

Reference	Submitter	Feedback	Action	Devices affected	Comments	Live date
#22861	Vineeta Kg	Feedback service checker has been discontinued long back – hence need to remove the link and the question from the troubleshooter (Check the customer's postcode on Service Checker to check if the Nearest Cell Site has a PR raised against it, has been deactivated or has any Planned Service impacting work.) Also we need to remove the following question as we cant check the coverage layer on coverage checker question : What layer of coverage does the customer have? Impact: incorrect information on lucid delayed resolution	The Mobile WiFi script has been updated. https://three.lucidcx.com/uad/index.jsp#ref=20-5972364&l=uad&d=Huawei/E5330%20Mobile%20Wi-Fi&s=MobileWiFi&steps=q96162.a141705.q460215.a460224.q460242.a460244.q460248.a460252.q460256.a460258.q460264.a460268.q460272.a460276.q174778.a174782.q174786	- All devices	No further action required.	21.03.2018
#23031	Vineeta Kg	Feedback service checker has been discontinued – the troubleshooter still mentions the same. we need to remove the service checker option from the script Impact: incorrect information on lucid	The Resolve NFF script has been updated. https://three.lucidcx.com/uad/index.jsp#ref=20-5972364&l=uad&d=Huawei/E5330%20Mobile%20Wi-Fi&s=Resolve_NFF&steps=q458178.a460194.q460206	- All devices	No further action required.	21.03.2018
#23574	Darren Paterson	Feedback We have now deactivated our SMTP server, so customers with email issues need to be directed to their email provider if they have issues. Impact: Poor customer experience as we can't resolve issues on a 3rd party service.	The Email issues script has been updated. https://three.lucidcx.com/uad/index.jsp#ref=20-5972364&l=uad&d=Samsung/Galaxy%20S8&s=Messaging_Email&steps=q5605.a140489.q250351.a250353.q140493.a140498.q140543.a140545.q140547.a140548.q140550.a140552.q140554.a140557.q185482.a185486.q140559.a140561.q174425	- All devices	No further action required.	21.03.2018
#23575	Darren Paterson	Feedback We have now deactivated our SMTP server, so customers with email issues need to be directed to their email provider if they have issues. Impact: Poor customer experience as we can't resolve issues on a 3rd party service.	The Email issues script has been updated. https://three.lucidcx.com/uad/index.jsp#ref=20-5972364&l=uad&d=Samsung/Galaxy%20S8&s=Messaging_Email&steps=q5605.a140489.q250351.a250353.q140493.a140498.q140543.a140545.q140547.a140548.q140550.a140552.q140554.a140557.q185482.a185486.q140559.a140561.q174425	- All devices	No further action required.	21.03.2018
NA	NA	General Agent2 updates	The following articles have been added: - What's the difference between Android Pay and Google Pay? - What is Google Pay? - How do I install and set up Google Pay?	- All Android on 5.1 OS and newer	No further action required.	21.03.2018

Reference	Submitter	Feedback	Action	Devices affected	Comments	Live date
NA	NA	General Agent2 updates	The following article has been added: - Can I tell when my text messages have been read?	- All Android devices	No further action required.	21.03.2018
NA	NA	General Agent2 updates	The following article has been added: - How do I turn off the profile picture on text messages?	- Samsung Galaxy A3 2017 - Samsung Galaxy A5 2017 - Samsung Galaxy J3 2017 - Samsung Galaxy J5 2017 - Samsung Galaxy S8 - Samsung Galaxy S8+ - Samsung Galaxy S9 - Samsung Galaxy S9+ - Samsung Galaxy Note8	No further action required.	21.03.2018
NA	NA	General Agent2 updates	The following article has been added: - How do I make Google Photos my default photos app?	- Samsung Galaxy J3 2017 - Samsung Galaxy J5 2016 - Samsung Galaxy J5 2017 - Samsung Galaxy S7 - Samsung Galaxy S7 Edge - Samsung Galaxy S8 - Samsung Galaxy S8+ - Samsung Galaxy S9 - Samsung Galaxy S9+ - Samsung Galaxy Note8	No further action required.	21.03.2018
NA	NA	General Agent2 updates	The following article has been added: - I'm unable to download themes	- Samsung Galaxy S7 Edge - Samsung Galaxy S7 - Samsung Galaxy S8 - Samsung Galaxy S8+ - Samsung Galaxy Note8 - Samsung Galaxy A3 2017 - Samsung Galaxy A5 2017 - Samsung Galaxy J5 2017 - Samsung Galaxy J3 2017	No further action required.	21.03.2018
NA	NA	General Agent2 updates	The following articles have been added: - Why am I getting a fingerprint error message? - Why am I not getting badge notifications when I receive a new email or text? - Is it true that the camera on the S9 is worse than the previous model? - What aperture should I use when taking pictures?	- Samsung Galaxy S9 - Samsung Galaxy S9+	No further action required.	21.03.2018
NA	NA	General Agent2 updates	The following article has been added: - Can I change the shutter speed or aperture on my device?	- Samsung Galaxy S6 - Samsung Galaxy S6 Edge - Samsung Galaxy S6 Edge Plus - Samsung Galaxy S7 Edge - Samsung Galaxy S7	No further action required.	21.03.2018

Reference	Submitter	Feedback	Action	Devices affected	Comments	Live date
NA	NA	General Agent2 updates	The following article has been added: - Can I delete messages after I've sent them on Whatsapp?	- All smartphones and tablets	No further action required.	21.03.2018
NA	NA	New 3d model	3d model now available	- Huawei MediaPad T3 7-inch Wi-Fi - Honor 7X - Sony Xperia XA2	No further action required.	21.03.2018
NA	NA	Simulation	Full simulation ad scenarios now available.	- Blackberry KEYone	No further action required.	21.03.2018