by PM. 2 KELs referenced. HSH then asked about lighting as could cause interference. PM also using RF baby monitor and local cab firm had been operating and setting off burglar alarms. PM also stated suffering from power surges. Call closed and raising new call as environmental but no evidence of new call.
0301030748	03/01/03	S	3B	SD14		PM : Screen not working despite earlier advised reboot. Told to re-calibrate – did not solve problem. PO called back +30mins and PM reported screen was OK.
0301030710	03/01/03	S	3B	SD14		PM : Screen problems and colour. Calibration OK but screen not working. Told to re-boot and problem should clear.
0212160616	16/12/02	P	2C	PN01		PM : Chasing BT Engineer expected to fix ISDN problem. HSH closed call when unable to contact PM.
0212120663	12/12/02	S	3B	HD15		PM : New screen and cable fitted 06/12 & 10/12 and both engineers saying problem is NOT monitor. Phantom transactions and not registering real transactions. Certain products not registering at all. HSH advise 'keyboard can cause phantom transactions as well but as she has been having so many problems with figures disappearing then the keyboard and base unit will have to be swapped'.
					GRO	Reported nwbase stuck @ 3% - ISDN problem requiring BT repair?
					GRO	RLN David Davis requested he be contacted about the problems at this office. HSH record shows 'Replaced base unit and keyboard due to phantom transactions'.
0212100346	10/12/02	H	3B	HD10	GRO	PM : Replaced screen but cursor still disappearing and on/off switch requires matchstick to hold in place. New screen fitted.
0212060410	06/12/02	H	3B	HD10	GRO	PM : Screen not responding and keyboard will not work. Also system freezing and then releasing itself. Later HSH suggested re-booting but did not resolve problem. HSH record shows 'Replaced screen due to phantom transactions/callerbration (sic) problems'.
Baseline S10						
0209120238	12/09/02	E	2C	EC05		NBSC : Office now re-opened.
0209111168	11/09/02	E	2C	EC04		NBSC : Office closing due to flooding.

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0209100810	10/09/02	E	2C	EC04		NBSC : Office closing due to flooding
0207181192	18/07/02	T	2C	TR11		PM : Experiencing problems logging out but talked through process by HSH and successful.
0207040605	04/07/02	K	2C	KA02		PM : Cannot balance and despite doing revaluation adjustment stock figures are not correct. Outcome was that Pm had incorrectly revaluated on a number of occasions. Eventually HSH reversed all incorrect revaluations and now OK.
0207030539	03/07/02	E	2C	EN05		PM : Having electrical work done in outlet and wants to power down kit. OK.
0207011009	01/07/02	X	2C	XI07		PM : Have had powercut and power off for some time. PM rang off before call transferred to HSH operative.
NO AUDIT DATA AVAILABLE BEFORE THIS POINT						
0202080070	08/02/02	H	3B	HD07	GRO	PM : Counter printer only printing half a receipt. Cleared paper jam
0201310535	31/01/02	T	2C	TR14		PM : Problem with SU (46) and CAP (45) mis-alignment. HSH walked through balancing and office rolled over.
0201230850	23/01/02	K	2C	KA04		PM : Attempting to clear discrepancies but now showing double. HSH walked through process and discrepancy cleared to £0.
0201220113	22/01/02	H	3B	HD07	GRO	PM : Powergen bill paid but receipt printing stuck half way. Cannot print second receipt – stuck for 20 minutes. KEL2912L to be followed. Counter printer replaced due to intermittent stopping while printing.
0201110880	11/01/02	H	3B	HD07		PM : Counter printer only printing half a receipt. HSH recommended re-boot as per KEL1245K. Cannot do as PMMC locked in safe until next day. Further investigation identified that PM had loaded tally roll backwards. Advised to load right way round.
0112180028	18/12/01	A	2C	AG02		PM : Logged on and asked to declare cash holding despite her having done it the previous night. HSH advised to repeat operation and OK with advice.
0112120689	12/11/01	K	2C	KA02		PM : Requesting advice on balancing. PM had got sequence of balancing and remming-out incorrect.
0111121103	12/11/01	A	2C	AG01		PM : Transaction taken as wrong settlement for NSI deposit. HSH advised on adjusting cheque line by amount and rem-out amount she has physically.
0111121094	12/11/01	A	2C	AG06		PM : Transaction finished to cheque instead of cash. HSH advised on stock adjustment and adjust cheques.
0111081741	08/11/01	T	2C	TR05		PM : Unable to do pensions by scanning or manual. HSH advised server was down but now back. P&As now being accepted.
0111011107	01/11/01	H	3B	HD07	GRO	Trainer : Problems with counter printer will not print giro slips easily. Counter printer replaced due to intermittent failue to print slips

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0110310117	31/10/01	Z	2C	ZS13		PM (father) : I think this is the 'handover' of the office from father to daughter. Call to refresh keys.
0110290710	29/10/01	S	3B	SD13		PM : Back Office printer not working correctly after changing cartridge. HSH advise given.
						Baseline C14
						PREVIOUS PM BEFORE THIS POINT
0107270316	27/07/01	S	4A	SD13		PM : Had experienced green screen so rebooted but had 'post POLO failure'. Had tried another two times. HSH advise given
0107270290	27/07/01	S	3B	SD13		PM : Post POLO failure. Advised to reboot.
0102210255	21/02/01	T	2C	TR09		PM : Put P & A under wrong group. HSH advise given.
0101170449	17/01/01	A	4A	AG06		PM : Has sent £50 too much to ADC. HSH advise given.
0009262225	26/09/00	2C	T	TR12		PM : Had problem and has 16 WFTC to put through. HSH advise given.
0009262190	26/09/00	2C	X	XI07		PM : Could not find WFTC icon. HSH advised to contact NBSC.
0009261310	26/09/00	2C	Z	ZS03		NBSC : OSP call. Successful outcome.
						Baseline NR2
0007040649	04/07/00	2C	A	AD03		PM : How to input Canadian postal money order. HSH advise given.
0006020392	02/06/00	3B	S	SD02		PM : Counter printer prints first copy of BT bill receipt and then freezes. HSH advise to reboot given.
0005310934	31/05/00	2C	A	AD03		PM : Wants to reverse £564m of family credit. HSH advise given.
0004181316	19/04/00	3B	H	HD08	GRO	HFSO : First day summaries – Giro deposit report not printing. Counter printer changed due to not being able to print slips.
0004171753	17/04/00	2C	Y	IM07		POOH : Confirming migration successfully completed.
0004171233	17/04/00	4A	Y	IM07		Exel : Confirming hardware acceptance for this site.
004170740	17/04/00	4A	Y	IM07		Exel : Advising that installer has arrived.
9904090137	09/04/99	1D	I	IM07		PM : Looks like a rollout call to do with Workplace Technology and electrician arriving late and not doing work.
						Baseline 1C
9902250008	25/01/99	1D	Y	IM03		WT : Records show 2 counters to be built but PM only wants 1.