

SERVICE

INTRODUCTION TO CALLS

The **Call Listing** screen is used to log billable and non-billable service calls against contract and non-contract machines.

New Deal Sale and New Deal Rental processing will also process through the call centre which will enforce stock issue before invoicing.

Technicians or Drivers are assigned to calls.

When a call is logged, a Work Order is created within the call. The Work Order maintains all the details for work done, including Labour, Parts, Expenses, Travel, Sub Contract Work, etc.

Additional Work Orders can be created within a single call, for additional work, that needs to be completed.

Ribbon Access: Service > Calls



1. The *Call Listing* screen will be displayed.

RIBBON ACTION BUTTONS

MAINTAIN ACTION BUTTONS

 From the Call Screen click on *Add* or *Edit* to be directed to the *Call maintenance* screen. Refer to Calls - Log a Call or Calls - Edit



a Call

\$ 7			(1	Cal	Listing - BPO: Vers	ion 2.5.0.4	- Example Co	mpany v2.	5.0.0				_ – X
	Home Eq	uipment / Locatio	ions	Contract Fi	nance / HR I	nventory Mainten	ance / Projec	ts Manufac	turing P	rocurement	Sales Service	Reportin	g Utilities	_ & ×
	16/06	5/2021 •	Ref	fresh My Calls	Save L Works; Save F Forma	ayout & My Ca baces + & Assign ilter & Start t & Work	Close	Complete Pro	Hold Pend	aing Release	Print Rep	prts	-	\$
1 1	Add	Edit	1 I I	CallReference	CallDate	CallState	Techni	tian	CallTime	Descri	ption		CallType	CallTypeDesc
				Υ # □ C	-	* 0 ¢	880		e 🖬 c	n C			# C	4 0 0
Inform	mation	No Of Calls			16/11/2021	UnAssigned			16:36:3	0 2MS -	2 month service		SM	Scheduled Mainte
🕨 👻 🖸	Durban	38	*		05/11/2021	UnAssigned			08:00:0	0 BathB	inMaint - Bathroom B	in Maintena	SM	Scheduled Mainte
	New	36	11		29/10/2021	UnAssigned			08:00:0	0 BathB	inMaint - Bathroom 8	in Maintena	SM	Scheduled Mainte
	In Progress	2			26/10/2021	UnAssigned			08:00:0	0 2MS -	2 month service		SM	Scheduled Mainte
	Hold	0	11	E CN0005293	22/10/2021	UnAssigned			08:00:0	0 BathB	inMaint - Bathroom B	in Maintena	SM	Scheduled Mainte
	Complete	0	11		16/10/2021	UnAssigned			08:00:0	0 2MS -	2 month service		SM	Scheduled Mainte
	Closed	0	11	E CN0005290	15/10/2021	UnAssigned			08:00:0	0 BathB	inMaint - Bathroom B	in Maintena	SM	Scheduled Mainte
	() All	38	11	E CN0005289	08/10/2021	UnAssigned			08:00:0	0 BathB	inMaint - Bathroom B	in Maintena	SM	Scheduled Mainte
- 0	Pretoria	0		E CN0005288	01/10/2021	UnAssigned			08:00:0	0 BathB	inMaint - Bathroom F	in Maintena	SM	Scheduled Mainte
	New	0		E CN0005287	24/09/2021	UnAssigned			08:00:0	0 BathB	inMaint - Bathroom F	in Maintena	SM	Scheduled Mainte
	In Progress	0	1	E CN0005286	17/09/2021				08:00:0	0 BathB	inMaint - Bathroom F	in Maintena	SM	Scheduled Mainte
	🕗 Hold	0	11	E CN0005285	16/09/2021	Awaiting Acceptance	e Theo P	eterson	08:00:0	D Tier -	Commercial Tier Tes		INST	Installation
	Pending	0		E CN0005284	15/09/2021	UnAssigned			08:00:0	0 2MS -	2 month service		SM	Scheduled Mainte
	Complete	0		E CN0005283	10/09/2021				08.00.0	0 BatbB	inMaint - Bathroom F	in Maintena	SM	Scheduled Mainte
	Closed	0		E CN0005283	03/09/2021				08:00:0	0 BathB	inMaint - Bathroom F	in Maintena	SM	Scheduled Mainte
	All Case Taure	0	U	E CN0005281	27/08/2021				08:00:0	0 BathB	inMaint - Bathroom F	in Maintena	SM	Scheduled Mainte
0	New	0		E CN0005280	26/08/2021	UnAssigned			08:00:0	0 2MS -	2 month service		SM	Scheduled Mainte
	In Progress	0		E CN0005279	20/08/2021	UnAssigned			08-00-0	0 BathB	inMaint - Bathroom F	in Maintena	SM	Scheduled Mainte
	() Hold	0		E CN0005279	17/08/2021	UnAssigned			08-00-0	0 2MS -	2 month service	n i i nan fochid	SM	Scheduled Mainte
	Pending	0		E CN0005278	17/08/2021	UnAssigned			08-00-0	0 Tier	Commercial Tier Tor		INST	Installation
	O Complete	0		E CI400032//	17/06/2021	onAssigned			00.00:0	o ner -	commercial ner res		1431	and calla up in
	O Closed	0		Count: 3	5									
		0	-	4		2								•
Open Wi	ndows 🔻								U	ser : Julandak	13/12/2021	ersion : 2.5.0	4 Example (Company v2.5.0.0

STATE ACTION BUTTONS

- The calls displayed in the call data grid, are filtered by the **date range** selected. Change the date range to view older calls, or to refine the call list.
- Default has been checked by default. The default period in the date range is configured in the *Company Configuration* data and is set to 180 days.
- Calls can be filtered by selecting *My Calls*. Refer to Calls My Calls



7			Call	Listing - BPO: Versio	n 2.5.0.4 - Example	Company v2.5.0.0			×
Home Equ	pment / Locations	s Contract Fina	ance / HR In	ventory Maintenan	ce / Projects Man	ufacturing Procurem	ent Sales Service Report	ng Utilities	- 8 ×
Add Edit	2021 • 4	Default V	Worksp	aces - Assign	Close Complete	Hold Pending Re	Print Reports		6
	16/06	/2021	1	Defa	ault 🔽		a more a more a		
Find Filt	e		_			0.000		0.17	10.00 D
	13/12	/2021	 Re 	fresh My (als	Callime L	Description	Call ype	Call ypeDesc
1-6K		12022				4 0 0		* C	4 🗖 C
Information	20	· E CHOODEN	10/11/2021	ormaaignee		16:36:30 2	2MS - 2 month service	SM	Scheduled Mainte
Uurban	38		05/11/2021	UnAssigned		08:00:00 E	BathBinMaint - Bathroom Bin Maintena.	SM	Scheduled Mainte
In Drogross	20		29/10/2021	UnAssigned		08:00:00 E	BathBinMaint - Bathroom Bin Maintena.	SM	Scheduled Mainte
O Hold	0		26/10/2021	UnAssigned		08:00:00 2	2MS - 2 month service	SM	Scheduled Mainte
Pending	0		22/10/2021	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintena.	SM	Scheduled Mainte
Complete	0		16/10/2021	UnAssigned		08:00:00 2	2MS - 2 month service	SM	Scheduled Mainte
Closed	0		15/10/2021	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintena.	SM	Scheduled Mainte
() All	38	E CN0005289	08/10/2021	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintena.	SM	Scheduled Mainte
- 🖸 Pretoria	0	E CN0005288	01/10/2021	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintena	SM	Scheduled Mainte
New	0	E CN0005287	24/09/2021			08:00:00	BathBinMaint - Bathroom Bin Maintena	SM	Scheduled Mainte
In Progress	0	E CN0005286	17/09/2021			08-00-00	BathBinMaint - Bathroom Bin Maintena	SM	Scheduled Mainte
(b) Hold	0		1//05/2021	Augilian Acceptones	These Determore	08.00.00	Sau brindint - bau i oon bir Maintena. Sau Cammarial Tas Tast	THET	Testallation
Pending	0		16/09/2021	Awalung Acceptance	Theo Peterson	08:00:00	ner - commercial her rest	1 CVIL	Installauon
Complete	0	E CN0005284	15/09/2021	UnAssigned		08:00:00	2MS - 2 month service	SM	Scheduled Mainte
Closed	0		10/09/2021	UnAssigned		08:00:00 E	3athBinMaint - Bathroom Bin Maintena.	SM	Scheduled Mainte
🖸 All	0		03/09/2021	UnAssigned		08:00:00 E	BathBinMaint - Bathroom Bin Maintena.	SM	Scheduled Mainte
👻 🔯 Cape Town	0		27/08/2021	UnAssigned		08:00:00 E	BathBinMaint - Bathroom Bin Maintena.	SM	Scheduled Mainte
New	0		26/08/2021	UnAssigned		08:00:00	2MS - 2 month service	SM	Scheduled Mainte
In Progress	0		20/08/2021	UnAssigned		08:00:00 E	BathBinMaint - Bathroom Bin Maintena.	SM	Scheduled Mainte
() Hold	0		17/08/2021	UnAssigned		08:00:00 2	2MS - 2 month service	SM	Scheduled Mainte
Pending	0		17/08/2021	UnAssigned		08:00:00 1	Tier - Commercial Tier Test	INST	Installation
Complete	0								
Closed	0	Count: 36							
	• •	4)					

Change Call Date Range

- 2. Deselect the **Default** check box,
- 3. Click on the down *arrow* in the *date range* fields to adjust the date range using the *calendar function*.
- 4. Click on *Refresh* to update the call list screen with the calls within the Call Date range.



Ŧ			2	Call	Listing	BPO: Versio	2.5.0.4	- Example	Compa	any v2.5.0.0)					
Home Equ	ipment / Locations	s	Contract Fin	ance / HR Ir	nventory	Maintenan	e / Projec	ts Manu	facturir	ng Procu	rement	Sales	Service	Reporting	Utilities	- 8
Add Edit 01/06/ Maintain 4	/2021 • R	efre	Default Default	Image: Save Lage Image: Save File Image: Save File Image: Save File	aces •	My Call Assign Start Work	Close	Complete	Hold	Pending	Release	Print Print	Reports	d		
Find Filt	ter	3	ag a column heade	er here to group												
			CalReference	CallDate	CallSta	te	Technic	cian		CallTime	Descript	ion			CallType	CallTypeDesc
		ę	REC.	-	eE:		ADC			<d:< td=""><td>ADC .</td><td></td><td></td><td></td><td>ADC .</td><td>a D c</td></d:<>	ADC .				ADC .	a D c
Information	No Of Calls			26/06/2021	Lin Acci	head	-			09-00-00	246 - 2	month cor	uice.		CM	Echadulad Maini
👻 💽 Durban	7 ^	1		20/00/2021	UnAssi	aneu anad				08:00:00	2H3 * 2	Hoint Det	vice		OM .	Scheduled Main
New	7			25/06/2021	UNASSI	inea				08:00:00	Dauribini	Mairit - Dat	nroom bin M	antena	214	Scheduled Main
In Progress	0		E CN0005262	18/06/2021	UNASSI	inea				08:00:00	2MS - 2	month ser	vice		SM	Scheduled Main
🕑 Hold	0		E CN0005261	18/06/2021	UnAssi	gned				08:00:00	BathBin	Maint - Bat	hroom Bin M	aintena	SM	Scheduled Main
Pending	0		■ CN0005260	17/06/2021	UnAssi	gned				08:00:00	Tier - Co	ommercial 1	Fier Test		INST	Installation
O Complete	0			11/06/2021	UnAssi	gned				08:00:00	BathBin	Maint - Bat	hroom Bin M	aintena	SM	Scheduled Main
O Closed	0		CN0005258	04/06/2021	UnAssi	gned				08:00:00	BathBin	Maint - Bat	hroom Bin M	aintena	SM	Scheduled Main
	7															
👻 💽 Pretoria	0															
New	0															
In Progress	0															
🕑 Hold	0															
Pending	0															
Complete	0															
Closed	0															
O All	0															
	0															
 Cape Town 	0															
Cape Town ONew	U															
Cape Town Cape Town New O In Progress	0															
Cape Town Cape Town O New In Progress Hold	0															
Cape Town Cape	0															
 Cape Town New In Progress Hold Pending Complete 	0 0 0 0 0															
Cape Town Concerning C	0 0 0 0 0 0		Count: 7													

WORK ACTION BUTTONS

- <u>My Call</u> will assign a call to the user who is currently logged onto BPO.
- <u>Assign</u> will assign a call to an employee and will move the call to the In Progress status.
- <u>Start</u> will begin the Start Work process for the Call.



Ŧ			Cal	Listing - BPO: Versio	on 2.5.0.4 - Examp	le Company v2.5.0.0			
Home Equ	upment / Location	ns Contract Fin	ance / HR I	nventory Maintenar	nce / Projects Ma	nufacturing Procure	ement Sales Service Reportin	g Utilities	- 8
Add Edit 13/12	5/2021 ▼ 2/2021 ▼ 1 Stat	Default Refresh My Calls	Kave La Worksp Save Fi Formal	ayout aces - Iter	Close Comple My Call	te Hold Pending	Release Print Reports		
Find O Fil	lter			by that colum	Assian				
		CalReference	CallDate	CallState	Assign	CallTime	Description	CallType	CallTypeDesc
		9 ADC	-	-D: 50	Start	×D:	10:	* D ¢	100
Information	No Of Calls	EL CN0005297	16/11/2021	UnAssigner	Start	16:36:30	2MS - 2 month service	SM	Scheduled Maint
👻 🔯 Durban	38 🔺	E CN0005295	05/11/2021	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintena	SM	Scheduled Maint
New	36	E CN0005295	29/10/2021	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintena	SM	Scheduled Main
In Progress	2	E CN0005295	25/10/2021	UnAssigned		08:00:00	2MS - 2 month partice	SM	Scheduled Main
🕑 Hold	0	E CN0005294	20/10/2021	UnAssigned		08:00:00	PathPinMaint - Pathroom Pin Maintena	CM	Scheduled Main
Pending	0	E CN0005293	16/10/2021	UnAssigned		00:00:00	Datibilimant - batiliotin bir maintena	014	Cabadulad Main
Complete	0	E CN0005292	16/10/2021	UnAssigned		08:00:00	2MS - 2 month service	514	Scheduled Main
Closed	0	E CN0005290	15/10/2021	UnAssigned		08:00:00	BathbinMaint - Bathroom Bin Maintena	SM	Scheduled Main
	38		08/10/2021	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintena	SM	Scheduled Main
Pretoria	0		01/10/2021	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintena	SM	Scheduled Main
In Drogroup	0	E CN0005287	24/09/2021	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintena	SM	Scheduled Main
O Hold	0		17/09/2021	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintena	SM	Scheduled Main
Pending	0		16/09/2021	Awaiting Acceptance	Theo Peterson	08:00:00	Tier - Commercial Tier Test	INST	Installation
Complete	0		15/09/2021	UnAssigned		08:00:00	2MS - 2 month service	SM	Scheduled Main
Closed	0		10/09/2021	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintena	SM	Scheduled Main
() All	0		03/09/2021	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintena	SM	Scheduled Main
- 🖸 Cape Town	0		27/08/2021	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintena	SM	Scheduled Main
New	0		26/08/2021	UnAssigned		08:00:00	2MS - 2 month service	SM	Scheduled Main
In Progress	0		20/08/2021	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintena	SM	Scheduled Main
🕗 Hold	0		17/08/2021	UnAssigned		08:00:00	2MS - 2 month service	SM	Scheduled Main
Pending	0		17/08/2021	UnAssigned		08:00:00	Tier - Commercial Tier Test	INST	Installation
O Complete	0								
Closed	0	Count: 36							
	0 -	4)					
en Windows 🔻						User : J	ulandaK 13/12/2021 Version : 2.5.0	4 Example	Company v2.5.0.0

PROCESS ACTION BUTTONS

- <u>Close</u> a call when there are no further outstanding items on the call. Closed calls can only be viewed in the All status and cannot be re-opened once they have been closed.
- <u>Complete</u> a call once a technician has completed the required work. Outstanding admin work, like updating or Invoicing the call, can still be done.
- <u>Hold</u> will place a call on hold when work needs to be stopped while a customer issue is being resolved. The SLA monitor will be "paused" until the call has been released from hold.
- <u>Pending</u> differs from hold, in that work will be stopped to resolve an internal company issue, such as unavailability of stock. The SLA Monitor will continue to run for calls in this status.
- <u>Release</u> a call that has been placed on hold or pending. The call will move back to the New status where it can be re-assigned.



Ŧ			Cal	Listing - BPO: Version	2.5.0.4 - Example Comp	pany v2.5.0.0			
Home Eq	uipment / Locatio	ns Contract Fin	ance / HR I	nventory Maintenance	/ Projects Manufactur	ring Procur	ement Sales Service Repo	rting Utilitie	es — 🗗
Add Edit 13/12	5/2021 • 2/2021 •	Refresh My Calls	Worksp	ayout 🦑 My Call baces 🕶 🤹 Assign liter 👔 Start	Close Comolete Hol	d Pendina	Release Print Reports	9	
Maintain 🔺	Sta	ite	∡ Forma	t a Work a		G		0	
Find	lter					9		•	1
		CallReference	CallDate	CallState	Technicia Close	Como	lete Hold Dan	dina (Delegen sc
		₽ # 	-	REC	ID: CIUSE	Comp	iete riolu rei	unig	release
Information	No Of Calls	E CN0005297	16/11/2021	UnAssigned		16:36:30	2MS - 2 month service	SM	Scheduled Main
👻 🖸 Durban	38	E CN0005296	05/11/2021	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Mainter	a SM	Scheduled Main
O New	36		29/10/2021	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Mainter	a SM	Scheduled Main
In Progress	2	E CN0005294	26/10/2021	UnAssigned		08:00:00	2MS - 2 month service	SM	Scheduled Main
Hold	0		22/10/2021	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Mainten	a SM	Scheduled Mair
Complete	0		16/10/2021	UnAssigned		08:00:00	2MS - 2 month service	SM	Scheduled Mair
Complete	0		15/10/2021	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Mainten	a SM	Scheduled Mair
G All	38	E CN0005289	08/10/2021	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Mainter	a SM	Scheduled Mair
- Pretoria	0	E CN0005288	01/10/2021			08:00:00	BathBinMaint - Bathroom Bin Mainter	a SM	Scheduled Mair
New New	0	E CN0005287	24/09/2021	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Mainter	a SM	Scheduled Mair
In Progress	0	E CN0005207	17/00/2021	UnAssigned		09:00:00	PathPinMaint - Pathroom Pin Mainten	G 5M	Scheduled Mair
() Hold	0		17/05/2021	Augiting Assessment	These Determon	08.00.00	Tax Company Tax Tax	d JPI	Scrieduleu Mail
Pending	0	E CN0005285	10/09/2021	Awarung Acceptance	Theo Peterson	00:00:00	Ther - Commercial Her Test	1 CM	Installation
Complete	0	E CN0005284	15/09/2021	UnAssigned		08:00:00	2MS - 2 month service	514	Scheduled Main
O Closed	0	E CN0005283	10/09/2021	UnAssigned		08:00:00	BathbinMaint - Bathroom Bin Mainter	.a SM	Scheduled Mair
	0		03/09/2021	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Mainten	.a SM	Scheduled Mair
- Cape Town	0	E CN0005281	27/08/2021	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Mainter	.a SM	Scheduled Mair
O New	0		26/08/2021	UnAssigned		08:00:00	2MS - 2 month service	SM	Scheduled Mair
In Progress	0		20/08/2021	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Mainter	a SM	Scheduled Mair
Hold	0		17/08/2021	UnAssigned		08:00:00	2MS - 2 month service	SM	Scheduled Mair
Pending Complete	0		17/08/2021	UnAssigned		08:00:00	Tier - Commercial Tier Test	INST	Installation
Complete	0	Count: 36							
O All	0 .	Count: 50							
•	-								

REPORTS

- 5. The Print action button will display a drop down menu with report options that can be selected for a call;
 - Call Report
 - Items Issued
 - Delivery Report
 - Service History
 - Customer Service History
 - Work Order Report



₩			Call	Listing - BPO: Version	2.5.0.4 - Example Com	pany v2.5.0.0				_ D X
Home Equ	ipment / Location	ns Contract Fina	ance / HR In	ventory Maintenance	/Projects Manufact	uring Procur	ement Sa	ales Service Reporting) Utilities	_ & ×
Add Edit 16/06,	/2021 • /2021 •	Refresh My Calls	R Save La	yout John My Call aces T Assign ter Start	Close Complete Ho	I I I I I I I I I I I I I I I I I I I	Release	Print Print		
Maintain 🔺	Stat	e	∡ Format	_⊿ Work _₄	Proc	ess 🔍	·	Call Report		6
Find Filt	ter						124.	Items Issued		- /
		CallDeference	CallDate	CallState	Technician	CallTime	Descriptio	Delivery Report		vneDesc
			-	-Dr	alle	alle .	alle.	Service History - Seria	No. NFW1234	ypebese
Information	No Of Calls		-	nus.	-W-	· · ·	- U-	Customer Service Hid		1.1.1.1.1.1.1
👻 🔯 Durban	38 ▲	► E CN0005297	16/11/2021	UnAssigned		16:36:30	2MS - 2 m	Customer service his	.ory	duled Mainte
New	36	E CN0005296	05/11/2021	UnAssigned		08:00:00	BathBinMa	WO Report - WO Cod	e WO0006244	duied Mainte
In Progress	2	E CN0005295	29/10/2021	UnAssigned		08:00:00	BathBinMai	Int - Bathroom Bin Maintena	SM	Scheduled Mainte
(b) Hold	0	E CN0005294	26/10/2021	UnAssigned		08:00:00	ZMS - 2 mg	onth service	SM	Scheduled Mainte
Pending	0	E CN0005293	22/10/2021	UnAssigned		08:00:00	DathbinMai	int - bathroom bin Maintena	SM CM	Scheduled Mainte
Complete	0	E CN0005292	16/10/2021	UnAssigned		08:00:00	2MS - 2 mg	onth service	SM	Scheduled Mainte
Closed	0	E CN0005290	15/10/2021	UnAssigned		08:00:00	BathBinMai	Int - Bathroom Bin Maintena	SM	Scheduled Mainte
	38	EI CN0005289	08/10/2021	UnAssigned		08:00:00	BathBinMai	int - Bathroom Bin Maintena	SM	Scheduled Mainte
Pretoria	0		01/10/2021	UnAssigned		08:00:00	BathBinMai	int - Bathroom Bin Maintena	SM	Scheduled Mainte
In Progress	0	E CN0005287	24/09/2021	UnAssigned		08:00:00	BathBinMai	int - Bathroom Bin Maintena	SM	Scheduled Mainte
() Hold	0		17/09/2021	UnAssigned		08:00:00	BathBinMai	int - Bathroom Bin Maintena	SM	Scheduled Mainte
() Pending	0		16/09/2021	Awaiting Acceptance	Theo Peterson	08:00:00	Tier - Com	mercial Tier Test	INST	Installation
O Complete	0		15/09/2021	UnAssigned		08:00:00	2MS - 2 mo	onth service	SM	Scheduled Mainte
O Closed	0		10/09/2021	UnAssigned		08:00:00	BathBinMai	int - Bathroom Bin Maintena	SM	Scheduled Mainte
All	0		03/09/2021	UnAssigned		08:00:00	BathBinMai	int - Bathroom Bin Maintena	SM	Scheduled Mainte
👻 🔯 Cape Town	0		27/08/2021	UnAssigned		08:00:00	BathBinMai	int - Bathroom Bin Maintena	SM	Scheduled Mainte
New	0		26/08/2021	UnAssigned		08:00:00	2MS - 2 mo	onth service	SM	Scheduled Mainte
In Progress	0		20/08/2021	UnAssigned		08:00:00	BathBinMai	int - Bathroom Bin Maintena	SM	Scheduled Mainte
(b) Hold	0		17/08/2021	UnAssigned		08:00:00	2MS - 2 mo	onth service	SM	Scheduled Mainte
Pending	0		17/08/2021	UnAssigned		08:00:00	Tier - Com	mercial Tier Test	INST	Installation
Complete	0	6								
Closed	0	Count: 36								
O All	U			Capture screenshot.						

THE SITE / STATUS PANEL

This panel shows <u>all</u> the sites that have been configured on the system, with a separate status list for each site.

Note that you do not need to select the site or a status before creating a Call. The system will place the Call in the site where the *asset* is located.

- New: The total number of new Calls logged. These call have not yet been assigned to and accepted by a technician.
- In Progress: The total number of Calls that are assigned, or have been accepted by Technicians.
- Hold: The total number of Calls placed on Hold due to *client issues*, e.g. a technician may not be able gain access to a site location as the client is unavailable to open the building.



Note that the <u>SLA Monitor</u> will be <u>paused</u> for calls in this status.

• **Pending:** The total number of Calls placed in pending due to a company issue, e.g. a technician may not have boot stock to complete a job on site.

Note that the <u>SLA Monitor</u> will <u>continue</u> to run for calls in this status.

- **Complete:** The total number of Calls where technicians have completed the work required. The service centre can now complete Call updates and invoice the Call, where required.
- All: The total number of <u>all</u> the calls for the site is listed, including closed Calls.

		Call	Listing - BPO: Version	2.5.0.4 - Example Com	pany v2.5.0.0)		_ — X
Home Equipment / Locat	tions Contract Fin	ance / HR In	ventory Maintenano	e / Projects Manufactu	ring Procur	ement Sales Service Reportin	g Utilities	_ & ×
Add Edit 15/12/2021 •	Refresh My Calls	Workspu Save Fil	yout & My Call aces • & Assign ter 1 Start Work	Close Complete Hol	Id Pending	Release Print Reports		\$
Ind Filter	CallPafaranas	C-IID-t-	CallState	Tashaisian	CallTina	Description	CallTime	CaltinaDaas
	Calikererence	Calibate	Calistate	inconnician	dinne	- Description	ville ville	Call ypeDesc
Information No Of Calls	* MUC		-U-	* U 4	sille.	- U-	- Cr	
▶ - 🖸 Durban 38	▶ ⊞ CN0005297	16/11/2021	UnAssigned		16:36:30	2MS - 2 month service	SM	Scheduled Mainte
New 36	E CN0005296	05/11/2021	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintena	SM	Scheduled Mainte
In Progress 2	E CN0005295	29/10/2021	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintena	SM	Scheduled Mainte
Hold 0	CN0005294	26/10/2021	UnAssigned		08:00:00	2MS - 2 month service	SM	Scheduled Mainte
Pending 0		22/10/2021	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintena	SM	Scheduled Mainte
Complete 0		16/10/2021	UnAssigned		08:00:00	2MS - 2 month service	SM	Scheduled Mainte
Closed 0		15/10/2021	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintena	SM	Scheduled Mainte
O All 38		08/10/2021	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintena	SM	Scheduled Mainte
✓ O Pretoria 0		01/10/2021	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintena	SM	Scheduled Mainte
New 0		24/09/2021	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintena	SM	Scheduled Mainte
In Progress 0		17/09/2021	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintena	SM	Scheduled Mainte
Pending 0		16/09/2021	Awaiting Acceptance	Theo Peterson	08:00:00	Tier - Commercial Tier Test	INST	Installation
Complete 0		15/09/2021	UnAssigned		08:00:00	2MS - 2 month service	SM	Scheduled Mainte
Closed 0		10/09/2021	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintena	SM	Scheduled Mainte
O All 0		03/09/2021	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintena	SM	Scheduled Mainte
- O Cape Town 0		27/08/2021	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintena	SM	Scheduled Mainte
New 0	E CN0005280	26/08/2021	UnAssigned		08:00:00	2MS - 2 month service	SM	Scheduled Mainte
 In Progress 0 		20/08/2021	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintena	SM	Scheduled Mainte
Hold 0		17/08/2021	UnAssigned		08:00:00	2MS - 2 month service	SM	Scheduled Mainte
Pending 0		17/08/2021	UnAssigned		08:00:00	Tier - Commercial Tier Test	INST	Installation
Complete 0								
Closed 0	Count: 36							
Open Windows 👻					User : 1	JulandaK 13/12/2021 Version : 2.5.0	4 Example	Company v2.5.0.0 //.

FIND A CALL

You can find any call, regardless of the site, status or date range.



- 1. Click on the *Find* radio button.
- 2. Type in the *call number* you wish to locate in the *text box*.
- 3. Press *Enter*.

2 W				Cal	Listing - BPO: Version	2.5.0.4 - Example Cor	npany v2.5.0.0	1		
i Hone El	sipment / Locati	lons	Contract Pro	ance / HR b	wentory Maintenanci	/Projects Manufac	turing Procur	ement Sales Service Reportin	g Utilities	- 0
	6/2021 • 2/2021 •	Refe	befault	C Save Li Worksp Save R	nyout 💰 My Call aces = 🛃 Assign Rer 👔 Start	Close Complete	ald Pending	Per Carlos		
		_		a] Porma	* 100% ×	10	OP55	x Pred x Repo x		
Find O F	Filter	0								
			CalReference	CalDate	CaliState	Technician	CalTime	Description	CalType	CalTypeDesc
			•	-	0	•		•	•	•
Information	No Of Calls	- 17	E CN0005278	17/08/2021	UnAssigned		08:00:00	2HS - 2 month service	54	Scheduled Main?
👻 💽 Durban	40	â 🗍	CN0005277	17/08/2021	UnAssigned		08-00-00	Tier - Commercial Tier Test	DIST	Installation
New	38		E CN0005276	13/08/2021	UnAssigned		08:00:00	SathBirMaint - Sathroom Bin Maintena	54	Scheduled Mair
In Progress	2		E CN0005275	06/08/2021	UnAssigned		08:00:00	BathBirMaint - Bathroon Bin Maintena	54	Scheduled Mair
Pending	0		CN0005273	30/09/2021	UnAssigned		15:27:59	PR3408/1	NDS	New Deal Sale
Complete	0		CN0005272	30/09/2021	UnAssigned		15:14:18	HWQ001	NDS	New Deal Sale
O Closed	0		E CN0005271	30/07/2021	UnAssigned		08-00-00	BathdinMaint - Bathroom Bin Maintena	54	Scheduled Mail
	40		E CN0005270	23/07/2021	UnAssigned		08-00-00	BathdinMaint - Bathroon Bin Maintena	54	Scheduled Mail
👻 💽 Pretoria	0		CN0005269	17/07/2021	UnAssigned		08-00-00	Tier - Commercial Tier Test	DIST	Installation
New	0		E CN0005268	16,/07/2021	UnAssigned		08-00-00	2H5 - 2 month service	54	Scheduled Mair
In Progress	: 0		E CN0005267	16/07/2021	UnAssigned		08-00-00	BathdinMaint - Bathroom Bin Maintena	94	Scheduled Mail
(b) Hold	0		E CN0005266	09/07/2021	UnAssigned		08-00-00	BathdinMaint - Bathroom Bin Maintena	54	Scheduled Mail
Pending	0		E CN0005265	02/07/2021	UnAssigned		08-00-00	BathBirMaint - Bathroom Bin Maintena	54	Scheduled Mail
Complete	0		E CN0005264	26,06/2021	UnAssigned		08-00-00	2HS - 2 month service	54	Scheduled Mail
Closed	0		E CN0005263	25/06/2021	UnAssigned		08-00-00	BathdinMaint - Bathroon Bin Maintena	94	Scheduled Mail
- Cape Town	0	-	E CN0005262	18/06/2021	UnAssigned		08-00-00	2HS - 2 month service	54	Scheduled Mail
New	0		E CN0005261	18/06/2021	UnAssigned		08-00-00	BathBirMaint - Bathroom Bin Maintena	54	Scheduled Mail
In Progress	: 0		E CN0005260	17/06/2021	UnAssigned		08-00-00	Tier - Commercial Tier Test	INST	Installation
(E) Hold	0		E CN0005259	11/06/2021	UnAssigned		08:00:00	BathBirMaint - Bathroom Bin Maintena	54	Scheduled Mair
Pending	0	-	E CN0005258	04/06/2021	UnAssigned		08-00-00	BathBirMaint - Bathroom Bin Maintena	54	Scheduled Mail
Complete	0									
Closed	0		Count: 38							
	0	v (

4. The *row* containing the call number you have searched for, will be selected in the call list screen.



D v					Cal	Listing - BPC	: Version	2.5.0.4 -	Example	Compa	any v2.5.0.	.0					_ D X
Horr	ne Equ	ipment / Locat	tions	Contract Fin	ance / HR I	nventory M	laintenance	e / Project	s Manu	facturir	na Proc	urement	Sales	Service	Reporting	Utilities	_ & ×
Add Edit	01/06	/2021 • /2021 • S	Re	Default 🗌 fresh My Calls 🗌	Image: Save Line Image: Workspin Image: Save Fill Image: Save Fill Image: Formal	ayout 44 aces - 44 Iter 12 t 4	My Call Assign Start /ork	Close	Complete	Hold Process	Pending	Release	Print Print	Reports			G
Find	() FI	ter		C ID Courses		C-list-to		T . 1. 1. 1			o. 117					0.17	0.00
CN0005260	-		4	Caliketerence	CallDate	Calistate		Technic	an		CallTime	Descrip	bon			Call ype	Call ypeDesc
Information		No Of Calls	H	♥ n∎c	-	R C		R C			4 C	n ⊡ c				a 🖸 C	u C
- Durba	10	40			17/08/2021	UnAssigned					08:00:00	2MS - 2	month ser	vice		SM	Scheduled Mainte
	311 Aw	38	ĥ	E CN0005277	17/08/2021	UnAssigned					08:00:00	Tier - C	ommercial *	Tier Test		INST	Installation
	Progress	2			13/08/2021	UnAssigned					08:00:00	BathBin	Maint - Bat	throom Bin M	aintena	SM	Scheduled Mainte
() Ho	old	0			06/08/2021	UnAssigned					08:00:00	BathBin	Maint - Bat	throom Bin M	aintena	SM	Scheduled Mainte
O Pe	ending	0			30/09/2021	UnAssigned					15:27:59	PRJ408	/1			NDS	New Deal Sale
O Co	omplete	0			30/09/2021	UnAssigned					15:14:18	HWQ00	1			NDS	New Deal Sale
O Cl	losed	0			30/07/2021	UnAssigned					08:00:00	BathBin	Maint - Bat	throom Bin M	aintena	SM	Scheduled Mainte
	1	40			23/07/2021	UnAssigned					08:00:00	BathBin	Maint - Bat	throom Bin M	laintena	SM	Scheduled Mainte
👻 💽 Pretor	ria	0		E CN0005269	17/07/2021	UnAssigned					08:00:00	Tier - C	ommercial 1	Tier Test		INST	Installation
Ne	ew	0			16/07/2021	UnAssigned					08:00:00	2MS - 2	month ser	vice		SM	Scheduled Mainte
💽 In	Progress	0			16/07/2021	UnAssigned					08:00:00	BathBin	Maint - Bat	throom Bin M	aintena	SM	Scheduled Mainte
(E) Ho	old	0			09/07/2021	UnAssigned					08:00:00	BathBin	Maint - Bat	throom Bin M	aintena	SM	Scheduled Mainte
O Pe	ending	0		E CN0005265	02/07/2021	UnAssigned					08:00:00	BathBin	Maint - Bat	throom Bin M	aintena	SM	Scheduled Mainte
	ompiete	0	Ŭ		26/06/2021	UnAssigned					08:00:00	2MS - 2	month ser	vice		SM	Scheduled Mainte
	l	0			25/06/2021	UnAssigned					08:00:00	BathBin	Maint - Bat	throom Bin M	aintena	SM	Scheduled Mainte
- O Cape	Town	0			18/06/2021	UnAssigned					08:00:00	2MS - 2	month ser	vice		SM	Scheduled Mainte
O Ne	ew	0	1	E CN0005261	18/06/2021	UnAssigned					08:00:00	BathBin	Maint - Bat	throom Bin M	aintena	SM	Scheduled Mainte
🗿 In	Progress	0	ſ		17/06/2021	UnAssigned					08:00:00	Tier - C	ommercial '	Tier Test		INST	Installation
🕑 Ho	old	0	ľ		11/06/2021	UnAssigned					08:00:00	BathBin	Maint - Bat	throom Bin M	aintena	SM	Scheduled Mainte
🕗 Pe	ending	0			04/06/2021	UnAssigned					08:00:00	BathBin	Maint - Bat	throom Bin M	aintena	SM	Scheduled Mainte
O Co	omplete	0			1												
O Cl	losed	0		Count: 38													
	1	0	*	•)											
Open Windows 🔻	•										User	: JulandaK	13/12/2	021 Versio	on: 2.5.0.4	Example	Company v2.5.0.0

CALL FILTER

You can filter a range of calls that contains the a specific prefix.

- 1. Click on the *Filter* radio button.
- 2. Type in the *prefix* you wish to filter the call list by, in the *text box*.
- 3. Press *Enter*.



*			Cal	Listing - BPO: Version	2.5.0.4 - Example Co	mpany v2.5.0.0			- 0
three Ex	upment / Location	s Contract Per	ance /HR 1	inventory Maintenanc	e / Projects Manufac	turing Procur	ement Sales Service Reports	g Utilities	- 0
01/04 6d Edit 31/12	(2021 • 1 1/2021 • 1	Default Lefresh My Calls	C Save L Works Save P	ayout 🚜 My Call paces * 🛃 Assign Rer 🗈 Start	Cose Complete	nold Pending	Totace Register		
Find O Fi	lter	Drag a column head							
		Califierence	CalDate	Calificate	Technician	CalTine	Description	Callfune	CallypeDesc
CN000527	2		-				0		
Information	No Of Calls	E Choose and	16/11/2021	Underinged		16-26-22	Tell - 2 month service	-	School and Photos
👻 💽 Durban	40 🔺		05/11/2021	Understand		08-00-00	Antibiotical Antipage Str. Maintena	-	Education Main
New	38	E 00005296	10/10/2021	Understand		08-00-00	Batternan, Batroon on Hantera.	-	Scheduled Main
In Progress	2	E 04005295	20/10/2023	University of		08.00.00	beromant - berroon on Hantera	-	Scheduled Mark
🕗 Hold	0	E 040005294	26/10/2021	Unwasgned		08:00:00	2HG - 2 month service	24	Scheduled Man
Pending	0	B CN0005293	22/10/2021	UnAssigned		08:00:00	BatterMant - Battroon Bri Mantena	54	Scheduled Man
Complete	0	E CN0005292	16/10/2021	UnAssigned		08:00:00	2MS - 2 month service	54	Scheduled Mar
O Closed	0	E CN0005290	15/10/2021	UnAssigned		08-00-00	BathBirMaint - Bathroom Bin Maintena	SH	Scheduled Mair
	40	E CN0005289	08/10/2021	UnAssigned		08-00-00	BathBirMaint - Bathroom Bin Maintena	SM	Scheduled Main
Pretoria	0	E CN0005288	01/30/2021	UnAssigned		08-00-00	BathBirMaint - Bathroom Bin Maintena	94	Scheduled Main
O New	0	E CN0005287	24/09/2021	UnAssigned		08-00-00	BathBinMaint - Bathroon Bin Maintena	SM	Scheduled Main
In Progress	0	E CN0005296	17/09/2021	UnAssigned		08-00-00	BathBirMaint - Bathroom Bin Maintena	9H	Scheduled Main
Ponding	0	CN0005285	16/09/2021	Awaiting Acceptance	Theo Peterson	08-00-00	Tier - Commercial Tier Test	INST	Installation
Complete	0	E CN0005284	15/09/2021	UnAssigned		08:00:00	2HS - 2 month service	SH	Scheduled Main
Closed	0	E CN0005283	10/09/2021	UnAssigned		08:00:00	BathBirMaint - Bathroon Bin Haintena	SH	Scheduled Mair
() All	0	E CN0005282	03/09/2021	UnAssigned		08-00-00	BathBirMaint - Bathroon Bin Maintena	SH	Scheduled Mair
- 🖸 Cape Town	0	E CN0005281	27/08/2021	UnAssigned		08-00-00	BathBirMaint - Bathroom Bin Maintena	54	Scheduled Main
New	0	E CN0005280	26/08/2021	UnAssigned		08:00:00	245 - 2 month service	SH	Scheduled Main
In Progress	0	▶ E CN0005279	20/08/2021	UnAssigned		08:00:00	BathdinMaint - Bathroon Bin Haintena	5H	Scheduled Main
🕑 Hold	0	E CN0005278	17/08/2021	UnAssigned		08-00-00	2HS - 2 month service	54	Scheduled Main
Pending	0	B CN0005277	17/08/2021	UnAssigned		08-00-00	Ter - Commercial Tier Test	DIST	Installation
Complete	0								
Closed	0	Count: 38							
🖸 All	0 -	4							

4. The call numbers that match the prefix you have specified, will be listed in the call list screen.

Ŧ					Cal	Listing - BPO: Version	2.5.0.4 - Example Com	pany v2.5.0.0			
-	Home Equ	ipment / Local	tions	Contract Fina	nce / HR I	nventory Maintenance	/ Projects Manufactu	ring Procur	ement Sales Service Reporting	g Utilities	_ 8 3
dd E	01/06 idit 31/12	i/2021 • 1/2021 •	Refr State	Default esh My Calls	Kave Li Worksp Save Fi Forma	ayout & My Call baces - & Assign liter & Start t & Work	Close Complete Ho Proce	Id Pending	Release Print Reports		
Cond.	0.5						Applied Filter : [CallRe	ference] Like	'CN000527%'		
) Find	O FI	iter									
N000527				ag a column neader	nere to group		-			-	
Informati	ion	No Of Calls	-	CallReference *	CallDate	CallState	Technician	CallTime	Description	CallType	CalTypeDesc
	Jurban	40	_ ^e	#%c CN000527%	-	N C	NBC	1 C		n 🗖 c	n 🖬 C
- <u>a</u> c	New	38	1.		20/08/2021	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintena	SM	Scheduled Mainte
G	In Progress	2		CN0005278	17/08/2021	UnAssigned		08:00:00	2MS - 2 month service	SM	Scheduled Mainte
C	Hold	0		E CN0005277	17/08/2021	UnAssigned		08:00:00	Tier - Commercial Tier Test	INST	Installation
C	Pending	0			13/08/2021	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintena	SM	Scheduled Maint
C	Complete	0			06/08/2021	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintena	SM	Scheduled Maint
G	Closed	0			30/09/2021	UnAssigned		15:27:59	PRJ408/1	NDS	New Deal Sale
C	All	40			30/09/2021	UnAssigned		15:14:18	HWQ001	NDS	New Deal Sale
+ 🖸 Pi	retoria	0	-	CN0005271	30/07/2021	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintena	SM	Scheduled Maint
C	New	0			23/07/2021	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintena	SM	Scheduled Maint
C	In Progress	0	-								
C	Hold	0									
e	Pending	0									
G	Complete	0									
G	Closed	0									
		0									
- D C	Ape rown	0									
6	In Program	0 5									
0	Hold										
0	Pending	0									
0	Complete	0	\mathbf{N}	Count: 9							
ē	Closed	0									
<u> </u>		-									

5. To *remove* the filter, click on the '**x**' in the Call Reference line.



CALL LIST DATA GRID

1. The data grid displays a list of all the calls within the selected *site*,

status and date range.

2. The calls are colour-coded by *Call Type*.

Note that you can configure the call types and call type colours as required.

ASSIGNED TECHNICIANS

- 3. The *last assigned technician* for each call, can be viewed in the **Technician** column.
- 4. **Count:** at the bottom of the call data grid, will display the number of calls listed in the data grid.

				G	all Listing - BPO: Versio	n 2.5.0.4 - Exam	ole Company	v2.5.0.0	-	
Home I O1/ d Edit 31/	Equipment / Local 101/2020 • 112/2021 • S	Ref	Contract Fi	nance / HR IQ Save Li Works; Save F Forma	Inventory Maintenan ayout Abaces • Assign ilter a Start Work	ce / Projects N	Hold Process	Procurement Sales Service	Reporting	Utilities — t24
Find @	Filter									
		. 1	CalReference	CallDate	CallState	Technician	CallTime	Description	CallType	CallTypeDesc
		- 1	P #0c	-	10:	*D: 🗡	ROC	·O:	# 0 ¢	8 0 0
information	No Of Calls			15/10/2021	UnAssigned	/	08:00:00	BathBinMaint - Bathroom Bin Maintena	SM	Scheduled Maintenance
🗸 💽 Durban	190	*	E CN0005289	08/10/2021	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintena	SM	Scheduled Maintenance
New	181		E CN0005288	01/10/2021	UnAssigned 3		08:00:00	BathBinMaint - Bathroom Bin Maintena	SM	Scheduled Maintenance
In Progres	ss 4		E CN0005287	24/09/2021	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintena	SM	Scheduled Maintenance
() Hold	0		E CN0005286	17/09/2021	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintena	SM	Scheduled Maintenance
Pending	0		E CN0005285	16/09/2021	Awaiting Acceptance	Theo Peterson	08:00:00	Tier - Commercial Tier Test	INST	Installation
Complete	4		E CN0005284	15/09/2021	LinAssigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance
	190		E CN0005283	10/09/2021			08:00:00	BathBinMaint - Bathroom Bin Maintena	SM	Scheduled Maintenance
Pretoria	0		E CN0005282	03/09/2021	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintena	SM	Scheduled Maintenance
New	0	ľ	E CN0005281	27/08/2021			08:00:00	BathBinMaint - Bathroom Bin Maintena	SM	Scheduled Maintenance
In Progress	ss 0		E CN0005281	26/08/2021	UnAssigned		08-00-00	2MS = 2 month service	SM	Scheduled Maintenance
(E) Hold	0		E CN0005279	20/08/2021	UnAssigned	2	08-00-00	BathBinMaint - Bathroom Bin Maintena	SM	Scheduled Maintenance
Pending	0		E CN0005279	17/09/2021	UnAssigned		08:08:00	2MS - 2 month carvica	SM	Scheduled Maintenance
O Complete	0	υ.	CN0005273	17/09/2021	UnAssigned		08:00:00	Tion - Commercial Tion Tent	INCT	Installation
Closed	0		E CN0005277	13/09/2021	UnAssigned		08-00-00	BathBinMaint - Bathroom Bin Maintena	CM	Scheduled Maintenance
	0		E CN0005275	06/08/2021	UnAssigned		08-00-00	BathBinMaint - Bathroom Bin Maintena	SM	Scheduled Maintenance
Cape Town	0		E CN0005273	30/00/2021	UnAccioned		15-27-50	DD 1408/1	NDS	New Deal Sale
In Progree	0		E CN0005273	20/09/2021	UnAccioned		15-14-19	HW0001	NDS	New Deal Sale
() Hold	0		E CN0005272	20/07/2021	UnAssigned		13:14:16	PathPinMaint - Pathroom Rin Mainter	CM	Scheduled Maintenance
Pendina	0		E CN0005271	30/07/2021	UnAssigned		08:00:00	PathPietMaint - Pathroom Din Maintena	SM	Scheduled Maintenance
O Complete	0		E CN0005270	23/07/2021	Universigned		08:00:00	bau bir Maint - bathroom bin Maintena	519	scheduled Mainténance
O Closed	0		Count: 183							
() All	0	-	4 -		-					

5. *Close* the screen when done.

BPO.MNU.122