

ORIGINAL EMAILS

From: Rawé, Noëlle Sent: Thu 19/07/2007 11:12
To: Hughes, Ceri
Cc:
Subject: RE: IT Helpdesk ticket closure

Connected with the network and that a patch was in the process of being sent.

When I said that I had been experiencing this problem since April, the IT person said that nobody else had reported this.

Of course, to contradict me, my computer has continued to 'behave' ever since I mentioned it to you at lunchtime yesterday.

Kind regards
Noëlle

-----Original Message-----
From: Hughes, Ceri
Sent: 19 July 2007 11:01
To: Rawé, Noëlle
Subject: FW: IT Helpdesk ticket closure

What was the outcome?

Ceri Hughes
011 800 7311 800

-----Original Message-----
From: GO-FM EAP ccrulemanager
Sent: 19 July 2007 10:52
To: Hughes, Ceri
Subject: IT Helpdesk ticket closure

Note: System generated - please do not reply to this message.

Your ticket number: 1476334 regarding laptop screen issue has been resolved.
If for any reason you are not satisfied with the resolution please contact the call centre:

Internal: 110 ..

From: [Rawé, Noëlle](#)
Sent: **19 July 2007 11:12**
To: [Hughes, Ceri](#) [MY LINE MANAGER]
Subject: RE: IT Helpdesk ticket closure

Connected with the network and that a patch was in the process of being sent.

When I said that I had been experiencing this problem since April, the IT person said that nobody else had reported this.

Of course, to contradict me, my computer has continued to 'behave' ever since I mentioned it to you at lunchtime yesterday.

See my Comments on her previous day's email of [18.07.07-16h50](#) in which Hughes informed me that she had contacted IT.

(NB: If the linked documents don't open, try with:



Kind regards
Noëlle

-----Original Message-----

From: [Hughes, Ceri](#)
Sent: 19 July 2007 11:01
To: [Rawé, Noëlle](#)
Subject: FW: IT Helpdesk ticket closure

What was the outcome?

Ceri Hughes

Ditto about my Comments on [her previous day's email](#)

-----Original Message-----

From: GO-FM EAP ccrulemanager [Reads to me like: 'cruel manager']
Sent: 19 July 2007 10:52
To: Hughes, Ceri
Subject: IT Helpdesk ticket closure

Note: System generated - please do not reply to this message.

Your ticket number: 1476334 **regarding laptop screen issue has been resolved.**
If for any reason you are not satisfied with the resolution please contact the call centre:

Internal:
External:

Kind Regards

Triage Services Team