

Reference	Submitter	Feedback	Action	Devices affected	Comments	Live date
#30518	Bharat Ranpura	Feedback Customer is unable to receive SMS from non three number cases are coming to 2nd line rather then going to MNP Team Impact: 1st Line player are selecting an option of National or ALL rather then selecting option of Specific number or network within UK. After this option there is one question " Send 'GEN_TEST' SMS to the customer from Peoplesoft " Then its suggesting to check for MNP and if its yes then follow MNP Case process. No question line Send 'GEN_TEST' SMS to the customer from Peoplesoft. should come first rather then What problem do you have with receiving SMS? so that player can understand that its not an issue with national or ALL but its an issue with Specific number or network within UK and right outcome can be provided to customer.	The Messaging issues script has been been updated.	- All devices	No further action required.	31.10.2018
			https://three.lucidcx.com/uad/index.jsp#ref=20-5972364&l=uad&d=Samsung/Galaxy%20S8&s=Messaging_SMS&steps=q143800.a143802.q143804.a143810.q250322.a250326.q4701.a243569.q249523.a249527.q243838.a243840.q243844.a243847.q4707.a4846.q4849.a453226.q11645			
NA	NA	General search article updates	The following article has been added: - What is Google Drive?	- All devices	No further action required.	31.10.2018