

Reference	Submitter	Feedback	Action	Devices affected	Comments	Live date
#28434	Gemma Irvine	Feedback FAH has been changed to Go Roam and needs to be reflected on Lucid tool Impact: Poor agent experience and possible confusion.	The International script has been updated. https://three.lucidcx.com/uad/index.jsp#ref=20-5972364&l=uad&d=Samsung/Galaxy%20A8&s=International_Issues&steps=q102321.a102323.q248764.a248768.q106309.q248772.q249426.a249428.q439556.a439559.q249432.a249434.q651383.a651387.q457090.a457094.q249438.a249443.q417585.a417589.q249447.a249449.q249455.a249461.q249477	- All devices	No further action required.	01.08.2018
#27788	Jimmy Joshi	Feedback The CC SD team have suggested some process improvements to the international script. Impact: Poor customer experience	The Internet script has been updated. https://three.lucidcx.com/uad/index.jsp#ref=20-5972364&l=uad&d=Apple/iPhone%20X&s=Internet_New&steps=q458190.a458193.q458197.a458199.q459643.a459647.q459795.a459831.q459833	- All devices	No further action required.	01.08.2018
#28427	Pete Hood	Feedback We are going to be supplying selected Apple customers with AirPods/Beats Solo headphones as part of their phone deal. As it stands we have no associated support material for these types of accessories. Impact: Poor customer experience and delayed resolution.	The Phone / tablet issues script has been updated. https://three.lucidcx.com/uad/index.jsp#ref=20-5972364&l=uad&d=Apple/iPhone%207&s=HandsetMainApple&steps=q325960.a325963.q325964.a659404.q659406	- Apple iPhone 6 and above	No further action required.	01.08.2018
#28369	Peter Gray	Service Pricebook Version - 4.65 Effective - 01.08.2018	The following sections of the Pricebook view have been updated with new information: - 084 & 087 Numbers - 09 Premium Rate Numbers - 118 Directory Enquiries	- NA	No further action required.	01.08.2018
NA	NA	Simulation and scenarios	Full simulation and scenarios now available.	- Honor 10 - Honor 7A	No further action required.	01.08.2018
NA	NA	General search article updates	The following article has been added: - How do I clean out the sockets in my device?	- All devices	No further action required.	01.08.2018
NA	NA	Device Compare	New devices added into the Device Compare view	- Alcatel 3X - HTC Desire 12 - HTC Desire 12+	No further action required.	01.08.2018