

Message Handling Report for Wurzel Ltd

Report for period: 27/10/2024 at 8:00 AM to 28/10/2024 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

27/10/2024 08:45:17	Message Handling Text	KT1KE2	27/10/2024 08:45:28
27/10/2024 08:45:17	Contact Name : madsdison		
27/10/2024 08:45:17	Contact Addr : Church Farm		
27/10/2024 08:45:17	Contact Adr2 : Little Rissington, CHELTENHAM, GL54 2ND		
27/10/2024 08:45:17	Contact Phone : 0791 2089 733		
27/10/2024 08:45:17	internet is down on all 10 properties		
27/10/2024 08:45:17	callout ha		
27/10/2024 08:45:17	s been logged a number of times - needs urgent res		
27/10/2024 08:45:17	ponse		
27/10/2024 08:45:17	Message Handling Text Church Farm		
27/10/2024 08:45:17	i have left messages with all engineers		
27/10/2024 08:45:17	Call logged by : ah , 192.168.10.221		
27/10/2024 08:45:23	Being Handled Message Handling Text - Site Status Unknown		AUT
27/10/2024 08:45:23	Action Started K1 Edward Catling (Mobile)		AUT
27/10/2024 08:45:23	Action in progress: SMS sent KT1 Edward Catling (Mobile)		AUT
27/10/2024 08:45:23	Outcome : Contacted No Response Required KT1 Edward Catling (Mobile)		AUT
27/10/2024 08:45:24	Action Started K1 Sam Savin (Mobile)		AUT
27/10/2024 08:45:24	Action in progress: SMS sent KT1 Sam Savin (Mobile)		AUT
27/10/2024 08:45:24	Outcome : Contacted No Response Required KT1 Sam Savin (Mobile)		AUT
27/10/2024 08:45:24	Action Started K1 Justin Parker (Mobile)		AUT
27/10/2024 08:45:24	Action in progress: SMS sent KT1 Justin Parker (Mobile)		AUT
27/10/2024 08:45:24	Outcome : Contacted No Response Required KT1 Justin Parker (Mobile)		AUT
27/10/2024 08:45:24	Action Started K1 Lewis Jones (Mobile)		AUT
27/10/2024 08:45:24	Action in progress: SMS sent KT1 Lewis Jones (Mobile)		AUT
27/10/2024 08:45:24	Outcome : Contacted No Response Required KT1 Lewis Jones (Mobile)		AUT
27/10/2024 08:45:25	Action Started K1 Alex Beeston (Mobile)		AUT
27/10/2024 08:45:25	Action in progress: SMS sent KT1 Alex Beeston (Mobile)		AUT
27/10/2024 08:45:25	Outcome : Contacted No Response Required KT1 Alex Beeston (Mobile)		AUT
27/10/2024 08:45:25	Action Started K1 Nathan Waistell (Mobile)		AUT
27/10/2024 08:45:26	Action in progress: SMS sent KT1 Nathan Waistell (Mobile)		AUT
27/10/2024 08:45:26	Outcome : Contacted No Response Required KT1 Nathan Waistell (Mobile)		AUT
27/10/2024 08:45:26	Action Started K1 Maaliq Okten (Mobile)		AUT
27/10/2024 08:45:26	Action in progress: SMS sent KT1 Maaliq Okten (Mobile)		AUT
27/10/2024 08:45:26	Outcome : Contacted No Response Required KT1 Maaliq Okten (Mobile)		AUT
27/10/2024 08:45:26	Released alarm		AUT
27/10/2024 08:45:28	Being Handled Message Handling Text - Site Status Unknown		AUT
27/10/2024 08:45:28	Action Started K2		AUT
27/10/2024 08:45:28	Action in progress: Email sent KE2		AUT
27/10/2024 08:45:28	Outcome : Contacted No Response Required KE2		AUT
27/10/2024 08:45:28	Alarm closed (Opr)		AUT
27/10/2024 13:53:03	Message Handling Text	KT1KE2	27/10/2024 13:53:12
27/10/2024 13:53:03	Message Handling Text Church Farm		
27/10/2024 13:53:03	Contact Addr : , Church Farm		
27/10/2024 13:53:03	Contact Adr2 : Little Rissington, CHELTENHAM, GL54 2ND		
27/10/2024 13:53:03	Contact Phone : 0791 2089 733		
27/10/2024 13:53:03	Contact Name : Maddison		
27/10/2024 13:53:03	Customer said engineer has been out but she missed		
27/10/2024 13:53:03	Call logged by : dbo, 192.168.10.144		

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

27/10/2024 13:53:03	a called from the engineer so would like a call b		
27/10/2024 13:53:03	ack		
27/10/2024 13:53:10	Being Handled Message Handling Text - Site Status Unknown		AUT
27/10/2024 13:53:10	Action Started K1 Edward Catling (Mobile)		AUT
27/10/2024 13:53:10	Action in progress: SMS sent KT1 Edward Catling (Mobile)		AUT
27/10/2024 13:53:10	Outcome : Contacted No Response Required KT1 Edward Catling (Mobile)		AUT
27/10/2024 13:53:10	Action Started K1 Sam Savin (Mobile)		AUT
27/10/2024 13:53:10	Action in progress: SMS sent KT1 Sam Savin (Mobile)		AUT
27/10/2024 13:53:10	Outcome : Contacted No Response Required KT1 Sam Savin (Mobile)		AUT
27/10/2024 13:53:10	Action Started K1 Justin Parker (Mobile)		AUT
27/10/2024 13:53:10	Action in progress: SMS sent KT1 Justin Parker (Mobile)		AUT
27/10/2024 13:53:10	Outcome : Contacted No Response Required KT1 Justin Parker (Mobile)		AUT
27/10/2024 13:53:11	Action Started K1 Lewis Jones (Mobile)		AUT
27/10/2024 13:53:11	Action in progress: SMS sent KT1 Lewis Jones (Mobile)		AUT
27/10/2024 13:53:11	Outcome : Contacted No Response Required KT1 Lewis Jones (Mobile)		AUT
27/10/2024 13:53:11	Action Started K1 Alex Beeston (Mobile)		AUT
27/10/2024 13:53:11	Action in progress: SMS sent KT1 Alex Beeston (Mobile)		AUT
27/10/2024 13:53:11	Outcome : Contacted No Response Required KT1 Alex Beeston (Mobile)		AUT
27/10/2024 13:53:11	Action Started K1 Nathan Waistell (Mobile)		AUT
27/10/2024 13:53:11	Action in progress: SMS sent KT1 Nathan Waistell (Mobile)		AUT
27/10/2024 13:53:11	Outcome : Contacted No Response Required KT1 Nathan Waistell (Mobile)		AUT
27/10/2024 13:53:12	Action Started K1 Maaliq Okten (Mobile)		AUT
27/10/2024 13:53:12	Action in progress: SMS sent KT1 Maaliq Okten (Mobile)		AUT
27/10/2024 13:53:12	Outcome : Contacted No Response Required KT1 Maaliq Okten (Mobile)		AUT
27/10/2024 13:53:12	Released alarm		AUT
27/10/2024 13:53:12	Being Handled Message Handling Text - Site Status Unknown		AUT
27/10/2024 13:53:12	Action Started K2		AUT
27/10/2024 13:53:12	Action in progress: Email sent KE2		AUT
27/10/2024 13:53:12	Outcome : Contacted No Response Required KE2		AUT
27/10/2024 13:53:12	Alarm closed (Opr)		AUT
27/10/2024 15:48:30	Message Handling Text	KT1KE2	27/10/2024 15:48:41
27/10/2024 15:48:30	Message Handling Text Broadmoor Farm		
27/10/2024 15:48:30	Contact Name : KENDAL		
27/10/2024 15:48:30	Contact Adr2 : Broadmoor, Bourton-on-The-Water, CHELTENHAM, GL54 2LQ		
27/10/2024 15:48:30	Contact Addr : ESTATE Broadmoor Farm		
27/10/2024 15:48:30	NON OF THE PROPERTYS HAVE ANY INTERNET HAVE ANY IN		
27/10/2024 15:48:30	TERNET AND NEEDS INVESTIGATING- PLEASE CALL TO ASS		
27/10/2024 15:48:30	Contact Phone : 07917333440		
27/10/2024 15:48:30	IST		
27/10/2024 15:48:30	Call logged by : JSA, 192.168.10.146		
27/10/2024 15:48:36	Being Handled Message Handling Text - Site Status Unknown		AUT
27/10/2024 15:48:36	Action Started K1 Edward Catling (Mobile)		AUT
27/10/2024 15:48:36	Action in progress: SMS sent KT1 Edward Catling (Mobile)		AUT
27/10/2024 15:48:36	Outcome : Contacted No Response Required KT1 Edward Catling (Mobile)		AUT
27/10/2024 15:48:36	Action Started K1 Sam Savin (Mobile)		AUT
27/10/2024 15:48:36	Action in progress: SMS sent KT1 Sam Savin (Mobile)		AUT
27/10/2024 15:48:36	Outcome : Contacted No Response Required KT1 Sam Savin (Mobile)		AUT
27/10/2024 15:48:36	Action Started K1 Justin Parker (Mobile)		AUT
27/10/2024 15:48:36	Action in progress: SMS sent KT1 Justin Parker (Mobile)		AUT
27/10/2024 15:48:36	Outcome : Contacted No Response Required KT1 Justin Parker (Mobile)		AUT
27/10/2024 15:48:37	Action Started K1 Lewis Jones (Mobile)		AUT
27/10/2024 15:48:37	Action in progress: SMS sent KT1 Lewis Jones (Mobile)		AUT
27/10/2024 15:48:37	Outcome : Contacted No Response Required KT1 Lewis Jones (Mobile)		AUT
27/10/2024 15:48:37	Action Started K1 Alex Beeston (Mobile)		AUT
27/10/2024 15:48:37	Action in progress: SMS sent KT1 Alex Beeston (Mobile)		AUT
27/10/2024 15:48:37	Outcome : Contacted No Response Required KT1 Alex Beeston (Mobile)		AUT
27/10/2024 15:48:37	Action Started K1 Nathan Waistell (Mobile)		AUT
27/10/2024 15:48:37	Action in progress: SMS sent KT1 Nathan Waistell (Mobile)		AUT
27/10/2024 15:48:37	Outcome : Contacted No Response Required KT1 Nathan Waistell (Mobile)		AUT
27/10/2024 15:48:38	Action Started K1 Maaliq Okten (Mobile)		AUT
27/10/2024 15:48:38	Action in progress: SMS sent KT1 Maaliq Okten (Mobile)		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

27/10/2024	15:48:38	Outcome : Contacted No Response Required KT1 Maaliq Okten (Mobile)	AUT
27/10/2024	15:48:38	Released alarm	AUT
27/10/2024	15:48:40	Being Handled Message Handling Text - Site Status Unknown	AUT
27/10/2024	15:48:40	Action Started K2	AUT
27/10/2024	15:48:41	Action in progress: Email sent KE2	AUT
27/10/2024	15:48:41	Outcome : Contacted No Response Required KE2	AUT
27/10/2024	15:48:41	Alarm closed (Opr)	AUT

Actions
Legend:

P = Police, K = Keyholder Group, S = Site, A = Special Action, N = Information Page, F = Fire, G = Gen Agency
I = Installer, M = Medical, C = Command, R = Report, T = Guard Tour, E = Assign Event Cause, L = Link Account