

Message Handling Report for Wurzel Ltd

Report for period: 18/01/2025 at 8:00 AM to 19/01/2025 at 8:00 AM

Total Messages Handled : 1

3600 Wurzel Message Handling

The Old Coalyard
Gagingwell
Chipping Norton
OX7 4EF

55003600

Phone: 01865655593

Date and Time, Zone and Restore Time

Event, Actions Taken, Completion Time and Operator

18/01/2025 11:24:30	Message Handling Text	KT1KE2	18/01/2025 11:24:41
18/01/2025 11:24:30	Contact Name : mackness		
18/01/2025 11:24:30	Contact Addr : . Muchhills		
18/01/2025 11:24:30	Contact Adr2 : Lower Swell, CHELTENHAM, GL54 1LH		
18/01/2025 11:24:30	Contact Phone : 07549 233 860		
18/01/2025 11:24:30	alt number: 07748 763 560		
18/01/2025 11:24:30	cctv is not working/con		
18/01/2025 11:24:30	necting to property, customer cannot monitor site		
18/01/2025 11:24:30	.. message stating signalling timed out		
18/01/2025 11:24:30	Message Handling Text Muchhills		
18/01/2025 11:24:30	Call logged by : ec, 192.168.10.136		
18/01/2025 11:24:36	Being Handled Message Handling Text - Site Status Unknown		AUT
18/01/2025 11:24:36	Action Started K1 Sam Savin (Mobile)		AUT
18/01/2025 11:24:36	Action in progress: SMS sent KT1 Sam Savin (Mobile)		AUT
18/01/2025 11:24:36	Outcome : Contacted No Response Required KT1 Sam Savin (Mobile)		AUT
18/01/2025 11:24:37	Action Started K1 Sam Savin (Mobile)		AUT
18/01/2025 11:24:37	Action in progress: SMS sent KT1 Sam Savin (Mobile)		AUT
18/01/2025 11:24:37	Outcome : Contacted No Response Required KT1 Sam Savin (Mobile)		AUT
18/01/2025 11:24:37	Action Started K1 Edward Catling (Mobile)		AUT
18/01/2025 11:24:37	Action in progress: SMS sent KT1 Edward Catling (Mobile)		AUT
18/01/2025 11:24:37	Outcome : Contacted No Response Required KT1 Edward Catling (Mobile)		AUT
18/01/2025 11:24:37	Action Started K1 Sam Crockford (Mobile)		AUT
18/01/2025 11:24:37	Action in progress: SMS sent KT1 Sam Crockford (Mobile)		AUT
18/01/2025 11:24:37	Outcome : Contacted No Response Required KT1 Sam Crockford (Mobile)		AUT
18/01/2025 11:24:38	Action Started K1 Cristian Enache (Mobile)		AUT
18/01/2025 11:24:38	Action in progress: SMS sent KT1 Cristian Enache (Mobile)		AUT
18/01/2025 11:24:38	Outcome : Contacted No Response Required KT1 Cristian Enache (Mobile)		AUT
18/01/2025 11:24:38	Action Started K1 Alex Beeston (Mobile)		AUT
18/01/2025 11:24:38	Action in progress: SMS sent KT1 Alex Beeston (Mobile)		AUT
18/01/2025 11:24:38	Outcome : Contacted No Response Required KT1 Alex Beeston (Mobile)		AUT
18/01/2025 11:24:38	Action Started K1 James Thompson (Mobile)		AUT
18/01/2025 11:24:39	Action in progress: SMS sent KT1 James Thompson (Mobile)		AUT
18/01/2025 11:24:39	Outcome : Contacted No Response Required KT1 James Thompson (Mobile)		AUT
18/01/2025 11:24:39	Action Started K1 Justin Parker (Mobile)		AUT
18/01/2025 11:24:39	Action in progress: SMS sent KT1 Justin Parker (Mobile)		AUT
18/01/2025 11:24:39	Outcome : Contacted No Response Required KT1 Justin Parker (Mobile)		AUT
18/01/2025 11:24:39	Action Started K1 Justin Parker (Mobile)		AUT
18/01/2025 11:24:39	Action in progress: SMS sent KT1 Justin Parker (Mobile)		AUT
18/01/2025 11:24:39	Outcome : Contacted No Response Required KT1 Justin Parker (Mobile)		AUT
18/01/2025 11:24:39	Action Started K1 Nathan Waistell (Mobile)		AUT
18/01/2025 11:24:40	Action in progress: SMS sent KT1 Nathan Waistell (Mobile)		AUT
18/01/2025 11:24:40	Outcome : Contacted No Response Required KT1 Nathan Waistell (Mobile)		AUT
18/01/2025 11:24:40	Released alarm		AUT
18/01/2025 11:24:40	Being Handled Message Handling Text - Site Status Unknown		AUT
18/01/2025 11:24:40	Action Started K2		AUT
18/01/2025 11:24:41	Action in progress: Email sent KE2		AUT
18/01/2025 11:24:41	Outcome : Contacted No Response Required KE2		AUT
18/01/2025 11:24:41	Alarm closed (Opr)		AUT

Actions

P = Police, K = Keyholder Group, S = Site, A = Special Action, N = Information Page, F = Fire, G = Gen Agency

Legend:

I = Installer, M = Medical, C - Command, R = Report, T = Guard Tour, E = Assign Event Cause, L = Link Account

18/01/2025 11:26:38	Message Handling Text	KT1KE2	18/01/2025 11:26:50
18/01/2025 11:26:38	Contact Name : mackness		
18/01/2025 11:26:38	Message Handling Text Summerhill Farm		
18/01/2025 11:26:38	Contact Addr : . Summerhill Farm		
18/01/2025 11:26:38	Call logged by : ec, 192.168.10.136		
18/01/2025 11:26:38	Contact Adr2 : Naunton, CHELTENHAM, GL54 3AZ		
18/01/2025 11:26:38	Contact Phone : 07549 233 860		
18/01/2025 11:26:38	alt number: 07748 763 560		
18/01/2025 11:26:38	customer logged job for		
18/01/2025 11:26:38	another site but this one has the same issue, cct		
18/01/2025 11:26:38	v not connecting		
18/01/2025 11:26:45	Being Handled Message Handling Text - Site Status Unknown		AUT
18/01/2025 11:26:45	Action Started K1 Sam Savin (Mobile)		AUT
18/01/2025 11:26:45	Action in progress: SMS sent KT1 Sam Savin (Mobile)		AUT
18/01/2025 11:26:45	Outcome : Contacted No Response Required KT1 Sam Savin (Mobile)		AUT
18/01/2025 11:26:45	Action Started K1 Sam Savin (Mobile)		AUT
18/01/2025 11:26:45	Action in progress: SMS sent KT1 Sam Savin (Mobile)		AUT
18/01/2025 11:26:45	Outcome : Contacted No Response Required KT1 Sam Savin (Mobile)		AUT
18/01/2025 11:26:45	Action Started K1 Edward Catling (Mobile)		AUT
18/01/2025 11:26:46	Action in progress: SMS sent KT1 Edward Catling (Mobile)		AUT
18/01/2025 11:26:46	Outcome : Contacted No Response Required KT1 Edward Catling (Mobile)		AUT
18/01/2025 11:26:46	Action Started K1 Sam Crockford (Mobile)		AUT
18/01/2025 11:26:46	Action in progress: SMS sent KT1 Sam Crockford (Mobile)		AUT
18/01/2025 11:26:46	Outcome : Contacted No Response Required KT1 Sam Crockford (Mobile)		AUT
18/01/2025 11:26:46	Action Started K1 Cristian Enache (Mobile)		AUT
18/01/2025 11:26:46	Action in progress: SMS sent KT1 Cristian Enache (Mobile)		AUT
18/01/2025 11:26:46	Outcome : Contacted No Response Required KT1 Cristian Enache (Mobile)		AUT
18/01/2025 11:26:47	Action Started K1 Alex Beeston (Mobile)		AUT
18/01/2025 11:26:47	Action in progress: SMS sent KT1 Alex Beeston (Mobile)		AUT
18/01/2025 11:26:47	Outcome : Contacted No Response Required KT1 Alex Beeston (Mobile)		AUT
18/01/2025 11:26:47	Action Started K1 James Thompson (Mobile)		AUT
18/01/2025 11:26:47	Action in progress: SMS sent KT1 James Thompson (Mobile)		AUT
18/01/2025 11:26:47	Outcome : Contacted No Response Required KT1 James Thompson (Mobile)		AUT
18/01/2025 11:26:47	Action Started K1 Justin Parker (Mobile)		AUT
18/01/2025 11:26:47	Action in progress: SMS sent KT1 Justin Parker (Mobile)		AUT
18/01/2025 11:26:47	Outcome : Contacted No Response Required KT1 Justin Parker (Mobile)		AUT
18/01/2025 11:26:48	Action Started K1 Justin Parker (Mobile)		AUT
18/01/2025 11:26:48	Action in progress: SMS sent KT1 Justin Parker (Mobile)		AUT
18/01/2025 11:26:48	Outcome : Contacted No Response Required KT1 Justin Parker (Mobile)		AUT
18/01/2025 11:26:48	Action Started K1 Nathan Waistell (Mobile)		AUT
18/01/2025 11:26:48	Action in progress: SMS sent KT1 Nathan Waistell (Mobile)		AUT
18/01/2025 11:26:48	Outcome : Contacted No Response Required KT1 Nathan Waistell (Mobile)		AUT
18/01/2025 11:26:48	Released alarm		AUT
18/01/2025 11:26:49	Being Handled Message Handling Text - Site Status Unknown		AUT
18/01/2025 11:26:49	Action Started K2		AUT
18/01/2025 11:26:50	Action in progress: Email sent KE2		AUT
18/01/2025 11:26:50	Outcome : Contacted No Response Required KE2		AUT
18/01/2025 11:26:50	Alarm closed (Opr)		AUT

Actions

P = Police, K = Keyholder Group, S = Site, A = Special Action, N = Information Page, F = Fire, G = Gen Agency

Legend:

I = Installer, M = Medical, C - Command, R = Report, T = Guard Tour, E = Assign Event Cause, L = Link Account