

Message Handling Report for Wurzel Ltd

Report for period: 30/06/2024 at 8:00 AM to 01/07/2024 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

30/06/2024 09:13:58	Message Handling Text	KT1KE2	30/06/2024 09:14:11
30/06/2024 09:13:58	Contact Name : kate fall		
30/06/2024 09:13:58	Contact Addr : residential Cornwell Grove		
30/06/2024 09:13:58	Message Handling Text Cornwell Grove		
30/06/2024 09:13:58	Contact Adr2 : Cornwell, CHIPPING NORTON, OX7 6TT		
30/06/2024 09:13:58	Call logged by : cw, 192.168.10.122		
30/06/2024 09:13:58	Contact Phone : 07971 607623		
30/06/2024 09:13:58	customers broadband has been down all weekend, did		
30/06/2024 09:13:58	log yesterday no ones got back to you		
30/06/2024 09:14:05	Being Handled Message Handling Text - Site Status Unknown		AUT
30/06/2024 09:14:05	Action Started K1 Edward Catling (Mobile)		AUT
30/06/2024 09:14:06	Action in progress: SMS sent KT1 Edward Catling (Mobile)		AUT
30/06/2024 09:14:06	Outcome : Contacted No Response Required KT1 Edward Catling (Mobile)		AUT
30/06/2024 09:14:06	Action Started K1 Sam Savin (Mobile)		AUT
30/06/2024 09:14:06	Action in progress: SMS sent KT1 Sam Savin (Mobile)		AUT
30/06/2024 09:14:06	Outcome : Contacted No Response Required KT1 Sam Savin (Mobile)		AUT
30/06/2024 09:14:06	Action Started K1 Justin Parker (Mobile)		AUT
30/06/2024 09:14:06	Action in progress: SMS sent KT1 Justin Parker (Mobile)		AUT
30/06/2024 09:14:06	Outcome : Contacted No Response Required KT1 Justin Parker (Mobile)		AUT
30/06/2024 09:14:07	Action Started K1 Lewis Jones (Mobile)		AUT
30/06/2024 09:14:07	Action in progress: SMS sent KT1 Lewis Jones (Mobile)		AUT
30/06/2024 09:14:07	Outcome : Contacted No Response Required KT1 Lewis Jones (Mobile)		AUT
30/06/2024 09:14:07	Action Started K1 Alex Beeston (Mobile)		AUT
30/06/2024 09:14:07	Action in progress: SMS sent KT1 Alex Beeston (Mobile)		AUT
30/06/2024 09:14:07	Outcome : Contacted No Response Required KT1 Alex Beeston (Mobile)		AUT
30/06/2024 09:14:07	Action Started K1 Nathan Waistell (Mobile)		AUT
30/06/2024 09:14:08	Action in progress: SMS sent KT1 Nathan Waistell (Mobile)		AUT
30/06/2024 09:14:08	Outcome : Contacted No Response Required KT1 Nathan Waistell (Mobile)		AUT
30/06/2024 09:14:08	Action Started K1 Maaliq Okten (Mobile)		AUT
30/06/2024 09:14:08	Action in progress: SMS sent KT1 Maaliq Okten (Mobile)		AUT
30/06/2024 09:14:08	Outcome : Contacted No Response Required KT1 Maaliq Okten (Mobile)		AUT
30/06/2024 09:14:08	Released alarm		AUT
30/06/2024 09:14:11	Being Handled Message Handling Text - Site Status Unknown		AUT
30/06/2024 09:14:11	Action Started K2		AUT
30/06/2024 09:14:11	Action in progress: Email sent KE2		AUT
30/06/2024 09:14:11	Outcome : Contacted No Response Required KE2		AUT
30/06/2024 09:14:11	Alarm closed (Opr)		AUT
30/06/2024 10:13:45	called all contact no ones picking up, cutomer called wanting a call to know where the issue is coming from		ONA

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