

Template

07 September 2023 17:50

Issue	Template	category	Sub category	Item	Assigning team
Base Unit	DX Base UNIT HP E600	Hardware/Till	Desktop	G1,G2., etc.,	DCG KNOWHOW ECLIPSE
Monitor	Store Monitor	Hardware/Till	Peripherals	Monitor	DCG KNOWHOW ECLIPSE
Touch screen	DX Touchscreen	Hardware/Till	Touchscreen	1525 touch screen	DCG KNOWHOW ECLIPSE
Keyboard or Mouse	DX Base UNIT HP E600	Hardware/Till	Keyboard, Mouse	Keyboard or Mouse	DCG KNOWHOW ECLIPSE
USB HUB	DX USB HUB	Hardware/Till	USB hub	Cyberdata (blue)/ IBM(Grey)	DCG KNOWHOW ECLIPSE
Hand scanner	DX- Hand scanner	Hardware/Till	Hand scanner	Welch Allyn IT 3800	DCG KNOWHOW ECLIPSE
Cash Drawer	DX Cash drawer	Hardware/Till	cash Drawer	Digipos/Maxi/Euro or Flip	DCG KNOWHOW ECLIPSE
Printer	DX EPSON TMN600III/M147B	Hardware/Till	Printer	TMN600III/M147B	DCG KNOWHOW ECLIPSE
Printer	DX EPSON TMT90/M165A	Hardware/Till	Printer	TMT90/M165A	DCG KNOWHOW ECLIPSE
Printer	DX EPSON TM88VI wireless printer	Hardware/Till	Printer	TM88VI	DCG KNOWHOW ECLIPSE
Printer	DX EPSON TML90/M165B	Hardware/Till	Printer	TML90	DCG KNOWHOW ECLIPSE
Cradle	DX- PDT Cradle	Hardware/Till	PDA	Cradle	DCG KNOWHOW ECLIPSE
Citrix					
Password reset	Identity / Access management	Active Directory	Password reset		
	DX- DX- Website issues				Currys.co.uk prebasket / postbasket
	Omni Chat Shop Live	Application	Currys.co.uk prebasket	ShopLive	

Lexmark printer - color printer

Epson printer for printing labels and bills

Network label printer(TML 90) - for printing documents

Network issue	Maintel
Store mode iPad	Omni channel support L1.5 team

DX - PDT Cradle Template Applied with 2 conflicts

Number	INC1869806	Contact Type	Phone
* Caller		State	New
Business phone		Updated by	
* Category	Hardware/Till	Email	
* Subcategory	PDA	* Impact	4 - Minor/Localized
* item	Cradle	* Urgency	4 - Low
Business Service		* Priority	4 - Low
Configuration item		* Assignment group	*know
Caller Location			Invalid reference
Incident Location		Assigned to	
Resolved by		Reassignment count	0
Sensitive Information Check		Accepted	
Jira Reference No		Escalated	

All History Workspaces Incident - Create INC1872801 Search Submit Resolve

INC1872801

* Caller	* Contact Type	Phone
Business phone	State	New
* Category	Updated by	
* Subcategory	Email	
* Item	* Impact	4 - Minor/Localized
Business Service	* Urgency	4 - Low
Configuration item	* Priority	4 - Low
Caller Location	* Assignment group	
Incident Location	Assigned to	
Resolved by	Reassignment count	0
Accepted		
Sensitive Information Check:		
Jira Reference No	Escalated	
* Short description	Citrix Password Reset Expired	
Escalated P3		
Description User ID: Location:		

Password requested for:
 Dpa done:Y/N,
 Password Reset done:Y/N,
 Issue fixed:Y/N
 Reason for Reset – e.g. forgotten, locked, expired”
 When Was the last time that user was able to Login? If the user is calling on the same day to report the same issue Check for existing tickets and Update the Chase count! T
 Is the issue re-occurring or not?
 User is from Dixons or Bury or CPW citix.
 Which citrix URL user is accessing?

*SSPR Tool not used due to following reason.

- 1.) Unaware
- 2.) System unavailable or performance
- 3.) PW reset type unsupported
- 4.) Language unsupported
- 5.) Prefer to talk with a human
- 6.) Faster to work with the Service Desk

<https://dixonsretail.sharepoint.com/w/r/sites/DCGSDV/layouts/15/Doc.aspx?sourcedoc={7A2CF88B-83A9-4959-8A33-646D7CC66C10}&file=Citrix%20Password%20Reset.docx&action=default&mobileredirect=true>

