

SERVICE

INTRODUCTION TO CALLS

Note that there are changes to the Call Centre screens due to the Call Centre Performance Enhancements rolled out in part of the Extended Call Centre - Version Compatibility¹. The functionality that is available to you may differ depending on the Call Centre mode configured and your user rights. For more information related to this, refer to the [Call Centre Mode](#) notes.

Calls are primarily created when customers phone in for service related requirements.

Notes on Calls

- The **Call Listing** screen is used to log billable and non-billable **Service Calls** against contract and non-contract items, whether these are Assets or Locations.
- One or multiple [Work Orders](#) can exist within a call. Work Orders are likened to Job Cards or Work Instructions. [Work In Progress](#) transactions will be recorded against these work orders for the work that is required including Labour Time Booking, Parts, Expenses, Travel, Services and Sub Contract Work.
- Generally either an Asset or Location must be selected when logging the Call, and a Work Order is auto created when saving the Call. But this is dependant on your Company's system configuration. Refer to Specialized Call Configuration for more details about processing outside the standard processing.

¹BPO2 v2.5.1.3 or higher

- [New Deal Sale](#) and [New Deal Rental](#) processing will also process through the call centre screen to enforce the Work In Progress transactions for installation of Sale or Rental Items.
- Calls are [Assigned](#) to employees (such as Technicians or Drivers) in order to perform the work required. An employee must be set as a [Technician](#) in order to be available for assignment. Refer to TechConnect for more information related to our mobile application that Technicians can use out in the field.
- Once work has been completed Work In Progress transactions can then be [Invoiced](#) if required, dependant on the scenario.

Call Centre Mode

Extended Call Centre - Version Compatibility¹

Two screens have been added for [SLA Management](#) and [Call Closure Exceptions](#), to assist with call screen performance enhancements and to have dedicated screens where these functions are managed.

In addition, an Extended Call Centre mode has been introduced, which can be used for larger customer-user bases where Call processing functionality has been split into two screens: Calls Lite and [Call Administration](#) Introduction topics. The Calls Lite is a simplified Call screen with increased performance enhancements.

For smaller customer-user bases, the original Call Listing screen can be used, with some modifications for speed gains.

¹BPO2 v2.5.1.3 or higher.

MODIFIED CALL LISTING SCREEN (EXTENDED CALL CENTRE OFF)

Configuration

- Extended Call Centre - configuration flag = 'No'
- User rights:
 - BPO > Service
 - Calls - Full Access
 - Calls Lite - No Access
 - Call Administration - No Access

Modifications

- Call status counts have been removed.
- Closed call listing has been removed.
- Date range search removed.
- SLA counts have been removed.
- Search by call reference will now open the call maintain screen if the matched call is closed.

CALLS LITE LISTING SCREEN (EXTENDED CALL CENTRE ON)

Configuration

- Extended Call Centre - configuration flag = 'Yes'
- User rights:
 - BPO > Service
 - Calls RIB_SCAL - No Access
 - Hold, Pending, Start and End Work rights can be restricted where Calls Lite users do not

need this access, i.e. segregation of duties is enforced and these functions will be handled by the Users who have access to the Call Administration screen.

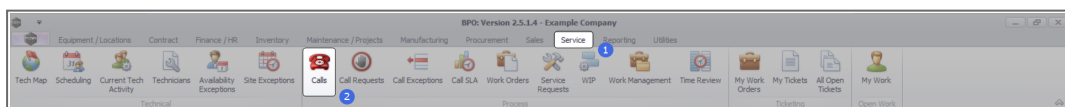
- Calls Lite - Full Access - for Users who Log, Edit and Assign Calls
- Call Administration - Full Access - for Users who will Manage Calls

Modifications

- Call status counts have been removed.
- Closed call listing has been removed.
- Date range search removed.
- SLA counts have been removed.
- Call processing features removed.
- Search by call reference will now open the call maintain screen if the matched call is closed.
- Underlying work orders and assignments for calls have been removed.

THE CALL LISTING SCREEN

Ribbon Select *Service* > *Calls*



- The *Call Listing* screen will be displayed.

Call Listing - RPD Version 2.5.1.4 - Example Company

CallReference	CustomerName	CallDate	CallState	Technician	CallTime	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc	SerialNo	ChkLocationSubject	Priority
IB CH0001003	Young Electric	13/12/2022	Awaiting Acceptance	Ann Hilson	09:09:10	Test account balances	CR	Change Request			107		3
IB CH0001002	Sawmills Drive	12/12/2022	Awaiting Acceptance	Nery Thompson	06:18:30	Test call for account balances manual	SR	Select Call Type			107-12/12/22		3
IB CH0001001	Young Electric	26/11/2022	Unassigned		11:29:19	Order the same part twice receive with different batch num.	CR	Change Request			107-12/12/22		3
IB CH0000996	Hope Works (Pty) Ltd	21/10/2022	Unassigned		11:01:11	Order the same part twice receive with different batch num.	CR	Change Request			107-12/12/22		3
IB CH0000992	Top Value Hire	20/10/2022	Awaiting Acceptance	Daniel Balgovan	14:05:17	Loan machine for temporary high volume printing requirement	SRV	Service			TOP1234OLD		3
IB CH0000991	Askle Judd Inc	24/10/2022	Unassigned		05:38:15	Contact Closure - C0000054	SR	Select Call Type			107-12/12/22		3
IB CH0000989	Denton / Technologies	13/06/2022	Unassigned		09:00:00	Call for Monday elapse hours check	TEST	Testing			2020-2222		3
IB CH0000988	Young Electric	13/06/2022	Unassigned		09:00:00	Call logged 5 days ago for time elapsed checks	CR	Change Request	CONF	Configuration	107-12/12/22		3
IB CH0000987	Young Electric	06/06/2022	Unassigned		06:00:00	Call logged 4 days ago for elapse time checks	UPG	Upgrade			107-12/12/22		3
IB CH0000986	Young Electric	07/06/2022	Unassigned		06:00:00	Call logged 5 days ago for elapse time checks	SR	Select Call Type			107-12/12/22		3
IB CH0000985	Hope Works (Pty) Ltd	13/06/2022	Unassigned		06:00:13	Test future call - for elapsed time	UPG	Upgrade			20-48765		3
IB CH0000984	Hope Works (Pty) Ltd	08/06/2022	Unassigned		06:10:00	Test elapsed hours - 2 days prior	TEST	Testing			AT300000		3
IB CH0000983	Hope Works (Pty) Ltd	08/06/2022	Unassigned		06:08:31	Test elapsed time 2 - day prior	TEST	Testing			5202413546		3
IB CH0000982	Young Electric	13/06/2022	Unassigned		06:00:30	Test elapsed hours 1	TEST	Testing			107-12/12/22		3
IB CH0000976	Young Electric	18/11/2019	Awaiting Acceptance	Bianca Du Toit	11:24:28	Test with site manager email entered	ACH	Administration			107		3
IB CH0000974	Hope Works (Pty) Ltd	18/11/2019	Awaiting Acceptance	Bianca Du Toit	06:30:20	Test another call email	ACH	Administration			09501015		3
IB CH0000972	Hope Works (Pty) Ltd	18/11/2019	Awaiting Acceptance	Bianca Du Toit	15:07:00	Test new call for email description in body	CR	Change Request			09501015		3
IB CH0000971	Westwood Dynamic	26/11/2019	Unassigned		08:00:00	Subfloor/Hall - Bathroom Bin Maintenance	SR	Scheduled Maintenance			Checkers Centre - Hillcrest		2
IB CH0000970	Westwood Dynamic	22/11/2019	Unassigned		08:00:00	Subfloor/Hall - Bathroom Bin Maintenance	SR	Scheduled Maintenance			Checkers Centre - Hillcrest		2
IB CH0000969	Hope Works (Pty) Ltd	16/11/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	INVT	Installation			Forest Hills Centre		2
IB CH0000968	Green Tea Supplies	16/11/2019	Unassigned		08:00:00	2MS - 2 month service	SR	Scheduled Maintenance			NEW1234		2
IB CH0000967	Westwood Dynamic	15/11/2019	Unassigned		08:00:00	Subfloor/Hall - Bathroom Bin Maintenance	SR	Scheduled Maintenance			Checkers Centre - Hillcrest		2
IB CH0000966	Westwood Dynamic	08/11/2019	Unassigned		08:00:00	Subfloor/Hall - Bathroom Bin Maintenance	SR	Scheduled Maintenance			Checkers Centre - Hillcrest		2
IB CH0000965	Westwood Dynamic	01/11/2019	Unassigned		08:00:00	Subfloor/Hall - Bathroom Bin Maintenance	SR	Scheduled Maintenance			Checkers Centre - Hillcrest		2
IB CH0000964	Hack P.C. IT Shop	26/10/2019	Unassigned		08:00:00	2MS - 2 month service	SR	Scheduled Maintenance			147807		2
IB CH0000963	Westwood Dynamic	25/10/2019	Unassigned		08:00:00	Subfloor/Hall - Bathroom Bin Maintenance	SR	Scheduled Maintenance			Checkers Centre - Hillcrest		2
IB CH0000962	Hope Works (Pty) Ltd	19/10/2019	Unassigned		08:00:00	2MS - 2 month service	SR	Scheduled Maintenance			18-30000		2
IB CH0000961	Hope Works (Pty) Ltd	18/10/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	INVT	Installation			Forest Hills Centre		2
IB CH0000960	Westwood Dynamic	18/10/2019	Unassigned		08:00:00	Subfloor/Hall - Bathroom Bin Maintenance	SR	Scheduled Maintenance			Checkers Centre - Hillcrest		2
IB CH0000959	Westwood Dynamic	11/10/2019	Unassigned		08:00:00	Subfloor/Hall - Bathroom Bin Maintenance	SR	Scheduled Maintenance			Checkers Centre - Hillcrest		2
IB CH0000958	Westwood Dynamic	04/10/2019	Unassigned		08:00:00	Subfloor/Hall - Bathroom Bin Maintenance	SR	Scheduled Maintenance			Checkers Centre - Hillcrest		2
IB CH0000957	Westwood Dynamic	27/09/2019	Unassigned		08:00:00	Subfloor/Hall - Bathroom Bin Maintenance	SR	Scheduled Maintenance			Checkers Centre - Hillcrest		2
IB CH0000956	Westwood Dynamic	20/09/2019	Unassigned		08:00:00	Subfloor/Hall - Bathroom Bin Maintenance	SR	Scheduled Maintenance			Checkers Centre - Hillcrest		2
IB CH0000955	Hope Works (Pty) Ltd	18/09/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	INVT	Installation			Forest Hills Centre		2
IB CH0000954	Green Tea Supplies	17/09/2019	Unassigned		08:00:00	2MS - 2 month service	SR	Scheduled Maintenance			NEW1234		2

Count: 386

User : Bianca 30/03/2022 Version : 2.5.1.4 Example Company

- The Calls are listed by **Site** and will display calls for the first Site listed.
- Click on the relevant **Site** for the calls you wish to view.

Call Listing - RPD Version 2.5.1.4 - Example Company

CallReference	CustomerName	CallDate	CallState	Technician	CallTime	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc	SerialNo	ChkLocationSubject	Priority
IB CH0001003	Young Electric	13/12/2022	Awaiting Acceptance	Ann Hilson	09:09:10	Test account balances	CR	Change Request			107		3
IB CH0001002	Sawmills Drive	12/12/2022	Awaiting Acceptance	Nery Thompson	06:18:30	Test call for account balances manual	SR	Select Call Type			107-12/12/22		3
IB CH0001001	Young Electric	26/11/2022	Unassigned		11:29:19	Order the same part twice receive with different batch num.	CR	Change Request			107-12/12/22		3
IB CH0000996	Hope Works (Pty) Ltd	21/10/2022	Unassigned		11:01:11	Order the same part twice receive with different batch num.	CR	Change Request			107-12/12/22		3
IB CH0000992	Top Value Hire	20/10/2022	Awaiting Acceptance	Daniel Balgovan	14:05:17	Loan machine for temporary high volume printing requirement	SRV	Service			TOP1234OLD		3
IB CH0000991	Askle Judd Inc	24/10/2022	Unassigned		05:38:15	Contact Closure - C0000054	SR	Select Call Type			107-12/12/22		3
IB CH0000989	Denton / Technologies	13/06/2022	Unassigned		09:00:00	Call for Monday elapse hours check	TEST	Testing			2020-2222		3
IB CH0000988	Young Electric	13/06/2022	Unassigned		09:00:00	Call logged 5 days ago for time elapsed checks	CR	Change Request	CONF	Configuration	107-12/12/22		3
IB CH0000987	Young Electric	06/06/2022	Unassigned		06:00:00	Call logged 4 days ago for elapse time checks	UPG	Upgrade			107-12/12/22		3
IB CH0000986	Young Electric	07/06/2022	Unassigned		06:00:00	Call logged 5 days ago for elapse time checks	SR	Select Call Type			107-12/12/22		3
IB CH0000985	Hope Works (Pty) Ltd	13/06/2022	Unassigned		06:00:13	Test future call - for elapsed time	UPG	Upgrade			20-48765		3
IB CH0000984	Hope Works (Pty) Ltd	08/06/2022	Unassigned		06:10:00	Test elapsed hours - 2 days prior	TEST	Testing			AT300000		3
IB CH0000983	Hope Works (Pty) Ltd	08/06/2022	Unassigned		06:08:31	Test elapsed time 2 - day prior	TEST	Testing			5202413546		3
IB CH0000982	Young Electric	13/06/2022	Unassigned		06:00:30	Test elapsed hours 1	TEST	Testing			107-12/12/22		3
IB CH0000976	Young Electric	18/11/2019	Awaiting Acceptance	Bianca Du Toit	11:24:28	Test with site manager email entered	ACH	Administration			107		3
IB CH0000974	Hope Works (Pty) Ltd	18/11/2019	Awaiting Acceptance	Bianca Du Toit	06:30:20	Test another call email	ACH	Administration			09501015		3
IB CH0000972	Hope Works (Pty) Ltd	18/11/2019	Awaiting Acceptance	Bianca Du Toit	15:07:00	Test new call for email description in body	CR	Change Request			09501015		3
IB CH0000971	Westwood Dynamic	26/11/2019	Unassigned		08:00:00	Subfloor/Hall - Bathroom Bin Maintenance	SR	Scheduled Maintenance			Checkers Centre - Hillcrest		2
IB CH0000970	Westwood Dynamic	22/11/2019	Unassigned		08:00:00	Subfloor/Hall - Bathroom Bin Maintenance	SR	Scheduled Maintenance			Checkers Centre - Hillcrest		2
IB CH0000969	Hope Works (Pty) Ltd	16/11/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	INVT	Installation			Forest Hills Centre		2
IB CH0000968	Green Tea Supplies	16/11/2019	Unassigned		08:00:00	2MS - 2 month service	SR	Scheduled Maintenance			NEW1234		2
IB CH0000967	Westwood Dynamic	15/11/2019	Unassigned		08:00:00	Subfloor/Hall - Bathroom Bin Maintenance	SR	Scheduled Maintenance			Checkers Centre - Hillcrest		2
IB CH0000966	Westwood Dynamic	08/11/2019	Unassigned		08:00:00	Subfloor/Hall - Bathroom Bin Maintenance	SR	Scheduled Maintenance			Checkers Centre - Hillcrest		2
IB CH0000965	Westwood Dynamic	01/11/2019	Unassigned		08:00:00	Subfloor/Hall - Bathroom Bin Maintenance	SR	Scheduled Maintenance			Checkers Centre - Hillcrest		2
IB CH0000964	Hack P.C. IT Shop	26/10/2019	Unassigned		08:00:00	2MS - 2 month service	SR	Scheduled Maintenance			147807		2
IB CH0000963	Westwood Dynamic	25/10/2019	Unassigned		08:00:00	Subfloor/Hall - Bathroom Bin Maintenance	SR	Scheduled Maintenance			Checkers Centre - Hillcrest		2
IB CH0000962	Hope Works (Pty) Ltd	19/10/2019	Unassigned		08:00:00	2MS - 2 month service	SR	Scheduled Maintenance			18-30000		2
IB CH0000961	Hope Works (Pty) Ltd	18/10/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	INVT	Installation			Forest Hills Centre		2
IB CH0000960	Westwood Dynamic	18/10/2019	Unassigned		08:00:00	Subfloor/Hall - Bathroom Bin Maintenance	SR	Scheduled Maintenance			Checkers Centre - Hillcrest		2
IB CH0000959	Westwood Dynamic	11/10/2019	Unassigned		08:00:00	Subfloor/Hall - Bathroom Bin Maintenance	SR	Scheduled Maintenance			Checkers Centre - Hillcrest		2
IB CH0000958	Westwood Dynamic	04/10/2019	Unassigned		08:00:00	Subfloor/Hall - Bathroom Bin Maintenance	SR	Scheduled Maintenance			Checkers Centre - Hillcrest		2
IB CH0000957	Westwood Dynamic	27/09/2019	Unassigned		08:00:00	Subfloor/Hall - Bathroom Bin Maintenance	SR	Scheduled Maintenance			Checkers Centre - Hillcrest		2
IB CH0000956	Westwood Dynamic	20/09/2019	Unassigned		08:00:00	Subfloor/Hall - Bathroom Bin Maintenance	SR	Scheduled Maintenance			Checkers Centre - Hillcrest		2
IB CH0000955	Hope Works (Pty) Ltd	18/09/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	INVT	Installation			Forest Hills Centre		2
IB CH0000954	Green Tea Supplies	17/09/2019	Unassigned		08:00:00	2MS - 2 month service	SR	Scheduled Maintenance			NEW1234		2

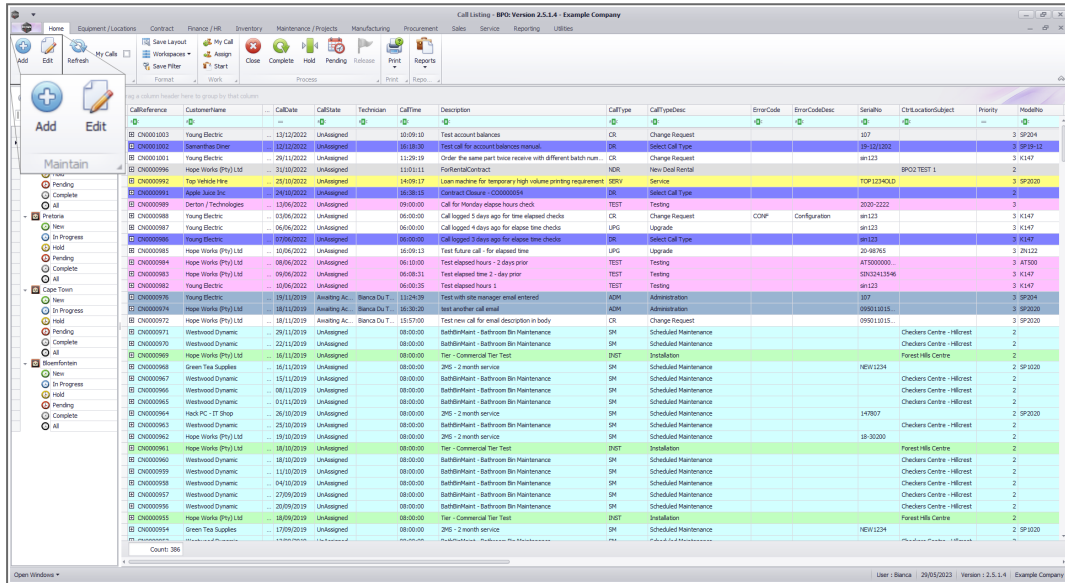
Count: 386

User : Bianca 30/03/2022 Version : 2.5.1.4 Example Company

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](#)



CallReference	CustomerName	CallDate	Technician	CallTime	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc	SerialNo	ChkLocatorSubject	Priority	RefNo
CH0001003	Young Electric	13/12/2022	Unassigned	10:09:10	Test account balances	CR	Change Request			107		3	SP204
CH0001002	Santitas Other	12/12/2022	Unassigned	08:08:30	Test call for account balances manual	DE	Select Call Type			09-1012002		3	SP20-12
CH0001001	Young Electric	20/11/2022	Unassigned	11:29:39	Order the same part twice receive with different batch num.	CR	Change Request			09-123		3	K147
CH0000996	Hope Works (Pty) Ltd	31/10/2022	Unassigned	11:01:11	Forwarded Contact	NDR	New Call Forward				BP02-TEST-1	2	
CH0000992	Top Vehicle Hire	25/10/2022	Unassigned	14:05:17	Loan machine for temporary high volume printing requirement	SRV	Service			TOP1234567		3	SP2020
CH0000991	Aspley Asia Pty	24/10/2022	Unassigned	06:38:15	Contract Closure - CH0000994	DE	Select Call Type					3	
CH0000989	Deputy Technologies	12/04/2022	Unassigned	09:05:00	Call for device elapsed time check	TEST	Testing			0020-0222		3	
CH0000988	Young Electric	12/04/2022	Unassigned	06:00:00	Call logged 5 days ago for line elapsed checks	CR	Change Request	CONF	Configuration	09-123		3	K147
CH0000987	Young Electric	06/04/2022	Unassigned	06:00:00	Call logged 4 days ago for elapsed time checks	UPG	Upgrade			09-123		3	K147
CH0000986	Young Electric	07/04/2022	Unassigned	06:00:00	Call logged 3 days ago for elapsed time checks	DE	Select Call Type			09-123		3	K147
CH0000985	Hope Works (Pty) Ltd	10/06/2022	Unassigned	06:09:13	Test false call - for elapsed time	UPG	Upgrade			20-00765		3	20123
CH0000984	Hope Works (Pty) Ltd	06/06/2022	Unassigned	06:10:00	Test elapsed hours - 2 days prior	TEST	Testing			AT8000000		3	AT800
CH0000983	Hope Works (Pty) Ltd	06/06/2022	Unassigned	06:08:31	Test elapsed time 2 - day prior	TEST	Testing			3282413546		3	K147
CH0000982	Young Electric	05/06/2022	Unassigned	06:00:00	Test elapsed hours 1	TEST	Testing			09-123		3	K147
CH0000976	Young Electric	19/11/2019	Awaiting Ac.	11:24:39	Test with site manager email entered	ADM	Administration			307		3	SP204
CH0000974	Hope Works (Pty) Ltd	18/11/2019	Awaiting Ac.	06:30:20	test another call email	ADM	Administration			09901015		3	SP2020
CH0000972	Hope Works (Pty) Ltd	18/11/2019	Awaiting Ac.	18:57:00	Test new call for email description in body	CR	Change Request			09901015		3	SP2020
CH0000971	Westwood Dynamic	20/11/2019	Unassigned	08:00:00	Bath/Bk/Bat - Bathroom Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	2	
CH0000970	Westwood Dynamic	22/11/2019	Unassigned	08:00:00	Bath/Bk/Bat - Bathroom Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	2	
CH0000969	Hope Works (Pty) Ltd	16/11/2019	Unassigned	08:00:00	Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre	2	
CH0000968	Green Tea Supplies	16/11/2019	Unassigned	08:00:00	ZMS - 2 month service	SM	Scheduled Maintenance			NEW1234		2	SP2020
CH0000967	Westwood Dynamic	15/11/2019	Unassigned	08:00:00	Bath/Bk/Bat - Bathroom Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	2	
CH0000966	Westwood Dynamic	08/11/2019	Unassigned	08:00:00	Bath/Bk/Bat - Bathroom Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	2	
CH0000965	Westwood Dynamic	04/11/2019	Unassigned	08:00:00	Bath/Bk/Bat - Bathroom Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	2	
CH0000964	Hack P.C. IT Shop	20/10/2019	Unassigned	08:00:00	ZMS - 2 month service	SM	Scheduled Maintenance			147807		2	SP2020
CH0000963	Westwood Dynamic	20/10/2019	Unassigned	08:00:00	Bath/Bk/Bat - Bathroom Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	2	
CH0000962	Hope Works (Pty) Ltd	19/10/2019	Unassigned	08:00:00	ZMS - 2 month service	SM	Scheduled Maintenance			18-30200		2	
CH0000961	Hope Works (Pty) Ltd	18/10/2019	Unassigned	08:00:00	Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre	2	
CH0000960	Westwood Dynamic	18/10/2019	Unassigned	08:00:00	Bath/Bk/Bat - Bathroom Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	2	
CH0000959	Westwood Dynamic	11/10/2019	Unassigned	08:00:00	Bath/Bk/Bat - Bathroom Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	2	
CH0000958	Westwood Dynamic	04/10/2019	Unassigned	08:00:00	Bath/Bk/Bat - Bathroom Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	2	
CH0000957	Westwood Dynamic	27/09/2019	Unassigned	08:00:00	Bath/Bk/Bat - Bathroom Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	2	
CH0000956	Westwood Dynamic	20/09/2019	Unassigned	08:00:00	Bath/Bk/Bat - Bathroom Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	2	
CH0000955	Hope Works (Pty) Ltd	18/09/2019	Unassigned	08:00:00	Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre	2	
CH0000954	Green Tea Supplies	17/09/2019	Unassigned	08:00:00	ZMS - 2 month service	SM	Scheduled Maintenance			NEW1234		2	SP2020

STATE ACTION BUTTONS

- The call listing can be **Refreshed**.
- Calls can be filtered by selecting **My Calls**. Refer to [Calls - My Calls](#)

Call Listing - BPO Version 2.5.1.4 - Example Company

CallDate	CallState	Technician	CallTime	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc	SerialNo	ChrLocatorSubject	Priority	ModelNo
13/12/2022	Unassigned		00:00:00	Test account balances	CR	Change Request			107		3	SP204
12/12/2022	Unassigned		06:18:30	Test call for account balances manual	CR	Select Call Type			SP-121202		3	SP19-12
26/11/2022	Unassigned		11:26:19	Order the same part twice receive with different batch num.	CR	Change Request			en123		3	K147
24/10/2022	Unassigned		11:01:11	ForfeitContract	NDR	New Deal Rental					2	
20/10/2022	Unassigned		14:09:17	Loan machine for temporary high volume printing requirement	SRV	Service			TOP123456		3	SP2020
24/10/2022	Unassigned		06:38:45	Contract Closure - C000000004	CR	Select Call Type					2	
13/04/2022	Unassigned		09:00:00	Call for Monday elapse hours check	TEST	Testing			2020-2222		3	
06/06/2022	Unassigned		06:00:00	Call logged 5 days ago for time elapsed checks	CR	Change Request	CONF	Configuration	en123		3	K147
06/06/2022	Unassigned		06:00:00	Call logged 4 days ago for elapse time checks	UPG	Upgrade			en123		3	K147
09/06/2022	Unassigned		06:00:00	Call logged 3 days ago for elapse time checks	CR	Select Call Type			en123		3	K147
10/06/2022	Unassigned		06:00:00	Test future call - for elapsed time	UPG	Upgrade			20-86765		3	2N122
06/06/2022	Unassigned		06:10:13	Test elapsed hours - 2 days prior	TEST	Testing			AT3000000		3	AT300
06/06/2022	Unassigned		06:08:31	Test elapsed time 2 - day prior	TEST	Testing			2N202413946		3	K147
10/06/2022	Unassigned		06:00:35	Test elapsed hours 1	TEST	Testing			en123		3	K147
18/11/2019	Awaiting AC	Benca Du T.	11:24:39	Test with site manager email entered	ADM	Administration			09011015		3	SP204
18/11/2019	Awaiting AC	Benca Du T.	06:30:30	test another call email	ADM	Administration			09011015		3	SP205
18/11/2019	Awaiting AC	Benca Du T.	15:57:00	Test new call for email description in body	CR	Change Request			09011015		3	SP2020
26/11/2019	Unassigned		08:00:00	Bath/Bathtank - Bathroom Bn Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hlorest	2	
22/11/2019	Unassigned		08:00:00	Bath/Bathtank - Bathroom Bn Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hlorest	2	
16/11/2019	Unassigned		08:00:00	Tier - Commercial Test Test	DIET	Installation				Forest Hills Centre	2	
16/11/2019	Unassigned		08:00:00	ZMS - 2 month service	SM	Scheduled Maintenance			NEW1234		2	SP2020
15/11/2019	Unassigned		08:00:00	Bath/Bathtank - Bathroom Bn Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hlorest	2	
08/11/2019	Unassigned		08:00:00	Bath/Bathtank - Bathroom Bn Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hlorest	2	
08/11/2019	Unassigned		08:00:00	Bath/Bathtank - Bathroom Bn Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hlorest	2	
08/11/2019	Unassigned		08:00:00	Bath/Bathtank - Bathroom Bn Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hlorest	2	
26/10/2019	Unassigned		08:00:00	ZMS - 2 month service	SM	Scheduled Maintenance			147607		2	SP2020
26/10/2019	Unassigned		08:00:00	Bath/Bathtank - Bathroom Bn Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hlorest	2	
19/10/2019	Unassigned		08:00:00	ZMS - 2 month service	SM	Scheduled Maintenance			19-30200		2	
18/10/2019	Unassigned		08:00:00	Tier - Commercial Test Test	DIET	Installation				Forest Hills Centre	2	
18/10/2019	Unassigned		08:00:00	Bath/Bathtank - Bathroom Bn Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hlorest	2	
11/10/2019	Unassigned		08:00:00	Bath/Bathtank - Bathroom Bn Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hlorest	2	
04/10/2019	Unassigned		08:00:00	Bath/Bathtank - Bathroom Bn Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hlorest	2	
27/09/2019	Unassigned		08:00:00	Bath/Bathtank - Bathroom Bn Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hlorest	2	
20/09/2019	Unassigned		08:00:00	Bath/Bathtank - Bathroom Bn Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hlorest	2	
18/09/2019	Unassigned		08:00:00	Tier - Commercial Test Test	DIET	Installation				Forest Hills Centre	2	
17/09/2019	Unassigned		08:00:00	ZMS - 2 month service	SM	Scheduled Maintenance			NEW1234		2	SP2020

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FORMAT BUTTONS

- **Save Layout** - Saves any changes made to the data grid, such as changing column width.
- **Workspaces** - Saves layout preferences.
- **Save Filter** - Saves any applied filters set on the data grid.

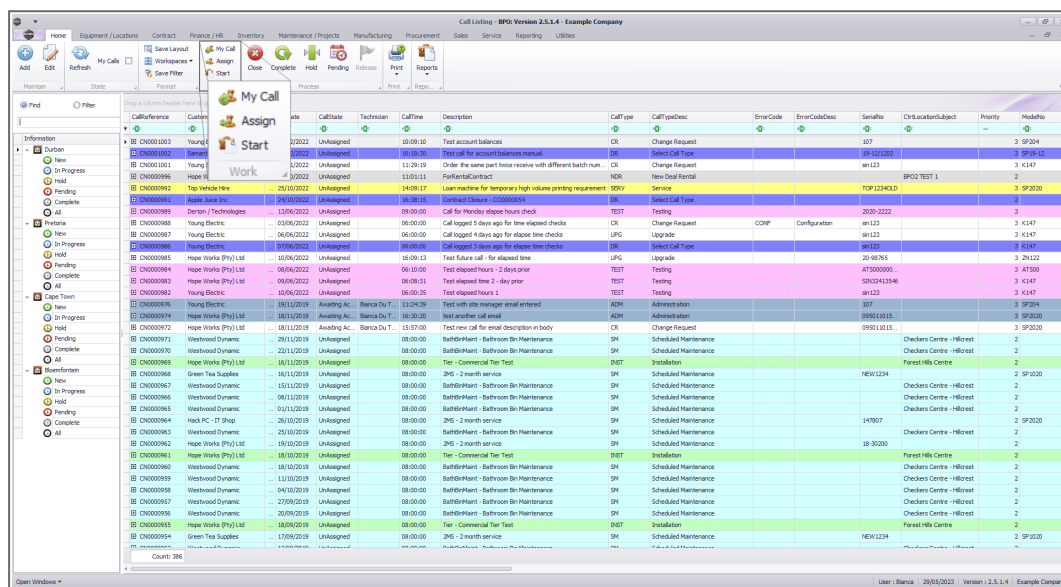
Call Listing - BPO Version 2.5.1.4 - Example Company

CallDate	CallState	Technician	CallTime	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc	SerialNo	ChrLocatorSubject	Priority	ModelNo
13/12/2022	Unassigned		00:00:00	Test account balances	CR	Change Request			107		3	SP204
12/12/2022	Unassigned		06:18:30	Test call for account balances manual	CR	Select Call Type			SP-121202		3	SP19-12
26/11/2022	Unassigned		11:26:19	Order the same part twice receive with different batch num.	CR	Change Request			en123		3	K147
24/10/2022	Unassigned		11:01:11	ForfeitContract	NDR	New Deal Rental					2	
20/10/2022	Unassigned		14:09:17	Loan machine for temporary high volume printing requirement	SRV	Service			TOP123456		3	SP2020
24/10/2022	Unassigned		06:38:45	Contract Closure - C000000004	CR	Select Call Type					2	
13/04/2022	Unassigned		09:00:00	Call for Monday elapse hours check	TEST	Testing			2020-2222		3	
06/06/2022	Unassigned		06:00:00	Call logged 5 days ago for time elapsed checks	CR	Change Request	CONF	Configuration	en123		3	K147
06/06/2022	Unassigned		06:00:00	Call logged 4 days ago for elapse time checks	UPG	Upgrade			en123		3	K147
09/06/2022	Unassigned		06:00:00	Call logged 3 days ago for elapse time checks	CR	Select Call Type			en123		3	K147
10/06/2022	Unassigned		06:00:00	Test future call - for elapsed time	UPG	Upgrade			20-86765		3	2N122
06/06/2022	Unassigned		06:10:13	Test elapsed hours - 2 days prior	TEST	Testing			AT3000000		3	AT300
06/06/2022	Unassigned		06:08:31	Test elapsed time 2 - day prior	TEST	Testing			2N202413946		3	K147
10/06/2022	Unassigned		06:00:35	Test elapsed hours 1	TEST	Testing			en123		3	K147
18/11/2019	Awaiting AC	Benca Du T.	11:24:39	Test with site manager email entered	ADM	Administration			09011015		3	SP204
18/11/2019	Awaiting AC	Benca Du T.	06:30:30	test another call email	ADM	Administration			09011015		3	SP205
18/11/2019	Awaiting AC	Benca Du T.	15:57:00	Test new call for email description in body	CR	Change Request			09011015		3	SP2020
26/11/2019	Unassigned		08:00:00	Bath/Bathtank - Bathroom Bn Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hlorest	2	
22/11/2019	Unassigned		08:00:00	Bath/Bathtank - Bathroom Bn Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hlorest	2	
16/11/2019	Unassigned		08:00:00	Tier - Commercial Test Test	DIET	Installation				Forest Hills Centre	2	
16/11/2019	Unassigned		08:00:00	ZMS - 2 month service	SM	Scheduled Maintenance			NEW1234		2	SP2020
15/11/2019	Unassigned		08:00:00	Bath/Bathtank - Bathroom Bn Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hlorest	2	
08/11/2019	Unassigned		08:00:00	Bath/Bathtank - Bathroom Bn Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hlorest	2	
08/11/2019	Unassigned		08:00:00	Bath/Bathtank - Bathroom Bn Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hlorest	2	
26/10/2019	Unassigned		08:00:00	ZMS - 2 month service	SM	Scheduled Maintenance			147607		2	SP2020
26/10/2019	Unassigned		08:00:00	Bath/Bathtank - Bathroom Bn Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hlorest	2	
19/10/2019	Unassigned		08:00:00	ZMS - 2 month service	SM	Scheduled Maintenance			19-30200		2	
18/10/2019	Unassigned		08:00:00	Tier - Commercial Test Test	DIET	Installation				Forest Hills Centre	2	
18/10/2019	Unassigned		08:00:00	Bath/Bathtank - Bathroom Bn Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hlorest	2	
11/10/2019	Unassigned		08:00:00	Bath/Bathtank - Bathroom Bn Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hlorest	2	
04/10/2019	Unassigned		08:00:00	Bath/Bathtank - Bathroom Bn Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hlorest	2	
27/09/2019	Unassigned		08:00:00	Bath/Bathtank - Bathroom Bn Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hlorest	2	
20/09/2019	Unassigned		08:00:00	Bath/Bathtank - Bathroom Bn Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hlorest	2	
18/09/2019	Unassigned		08:00:00	Tier - Commercial Test Test	DIET	Installation				Forest Hills Centre	2	
17/09/2019	Unassigned		08:00:00	ZMS - 2 month service	SM	Scheduled Maintenance			NEW1234		2	SP2020

Count: 306

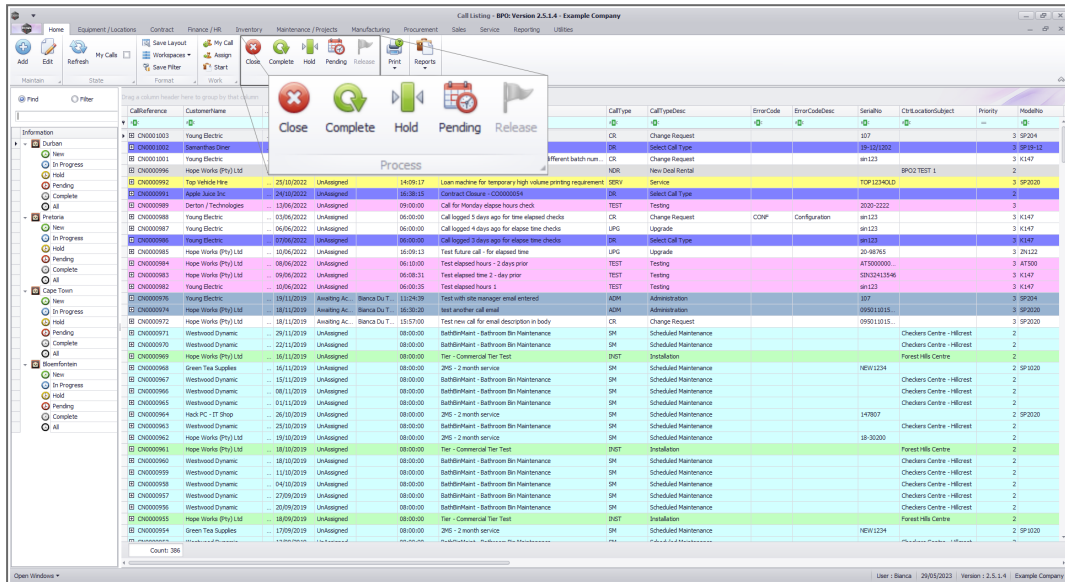
User: Bianca | 20/05/2023 | Version: 2.5.1.4 | Example Company

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



- Close 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.
- Complete a call once a technician has completed the required work. Outstanding admin work, like updating or Invoicing the call, can still be done.
- Hold 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.

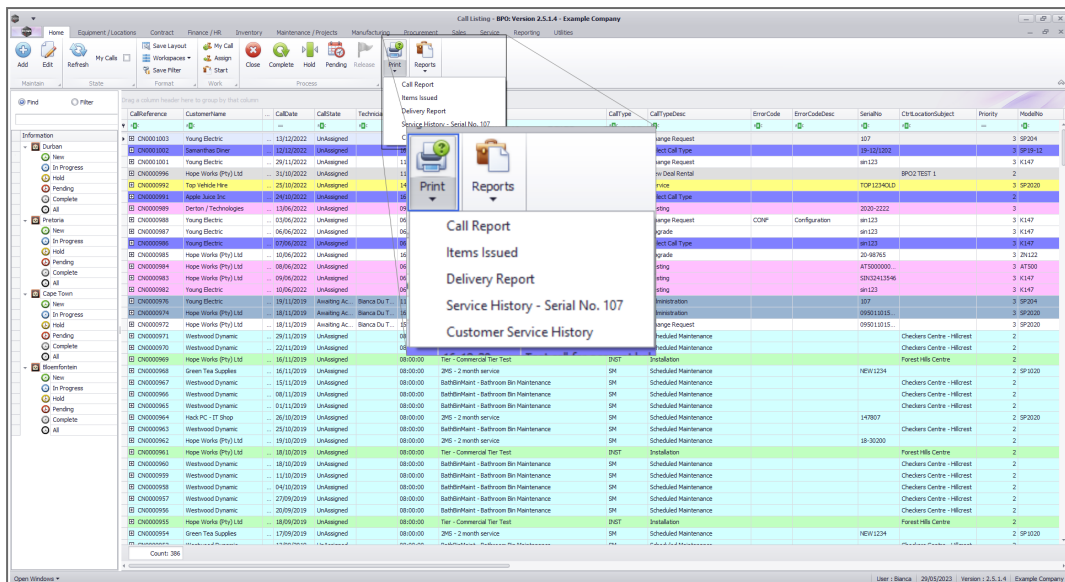
- **Pending** differs from hold, in that work will be stopped to resolve an internal company issue, such as unavailability of stock. The SLA Monitor will continue to run for calls in this status.
- **Release** a call that has been placed on hold or pending. The call will move back to the New status where it can be re-assigned.



CallID	CustomerName	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc	SerialNo	ChkLocationSubject	Priority	ModelNo
IB CH0001003	Young Electric	CR	Change Request			807		3	SP204
IB CH0001002	Spencer & Son	DR	Select Call Type			81-121202		3	SP204
IB CH0001001	Young Electric	CR	Change Request			81-121		3	K147
IB CH0000996	Hope Works (Pty) Ltd	NDR	New Deal Rental				BPO2 TEST 1	2	
IB CH0000992	Top Network Inc	SRV	Service				TOP123456	3	SP208
IB CH0000991	Apple Juice Inc	CR	Select Call Type					2	
IB CH0000989	Derton / Technologies	TEST	Testing			2020-2322		3	
IB CH0000988	Young Electric	CR	Change Request	CONF	Configuration			3	K147
IB CH0000987	Young Electric	UPG	Upgrade			81-121		3	K147
IB CH0000986	Young Electric	CR	Select Call Type			81-121		3	K147
IB CH0000985	Hope Works (Pty) Ltd	UPG	Upgrade			20-86765		3	2N122
IB CH0000984	Hope Works (Pty) Ltd	TEST	Testing			AT0000000		3	47000
IB CH0000983	Hope Works (Pty) Ltd	TEST	Testing			5202412546		3	K147
IB CH0000982	Young Electric	TEST	Testing			81-121		3	K147
IB CH0000976	Young Electric	ADM	Administration			307		3	SP204
IB CH0000975	Westwood Dynamic	ADM	Administration			099010105		3	SP208
IB CH0000972	Hope Works (Pty) Ltd	CR	Change Request			099010105		3	SP208
IB CH0000971	Westwood Dynamic	SM	Scheduled Maintenance				Checkers Centre - Hlorest	2	
IB CH0000970	Westwood Dynamic	SM	Scheduled Maintenance				Checkers Centre - Hlorest	2	
IB CH0000969	Hope Works (Pty) Ltd	DIET	Installation				Forest Hills Centre	2	
IB CH0000968	Green Tea Supplies	SM	Scheduled Maintenance			NEW1234		2	SP208
IB CH0000967	Westwood Dynamic	SM	Scheduled Maintenance				Checkers Centre - Hlorest	2	
IB CH0000966	Westwood Dynamic	SM	Scheduled Maintenance				Checkers Centre - Hlorest	2	
IB CH0000965	Westwood Dynamic	SM	Scheduled Maintenance				Checkers Centre - Hlorest	2	
IB CH0000964	Hack PC - IT Shop	SM	Scheduled Maintenance			147007		2	SP208
IB CH0000963	Westwood Dynamic	SM	Scheduled Maintenance				Checkers Centre - Hlorest	2	
IB CH0000962	Hope Works (Pty) Ltd	SM	Scheduled Maintenance			18-30300		3	
IB CH0000961	Hope Works (Pty) Ltd	DIET	Installation				Forest Hills Centre	2	
IB CH0000960	Westwood Dynamic	SM	Scheduled Maintenance				Checkers Centre - Hlorest	2	
IB CH0000959	Westwood Dynamic	SM	Scheduled Maintenance				Checkers Centre - Hlorest	2	
IB CH0000958	Westwood Dynamic	SM	Scheduled Maintenance				Checkers Centre - Hlorest	2	
IB CH0000957	Westwood Dynamic	SM	Scheduled Maintenance				Checkers Centre - Hlorest	2	
IB CH0000956	Westwood Dynamic	SM	Scheduled Maintenance				Checkers Centre - Hlorest	2	
IB CH0000955	Hope Works (Pty) Ltd	DIET	Installation				Forest Hills Centre	2	
IB CH0000954	Green Tea Supplies	SM	Scheduled Maintenance			NEW1234		2	SP208

REPORTS

- 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



THE SITE / STATUS PANEL

This panel shows all 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.



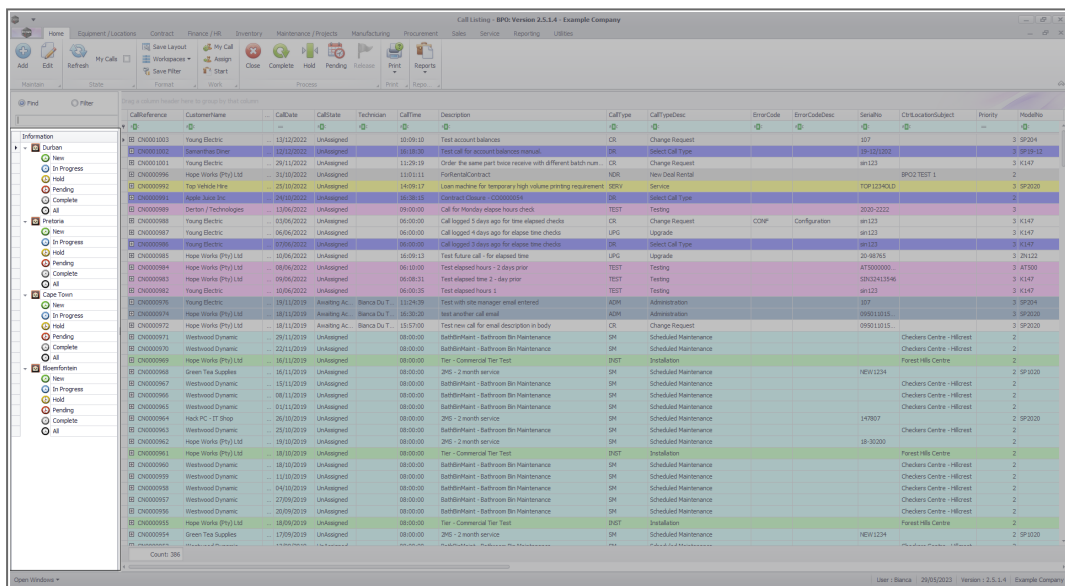
Note that the SLA Monitor will be paused for calls in this status.

- **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 **SLA Monitor** will continue 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 all the calls for the site is listed, except for closed Calls, for speed enhancements. However, you can use the **Find Call** functionality to find a closed call (Search by call reference will now open the call maintain screen if the matched call is closed).



CallRef	CustomerName	CallDate	Technician	CallTime	Description	CallType	CallTimeDesc	ErrorCode	ErrorCodeDesc	SerialNo	ChkLocation	Subject	Priority	MobileNo
IB CH0001003	Young Electric	13/12/2022	Unassigned	09:09:20	Test account balances	CR	Change Request			407			3	SP204
IB CH0001002	Young Electric	12/12/2022	Unassigned	09:09:20	Test call for account balances request	CR	Change Request			407			3	SP204
IB CH0001001	Young Electric	20/12/2022	Unassigned	11:29:19	Order the same part twice receive with different batch num.	CR	Change Request			407			3	SP204
IB CH0000996	Hope Works (Pty) Ltd	31/10/2022	Unassigned	11:05:11	ForRentContract	NDR	New Deal Rental						2	
IB CH0000992	Top Vehicle Hire	29/10/2022	Unassigned	14:09:17	Loan machine for temporary high volume printing requirement	SDV	Service			70P121493.0			3	SP2020
IB CH0000991	Hope Works (Pty) Ltd	29/10/2022	Unassigned	09:09:00	Call for Monday elapse hours check	TEST	Testing			0020-2322			2	
IB CH0000989	Young Electric	13/06/2022	Unassigned	09:09:00	Call for Monday elapse hours check	TEST	Testing			0020-2322			2	
IB CH0000988	Young Electric	13/06/2022	Unassigned	09:09:00	Call for Monday elapse hours check	TEST	Testing			0020-2322			2	
IB CH0000987	Young Electric	13/06/2022	Unassigned	09:09:00	Call for Monday elapse hours check	TEST	Testing			0020-2322			2	
IB CH0000986	Young Electric	13/06/2022	Unassigned	09:09:00	Call for Monday elapse hours check	TEST	Testing			0020-2322			2	
IB CH0000985	Hope Works (Pty) Ltd	13/06/2022	Unassigned	09:09:13	Test future call - for elapsed time	UPG	Upgrade			00-95765			3	SP2123
IB CH0000984	Hope Works (Pty) Ltd	08/06/2022	Unassigned	09:09:00	Test elapsed hours - 2 days prior	TEST	Testing			473000000			3	AT300
IB CH0000983	Hope Works (Pty) Ltd	08/06/2022	Unassigned	09:09:00	Test elapsed time 2 - day prior	TEST	Testing			0020-2322			3	SP2020
IB CH0000982	Young Electric	08/06/2022	Unassigned	09:09:00	Test elapsed hours 1	TEST	Testing			0020-2322			3	SP2020
IB CH0000976	Young Electric	18/11/2019	Awaiting AC	11:24:39	Test with site manager email entered	ADM	Administration			007			3	SP204
IB CH0000974	Hope Works (Pty) Ltd	18/11/2019	Awaiting AC	09:09:00	Test with site manager email entered	ADM	Administration			007			3	SP2020
IB CH0000972	Hope Works (Pty) Ltd	18/11/2019	Awaiting AC	09:09:00	Test with site manager email entered	ADM	Administration			007			3	SP2020
IB CH0000971	Westwood Dynamic	26/11/2019	Unassigned	08:00:00	Bath/Bk/Bat - Bathroom In Maintenance	SM	Scheduled Maintenance			00011015		Checkers Centre - Hilcrest	2	
IB CH0000970	Westwood Dynamic	22/11/2019	Unassigned	08:00:00	Bath/Bk/Bat - Bathroom In Maintenance	SM	Scheduled Maintenance			00011015		Checkers Centre - Hilcrest	2	
IB CH0000969	Hope Works (Pty) Ltd	16/11/2019	Unassigned	08:00:00	Tier - Commercial Test Test	TEST	Testing			00011015		Checkers Centre - Hilcrest	2	
IB CH0000968	Green Test Supplies	16/11/2019	Unassigned	08:00:00	Tier - Commercial Test Test	TEST	Testing			00011015		Checkers Centre - Hilcrest	2	
IB CH0000967	Westwood Dynamic	16/11/2019	Unassigned	08:00:00	Bath/Bk/Bat - Bathroom In Maintenance	SM	Scheduled Maintenance			00011015		Checkers Centre - Hilcrest	2	
IB CH0000966	Westwood Dynamic	08/11/2019	Unassigned	08:00:00	Bath/Bk/Bat - Bathroom In Maintenance	SM	Scheduled Maintenance			00011015		Checkers Centre - Hilcrest	2	
IB CH0000965	Westwood Dynamic	11/11/2019	Unassigned	08:00:00	Bath/Bk/Bat - Bathroom In Maintenance	SM	Scheduled Maintenance			00011015		Checkers Centre - Hilcrest	2	
IB CH0000964	Westwood Dynamic	26/10/2019	Unassigned	08:00:00	24H - 2 month service	SM	Scheduled Maintenance			147007		Checkers Centre - Hilcrest	2	SP2020
IB CH0000963	Westwood Dynamic	25/10/2019	Unassigned	08:00:00	Bath/Bk/Bat - Bathroom In Maintenance	SM	Scheduled Maintenance			00011015		Checkers Centre - Hilcrest	2	
IB CH0000962	Hope Works (Pty) Ltd	19/10/2019	Unassigned	08:00:00	24H - 2 month service	SM	Scheduled Maintenance			00011015		Checkers Centre - Hilcrest	2	
IB CH0000961	Hope Works (Pty) Ltd	19/10/2019	Unassigned	08:00:00	Tier - Commercial Test Test	TEST	Testing			00011015		Checkers Centre - Hilcrest	2	
IB CH0000960	Westwood Dynamic	18/10/2019	Unassigned	08:00:00	Bath/Bk/Bat - Bathroom In Maintenance	SM	Scheduled Maintenance			00011015		Checkers Centre - Hilcrest	2	
IB CH0000959	Westwood Dynamic	11/10/2019	Unassigned	08:00:00	Bath/Bk/Bat - Bathroom In Maintenance	SM	Scheduled Maintenance			00011015		Checkers Centre - Hilcrest	2	
IB CH0000958	Westwood Dynamic	14/10/2019	Unassigned	08:00:00	Bath/Bk/Bat - Bathroom In Maintenance	SM	Scheduled Maintenance			00011015		Checkers Centre - Hilcrest	2	
IB CH0000957	Westwood Dynamic	17/10/2019	Unassigned	08:00:00	Bath/Bk/Bat - Bathroom In Maintenance	SM	Scheduled Maintenance			00011015		Checkers Centre - Hilcrest	2	
IB CH0000956	Westwood Dynamic	20/09/2019	Unassigned	08:00:00	Bath/Bk/Bat - Bathroom In Maintenance	SM	Scheduled Maintenance			00011015		Checkers Centre - Hilcrest	2	
IB CH0000955	Hope Works (Pty) Ltd	18/09/2019	Unassigned	08:00:00	Tier - Commercial Test Test	TEST	Testing			00011015		Checkers Centre - Hilcrest	2	
IB CH0000954	Green Test Supplies	17/09/2019	Unassigned	08:00:00	24H - 2 month service	SM	Scheduled Maintenance			00011015		Checkers Centre - Hilcrest	2	SP2020

FIND A CALL

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

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

Call List - BPO Version 2.5.1.4 - Example Company

CallReference	CustomerName	CallDate	CallTime	Technician	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc	SerialNo	ChkLocationSubject	Priority	ModelNo
00000001	Young Electric	12/12/2022	08:00:00	Unassigned	Test account balance	OK	Change Request			107		3	SP204
00000002	Young Electric	12/12/2022	08:00:00	Unassigned	Test account balance	OK	Change Request			107		3	SP204
00000003	Young Electric	20/11/2022	11:30:00	Unassigned	Order the same part twice receive with different batch num.	OK	Change Request			107		3	K147
00000004	Hope Works (Pty) Ltd	31/05/2022	11:01:11	Unassigned	ParticularContract	NDR	New Deal Rental			107		2	
00000005	Hope Works (Pty) Ltd	29/05/2022	14:05:17	Unassigned	Loan machine for temporary high volume printing requirement	OK	Change Request			107		3	SP208
00000006	Apple Juice Inc	24/05/2022	16:00:00	Unassigned	Test new call for 5 star	OK	Change Request			107		3	K147
00000007	Young Electric	13/06/2022	08:00:00	Unassigned	Call for Monday elapse hours check	TEST	Testing			2020-2222		3	
00000008	Young Electric	13/06/2022	08:00:00	Unassigned	Call signed 3 days ago for time elapsed checks	OK	Change Request			107		3	K147
00000009	Young Electric	14/06/2022	08:00:00	Unassigned	Call signed 3 days ago for elapse time checks	UPS	Upgrade			107		3	K147
00000010	Young Electric	07/06/2022	08:00:00	Unassigned	Call signed 3 days ago for elapse time checks	OK	Change Request			107		3	K147
00000011	Hope Works (Pty) Ltd	10/06/2022	08:00:13	Unassigned	Test future call - for elapsed time	UPS	Upgrade			20-48763		3	2N122
00000012	Hope Works (Pty) Ltd	08/06/2022	08:00:00	Unassigned	Test elapsed hours - 2 days prior	TEST	Testing			AT1000000		3	AT100
00000013	Hope Works (Pty) Ltd	09/06/2022	08:00:11	Unassigned	Test elapsed time 1 - day prior	TEST	Testing			2020/12/19/4		3	K147
00000014	Young Electric	09/06/2022	08:00:00	Unassigned	Test elapsed hours 1	TEST	Testing			107		3	K147
00000015	Young Electric	09/11/2019	11:24:29	Unassigned	Test with site manager email entered	ADM	Administration			107		3	SP204
00000016	Hope Works (Pty) Ltd	24/05/2022	08:00:00	Unassigned	Test another call email	ADM	Administration			107		3	SP208
00000017	Young Electric	08/11/2019	15:57:00	Unassigned	Test new call for email description in body	OK	Change Request			107		3	SP208
00000018	Westwood Dynamic	20/11/2019	08:00:00	Unassigned	SubStation - Bathymon Bi Maintenance	SM	Scheduled Maintenance			107		2	
00000019	Westwood Dynamic	22/11/2019	08:00:00	Unassigned	SubStation - Bathymon Bi Maintenance	SM	Scheduled Maintenance			107		2	
00000020	Green Tea Supplies	24/11/2019	08:00:00	Unassigned	Test - Commercial Tar Test	TEST	Installation			107		2	
00000021	Green Tea Supplies	24/11/2019	08:00:00	Unassigned	2MS - 2 month service	SM	Scheduled Maintenance			107		2	SP208
00000022	Westwood Dynamic	13/11/2019	08:00:00	Unassigned	SubStation - Bathymon Bi Maintenance	SM	Scheduled Maintenance			107		2	
00000023	Westwood Dynamic	09/11/2019	08:00:00	Unassigned	SubStation - Bathymon Bi Maintenance	SM	Scheduled Maintenance			107		2	
00000024	Westwood Dynamic	09/11/2019	08:00:00	Unassigned	SubStation - Bathymon Bi Maintenance	SM	Scheduled Maintenance			107		2	
00000025	Westwood Dynamic	09/11/2019	08:00:00	Unassigned	SubStation - Bathymon Bi Maintenance	SM	Scheduled Maintenance			107		2	
00000026	Westwood Dynamic	09/11/2019	08:00:00	Unassigned	SubStation - Bathymon Bi Maintenance	SM	Scheduled Maintenance			107		2	
00000027	Westwood Dynamic	09/11/2019	08:00:00	Unassigned	SubStation - Bathymon Bi Maintenance	SM	Scheduled Maintenance			107		2	
00000028	Westwood Dynamic	09/11/2019	08:00:00	Unassigned	SubStation - Bathymon Bi Maintenance	SM	Scheduled Maintenance			107		2	
00000029	Westwood Dynamic	09/11/2019	08:00:00	Unassigned	SubStation - Bathymon Bi Maintenance	SM	Scheduled Maintenance			107		2	
00000030	Westwood Dynamic	09/11/2019	08:00:00	Unassigned	SubStation - Bathymon Bi Maintenance	SM	Scheduled Maintenance			107		2	
00000031	Westwood Dynamic	09/11/2019	08:00:00	Unassigned	SubStation - Bathymon Bi Maintenance	SM	Scheduled Maintenance			107		2	
00000032	Westwood Dynamic	09/11/2019	08:00:00	Unassigned	SubStation - Bathymon Bi Maintenance	SM	Scheduled Maintenance			107		2	
00000033	Westwood Dynamic	09/11/2019	08:00:00	Unassigned	SubStation - Bathymon Bi Maintenance	SM	Scheduled Maintenance			107		2	
00000034	Green Tea Supplies	17/09/2019	08:00:00	Unassigned	2MS - 2 month service	SM	Scheduled Maintenance			107		2	SP208

4. The **row** containing the call number you have searched for, will be selected in the call list screen. (Search by call reference will now open the call maintain screen if the matched call is closed).

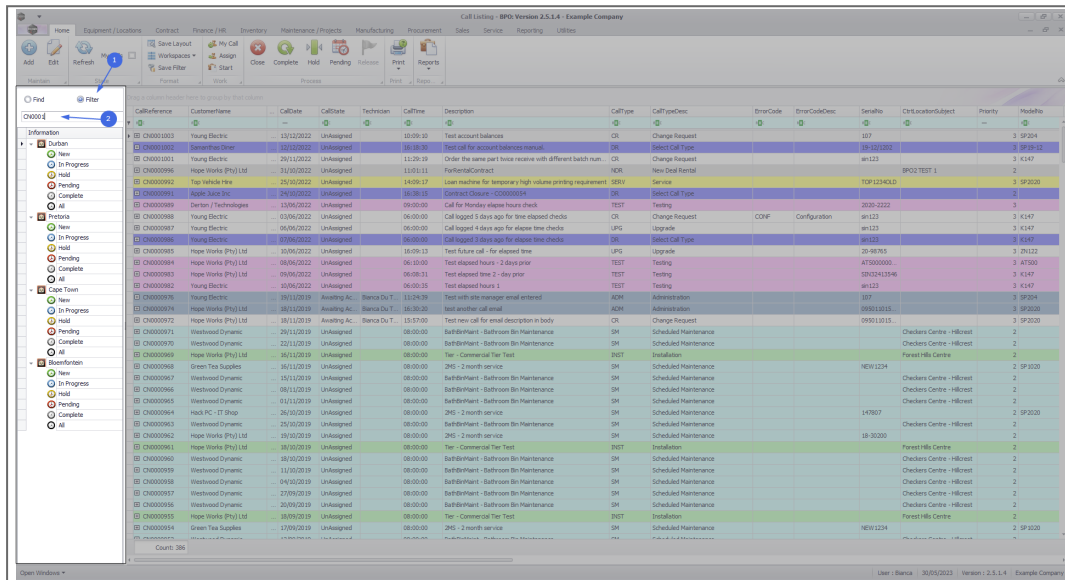
Call List - BPO Version 2.5.1.4 - Example Company

CallReference	CustomerName	CallDate	CallTime	Technician	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc	SerialNo	ChkLocationSubject	Priority	ModelNo
00000001	Young Electric	12/12/2022	08:00:00	Unassigned	Test account balance	OK	Change Request			107		3	SP204
00000002	Young Electric	12/12/2022	08:00:00	Unassigned	Test account balance	OK	Change Request			107		3	SP204
00000003	Young Electric	20/11/2022	11:30:00	Unassigned	Order the same part twice receive with different batch num.	OK	Change Request			107		3	K147
00000004	Hope Works (Pty) Ltd	31/05/2022	11:01:11	Unassigned	ParticularContract	NDR	New Deal Rental			107		2	
00000005	Hope Works (Pty) Ltd	29/05/2022	14:05:17	Unassigned	Loan machine for temporary high volume printing requirement	OK	Change Request			107		3	SP208
00000006	Apple Juice Inc	24/05/2022	16:00:00	Unassigned	Test new call for 5 star	OK	Change Request			107		3	K147
00000007	Young Electric	13/06/2022	08:00:00	Unassigned	Call for Monday elapse hours check	TEST	Testing			2020-2222		3	
00000008	Young Electric	13/06/2022	08:00:00	Unassigned	Call signed 3 days ago for time elapsed checks	OK	Change Request			107		3	K147
00000009	Young Electric	14/06/2022	08:00:00	Unassigned	Call signed 3 days ago for elapse time checks	UPS	Upgrade			107		3	K147
00000010	Young Electric	07/06/2022	08:00:00	Unassigned	Call signed 3 days ago for elapse time checks	OK	Change Request			107		3	K147
00000011	Hope Works (Pty) Ltd	10/06/2022	08:00:13	Unassigned	Test future call - for elapsed time	UPS	Upgrade			20-48763		3	2N122
00000012	Hope Works (Pty) Ltd	08/06/2022	08:00:00	Unassigned	Test elapsed hours - 2 days prior	TEST	Testing			AT1000000		3	AT100
00000013	Hope Works (Pty) Ltd	09/06/2022	08:00:11	Unassigned	Test elapsed time 1 - day prior	TEST	Testing			2020/12/19/4		3	K147
00000014	Young Electric	09/06/2022	08:00:00	Unassigned	Test elapsed hours 1	TEST	Testing			107		3	K147
00000015	Young Electric	09/11/2019	11:24:29	Unassigned	Test with site manager email entered	ADM	Administration			107		3	SP204
00000016	Hope Works (Pty) Ltd	24/05/2022	08:00:00	Unassigned	Test another call email	ADM	Administration			107		3	SP208
00000017	Young Electric	08/11/2019	15:57:00	Unassigned	Test new call for email description in body	OK	Change Request			107		3	SP208
00000018	Westwood Dynamic	20/11/2019	08:00:00	Unassigned	SubStation - Bathymon Bi Maintenance	SM	Scheduled Maintenance			107		2	
00000019	Westwood Dynamic	22/11/2019	08:00:00	Unassigned	SubStation - Bathymon Bi Maintenance	SM	Scheduled Maintenance			107		2	
00000020	Green Tea Supplies	24/11/2019	08:00:00	Unassigned	Test - Commercial Tar Test	TEST	Installation			107		2	
00000021	Green Tea Supplies	24/11/2019	08:00:00	Unassigned	2MS - 2 month service	SM	Scheduled Maintenance			107		2	SP208
00000022	Westwood Dynamic	13/11/2019	08:00:00	Unassigned	SubStation - Bathymon Bi Maintenance	SM	Scheduled Maintenance			107		2	
00000023	Westwood Dynamic	09/11/2019	08:00:00	Unassigned	SubStation - Bathymon Bi Maintenance	SM	Scheduled Maintenance			107		2	
00000024	Westwood Dynamic	09/11/2019	08:00:00	Unassigned	SubStation - Bathymon Bi Maintenance	SM	Scheduled Maintenance			107		2	
00000025	Westwood Dynamic	09/11/2019	08:00:00	Unassigned	SubStation - Bathymon Bi Maintenance	SM	Scheduled Maintenance			107		2	
00000026	Westwood Dynamic	09/11/2019	08:00:00	Unassigned	SubStation - Bathymon Bi Maintenance	SM	Scheduled Maintenance			107		2	
00000027	Westwood Dynamic	09/11/2019	08:00:00	Unassigned	SubStation - Bathymon Bi Maintenance	SM	Scheduled Maintenance			107		2	
00000028	Westwood Dynamic	09/11/2019	08:00:00	Unassigned	SubStation - Bathymon Bi Maintenance	SM	Scheduled Maintenance			107		2	
00000029	Westwood Dynamic	09/11/2019	08:00:00	Unassigned	SubStation - Bathymon Bi Maintenance	SM	Scheduled Maintenance			107		2	
00000030	Westwood Dynamic	09/11/2019	08:00:00	Unassigned	SubStation - Bathymon Bi Maintenance	SM	Scheduled Maintenance			107		2	
00000031	Westwood Dynamic	09/11/2019	08:00:00	Unassigned	SubStation - Bathymon Bi Maintenance	SM	Scheduled Maintenance			107		2	
00000032	Westwood Dynamic	09/11/2019	08:00:00	Unassigned	SubStation - Bathymon Bi Maintenance	SM	Scheduled Maintenance			107		2	
00000033	Westwood Dynamic	09/11/2019	08:00:00	Unassigned	SubStation - Bathymon Bi Maintenance	SM	Scheduled Maintenance			107		2	
00000034	Green Tea Supplies	17/09/2019	08:00:00	Unassigned	2MS - 2 month service	SM	Scheduled Maintenance			107		2	SP208

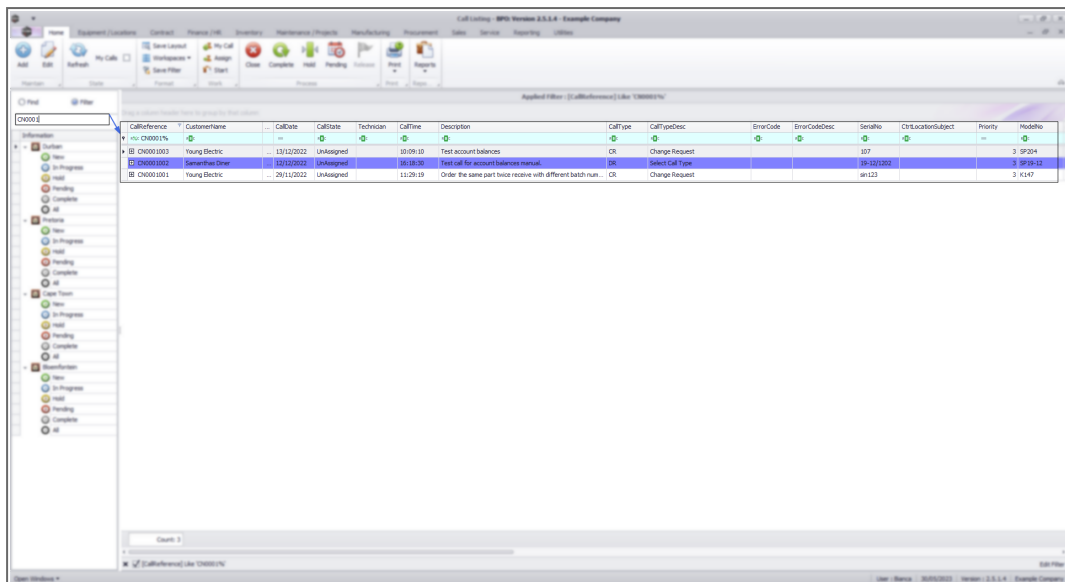
CALL FILTER

You can filter a range of calls that contains 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**.



4. The call numbers that match the prefix you have specified, will be listed in the call list screen.
5. To **remove** the filter, click on the 'x' in the Call Reference line.



CallReference	CustomerName	CallDate	CallState	Technician	CallTime	Description	CallType	CallTypeDesc	Error Code	Error Code Desc	SerialNo	ChrtLocatorSubject	Priority	ModelNo
CH000176	Young Electric	13/12/2022	Unassigned		10:09:10	Test account balances	CR	Change Request			107		3	SP204
CH000183	Sennarhai Other	12/12/2022	Unassigned		16:18:30	Test call for account balances manual	DK	Select Call Type			10-10/1001		3	SP20-15
CH0001001	Young Electric	29/11/2022	Unassigned		11:29:19	Order the same part twice receive with different batch num...	CR	Change Request			sp122		3	K147

CALL LIST DATA GRID

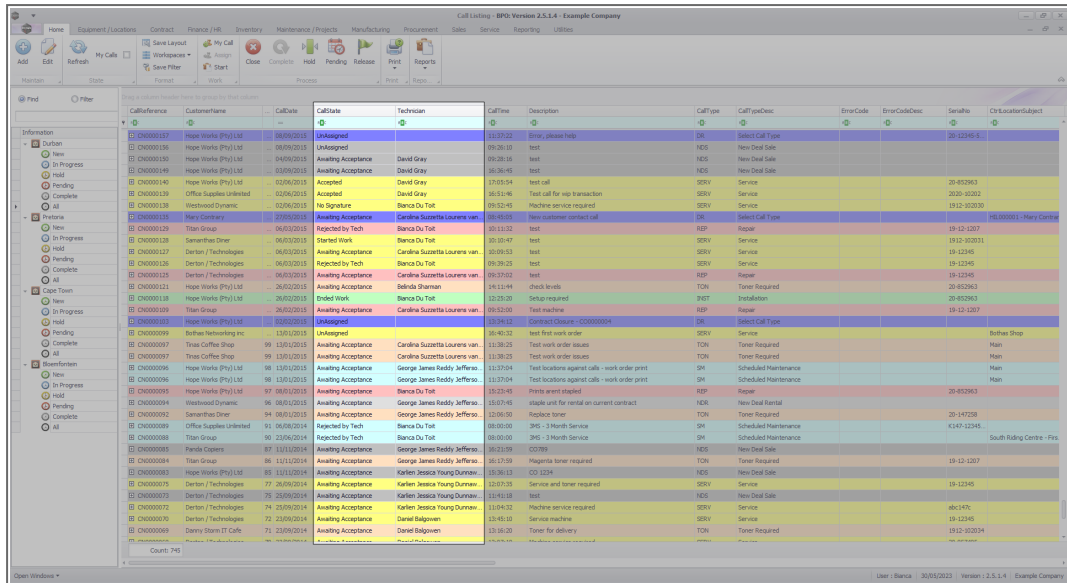
1. The data grid displays a list of all the calls within the selected **site**, **status** and **date range**.
2. The calls are colour-coded by **Call Type**.



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

ASSIGNED TECHNICIANS

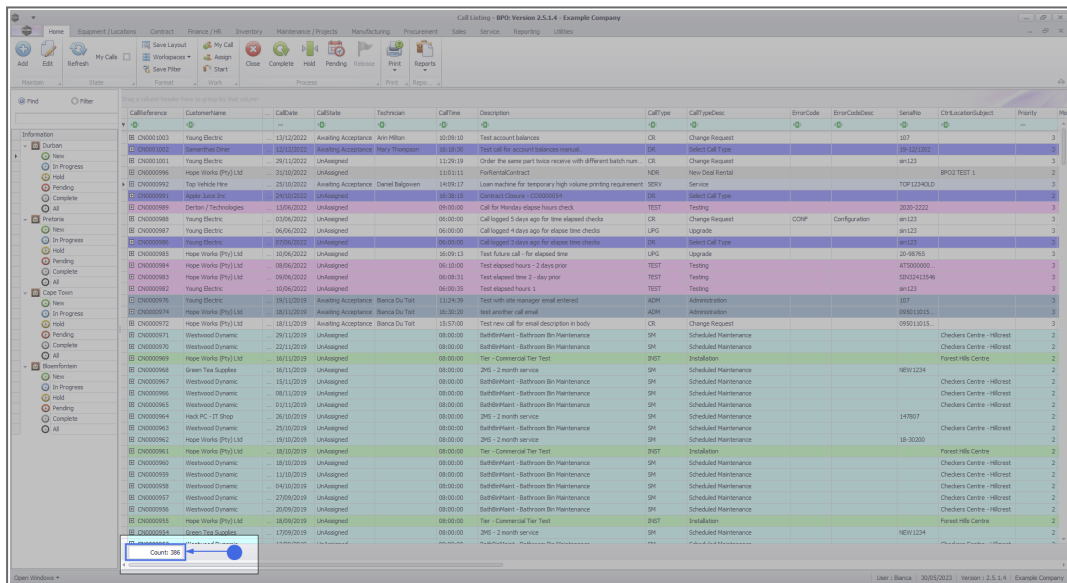
- The **last assigned technician** for each call, can be viewed in the **Technician** column, as well as the Call State which displays whether the call has been assigned, accepted by the technician, rejected,



CallReference	CustomerName	CallDate	CallState	Technician	CallTime	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc	SerialNo	ChLocationSubject
CH0000157	Hope Works (Pty) Ltd	06/09/2015	Unassigned		19:37:20	Emergency please help	SM	Select Call Type			20-12345-1	
CH0000156	Hope Works (Pty) Ltd	06/09/2015	Unassigned		09:26:10	test	NCS	New Deal Sale				
CH0000150	Hope Works (Pty) Ltd	04/09/2015	Awaiting Acceptance	David Gray	09:26:10	test	NCS	New Deal Sale				
CH0000149	Hope Works (Pty) Ltd	02/09/2015	Awaiting Acceptance	David Gray	09:26:10	test	NCS	New Deal Sale				
CH0000139	Office Supplies Unlimited	02/06/2015	Accepted	David Gray	17:01:54	test call	SRV	Service			20-81234-3	
CH0000138	Westwood Dynamic	02/06/2015	No Signature	Bianca Du Toit	09:52:46	Test call for vlp transaction	SRV	Service			2020-20202	
CH0000136	Hope Works (Pty) Ltd	02/06/2015	Awaiting Acceptance	Caroline Succetta Laurens van	09:52:46	Machine service required	SRV	Service			19-12-30200	
CH0000129	Titan Group	06/03/2015	Rejected by Tech	Bianca Du Toit	05:11:32	New customer unified call	SM	Select Call Type			19-12-30201 - New Centre	
CH0000128	Semantix Diner	06/03/2015	Started Work	Bianca Du Toit	09:10:47	test	SRV	Service			19-12-30201	
CH0000127	Derton / Technologies	06/03/2015	Awaiting Acceptance	Caroline Succetta Laurens van	05:09:53	test	SRV	Service			19-12345	
CH0000126	Derton / Technologies	06/03/2015	Rejected by Tech	Bianca Du Toit	09:10:47	test	SRV	Service			19-12345	
CH0000125	Derton / Technologies	06/03/2015	Awaiting Acceptance	Caroline Succetta Laurens van	09:37:02	test	RPP	Repair			19-12345	
CH0000121	Hope Works (Pty) Ltd	26/02/2015	Awaiting Acceptance	Bethula Shannan	18:11:44	check levels	TON	Toner Required			20-81234-3	
CH0000118	Hope Works (Pty) Ltd	26/02/2015	Failed Work	Bianca Du Toit	12:23:20	Setup required	INST	Installation			20-81234-3	
CH0000109	Titan Group	26/02/2015	Awaiting Acceptance	Caroline Succetta Laurens van	09:52:20	Test machine	RPP	Repair			19-12-1267	
CH0000103	Hope Works (Pty) Ltd	02/02/2015	Unassigned		13:24:12	Contract Closure - C00000004	SM	Select Call Type				
CH0000099	Bofhe Nersing Inc	13/01/2015	Unassigned		06:40:32	test first work order	SRV	Service				
CH0000097	Thos Caffee Shop	09:13/01/2015	Awaiting Acceptance	Caroline Succetta Laurens van	11:38:25	Test work order issues	TON	Toner Required				
CH0000096	Hope Works (Pty) Ltd	08:13/01/2015	Awaiting Acceptance	George James Reddy Jeffers	11:37:04	Test locations against calls - work order print	SM	Scheduled Maintenance				
CH0000094	Hope Works (Pty) Ltd	08:13/01/2015	Awaiting Acceptance	George James Reddy Jeffers	11:37:04	Test locations against calls - work order print	SM	Scheduled Maintenance				
CH0000093	Westwood Dynamic	06/01/2015	Awaiting Acceptance	Bianca Du Toit	15:23:45	Printers not installed	RPP	Repair			20-81234-3	
CH0000092	Semantix Diner	04/01/2015	Awaiting Acceptance	George James Reddy Jeffers	12:06:50	Replace toner	TON	Toner Required			20-14728	
CH0000091	Office Supplies Unlimited	01/01/2015	Rejected by Tech	Bianca Du Toit	08:00:00	2MS - 3 Month Service	SM	Scheduled Maintenance			4147-12345	
CH0000088	Titan Group	06/10/2014	Rejected by Tech	Bianca Du Toit	08:00:00	2MS - 3 Month Service	SM	Scheduled Maintenance				
CH0000085	Panda Group	07/11/2014	Awaiting Acceptance	George James Reddy Jeffers	06:21:09	CO789	NCS	New Deal Sale				
CH0000084	Titan Group	08:11/21/2014	Awaiting Acceptance	George James Reddy Jeffers	06:17:59	Magenta toner required	TON	Toner Required			19-12-1267	
CH0000083	Hope Works (Pty) Ltd	11/01/2014	Awaiting Acceptance	Karlén Jessica Young Durnan	06:16:10	CO1234	NCS	New Deal Sale				
CH0000075	Derton / Technologies	27/09/2014	Awaiting Acceptance	Karlén Jessica Young Durnan	12:07:35	Service and toner required	SRV	Service			19-12345	
CH0000072	Derton / Technologies	25/09/2014	Awaiting Acceptance	Karlén Jessica Young Durnan	11:41:18	test	NCS	New Deal Sale				
CH0000070	Derton / Technologies	22/09/2014	Awaiting Acceptance	Karlén Jessica Young Durnan	11:41:18	Machine service required	SRV	Service			20-14728	
CH0000069	Derton / Technologies	22/09/2014	Awaiting Acceptance	Daniel Balgwyn	11:41:18	Service machine	SRV	Service			19-12345	
CH0000068	Derton / Technologies	22/09/2014	Awaiting Acceptance	Daniel Balgwyn	13:16:20	Toner for delivery	TON	Toner Required			19-12-30204	

CALL COUNT

Count: at the bottom of the call data grid, will display the number of calls listed in the data grid.



CallReference	CustomerName	CallDate	CallState	Technician	CallTime	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc	SerialNo	ChLocationSubject	Priority
CH0000103	Young Electric	13/12/2012	Awaiting Acceptance	Ann Hilson	10:59:10	Test account balances	CR	Change Request			107		3
CH0000102	Semantix Diner	12/12/2012	Awaiting Acceptance	Wey Thompson	09:18:30	Test call for account balances manual	SM	Select Call Type			19-121262		3
CH0000101	Young Electric	26/11/2012	Unassigned		11:26:19	Order the same part twice receive with different batch-num.	CR	Change Request			an123		3
CH0000099	Hope Works (Pty) Ltd	21/10/2012	Unassigned		12:10:12	Printer/Contract	NCS	New Deal Sale			19-12-30201		2
CH0000092	Top Vehicle Hire	25/10/2012	Awaiting Acceptance	Daniel Balgwyn	14:26:17	Loan machine for temporary high volume printing requirement	SRV	Service			TOP12345-1		3
CH0000091	Ashe Judd Inc	24/10/2012	Unassigned		09:36:15	Contract Closure - C00000004	SM	Select Call Type					3
CH0000089	Derton / Technologies	13/06/2012	Unassigned		09:00:00	Call for Monday elapsed hours check	TEST	Testing			20-81234-3		3
CH0000088	Young Electric	03/06/2012	Unassigned		09:00:00	Call logged 4 days ago for time elapsed checks	CR	Change Request	CONF	Configuration	an123		3
CH0000087	Young Electric	06/06/2012	Unassigned		09:00:00	Call logged 4 days ago for time elapsed checks	UPG	Upgrade			an123		3
CH0000086	Young Electric	07/06/2012	Unassigned		09:00:00	Call logged 3 days ago for time elapsed checks	SM	Select Call Type			an123		3
CH0000085	Hope Works (Pty) Ltd	12/06/2012	Unassigned		09:00:00	Test elapsed call - for elapsed time check	UPG	Upgrade			20-81234-3		3
CH0000084	Hope Works (Pty) Ltd	06/06/2012	Unassigned		09:10:00	Test elapsed hours - 2 days prior	TEST	Testing			AT000000		3
CH0000083	Hope Works (Pty) Ltd	06/06/2012	Unassigned		09:08:31	Test elapsed time 2 - days prior	TEST	Testing			SR123415946		3
CH0000082	Young Electric	03/06/2012	Unassigned		09:00:35	Test elapsed hours 1	TEST	Testing			an123		3
CH0000079	Young Electric	09/10/2011	Unassigned		13:04:19	Test with site manager email entered	ADM	Administration			107		3
CH0000074	Hope Works (Pty) Ltd	06/11/2011	Awaiting Acceptance	Bianca Du Toit	06:36:20	test another call email	ADM	Administration			095011015		3
CH0000072	Hope Works (Pty) Ltd	18/11/2011	Awaiting Acceptance	Bianca Du Toit	18:17:00	Test new call for email description in body	CR	Change Request			095011015		3
CH0000071	Westwood Dynamic	26/11/2011	Unassigned		08:00:00	SubBnHart - Bathroom Bn Maintenance	SM	Scheduled Maintenance					2
CH0000070	Westwood Dynamic	22/11/2011	Unassigned		08:00:00	SubBnHart - Bathroom Bn Maintenance	SM	Scheduled Maintenance					2
CH0000069	Hope Works (Pty) Ltd	16/11/2011	Unassigned		08:00:00	Tier - Commercial Tier Test	INST	Installation					2
CH0000068	Green Tea Supplies	16/11/2011	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW1234		2
CH0000067	Westwood Dynamic	15/11/2011	Unassigned		08:00:00	SubBnHart - Bathroom Bn Maintenance	SM	Scheduled Maintenance					2
CH0000066	Westwood Dynamic	08/11/2011	Unassigned		08:00:00	SubBnHart - Bathroom Bn Maintenance	SM	Scheduled Maintenance					2
CH0000065	Westwood Dynamic	02/11/2011	Unassigned		08:00:00	SubBnHart - Bathroom Bn Maintenance	SM	Scheduled Maintenance					2
CH0000064	HOCH PC - IT Shop	26/10/2011	Unassigned		09:00:00	2MS - 2 month service	SM	Scheduled Maintenance			147807		2
CH0000063	Westwood Dynamic	25/10/2011	Unassigned		08:00:00	SubBnHart - Bathroom Bn Maintenance	SM	Scheduled Maintenance					2
CH0000062	Hope Works (Pty) Ltd	19/10/2011	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			18-30300		2
CH0000061	Hope Works (Pty) Ltd	18/10/2011	Unassigned		08:00:00	Tier - Commercial Tier Test	INST	Installation					2
CH0000060	Westwood Dynamic	18/10/2011	Unassigned		08:00:00	SubBnHart - Bathroom Bn Maintenance	SM	Scheduled Maintenance					2
CH0000059	Westwood Dynamic	11/10/2011	Unassigned		08:00:00	SubBnHart - Bathroom Bn Maintenance	SM	Scheduled Maintenance					2
CH0000058	Westwood Dynamic	04/10/2011	Unassigned		08:00:00	SubBnHart - Bathroom Bn Maintenance	SM	Scheduled Maintenance					2
CH0000057	Westwood Dynamic	27/09/2011	Unassigned		08:00:00	SubBnHart - Bathroom Bn Maintenance	SM	Scheduled Maintenance					2
CH0000056	Westwood Dynamic	20/09/2011	Unassigned		08:00:00	SubBnHart - Bathroom Bn Maintenance	SM	Scheduled Maintenance					2
CH0000055	Hope Works (Pty) Ltd	18/09/2011	Unassigned		08:00:00	Tier - Commercial Tier Test	INST	Installation					2
CH0000054	Green Tea Supplies	17/09/2011	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW1234		2

CLOSE SCREEN

- **Close** the screen when done.

Call Listing - BPO Version 2.5.1.4 - Example Company

CallReference	CustomerName	CallDate	CallTime	Technician	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc	SerialNo	ChkLocationSubject	Priority	ModelNo
CH0001003	Young Electric	13/12/2022	Unassigned		Test account balances	CS	Change Request			127		3	SP204
CH0001002	Sanetech Clear	12/12/2022	Unassigned		Test call for account balances manual	SH	Select Call Type			15-121182		3	SP18-12
CH0001001	Young Electric	26/11/2022	Unassigned		Order the same part twice receive with different batch num.	CS	Change Request			en123		3	K147
CH0000996	Hope Works Pty) Ltd	21/12/2022	Unassigned		ForfeitedContract	NR	Rev Deal Period					2	
CH0000992	Top Vehicle Hire	24/12/2022	Unassigned		Loan machine for temporary high volume printing requirement	SRV	Service			TOP1234567		3	SP2030
CH0000991	Adrie Juice Pty	24/12/2022	Unassigned		Contract Closure - C000000054	SH	Select Call Type					3	
CH0000989	Darton / Technologies	15/06/2022	Unassigned		Call for Monday evening house check	TEST	Testing			2025-2222		3	
CH0000988	Young Electric	10/06/2022	Unassigned		Call logged 5 day app for time elapsed checks	CS	Change Request	CONF	Configuration	en123		3	K147
CH0000987	Young Electric	06/06/2022	Unassigned		Call logged 4 day app for elapsed time checks	UPG	Upgrade			en123		3	K147
CH0000986	Young Electric	07/06/2022	Unassigned		Call logged 3 day app for elapsed time checks	SH	Select Call Type			en123		3	K147
CH0000985	Hope Works Pty) Ltd	10/06/2022	Unassigned		Test follow up call for elapsed time	UPG	Upgrade			20-90763		3	AT122
CH0000984	Hope Works Pty) Ltd	06/06/2022	Unassigned		Test elapsed hours - 2 day prior	TEST	Testing			AT3000000		3	AT300
CH0000983	Hope Works Pty) Ltd	06/06/2022	Unassigned		Test elapsed hours - 2 day prior	TEST	Testing			SRN2413946		3	K147
CH0000982	Young Electric	06/06/2022	Unassigned		Test elapsed hours 1	TEST	Testing			en123		3	K147
CH0000980	Young Electric	06/11/2019	Awaiting AC	Bianca Du T.	Test with time elapsed email entered	ADM	Administration			en1		3	SP204
CH0000979	Hope Works Pty) Ltd	06/11/2019	Awaiting AC	Bianca Du T.	Test with time elapsed email entered	ADM	Administration			005011013		3	SP2030
CH0000978	Hope Works Pty) Ltd	06/11/2019	Awaiting AC	Bianca Du T.	Test new call for email description in body	CS	Change Request			095011013		3	SP2030
CH0000971	Westwood Dynamic	26/11/2019	Unassigned		BathShelfant - Bathroom Br Maintenance	SH	Scheduled Maintenance				Checkers Centre - Hiforest	2	
CH0000970	Westwood Dynamic	12/11/2019	Unassigned		BathShelfant - Bathroom Br Maintenance	SH	Scheduled Maintenance				Checkers Centre - Hiforest	2	
CH0000969	Hope Works Pty) Ltd	06/11/2019	Unassigned		Tier - Commercial Tier Test	PHOT	Installation				Forest Hills Centre	2	
CH0000968	Green Tea Supplies	06/11/2019	Unassigned		2M5 - 2 month service	SH	Scheduled Maintenance			NEW1224		2	SP1030
CH0000967	Westwood Dynamic	06/11/2019	Unassigned		BathShelfant - Bathroom Br Maintenance	SH	Scheduled Maintenance				Checkers Centre - Hiforest	2	
CH0000966	Westwood Dynamic	06/11/2019	Unassigned		BathShelfant - Bathroom Br Maintenance	SH	Scheduled Maintenance				Checkers Centre - Hiforest	2	
CH0000965	Westwood Dynamic	01/11/2019	Unassigned		BathShelfant - Bathroom Br Maintenance	SH	Scheduled Maintenance				Checkers Centre - Hiforest	2	
CH0000964	Hood PC - IT Shop	26/10/2019	Unassigned		2M5 - 2 month service	SH	Scheduled Maintenance			147607		2	SP2030
CH0000963	Westwood Dynamic	10/10/2019	Unassigned		BathShelfant - Bathroom Br Maintenance	SH	Scheduled Maintenance				Checkers Centre - Hiforest	2	
CH0000962	Hope Works Pty) Ltd	09/10/2019	Unassigned		2M5 - 2 month service	SH	Scheduled Maintenance			18-30300		2	
CH0000961	Hope Works Pty) Ltd	09/10/2019	Unassigned		Tier - Commercial Tier Test	PHOT	Installation				Forest Hills Centre	2	
CH0000960	Westwood Dynamic	08/10/2019	Unassigned		BathShelfant - Bathroom Br Maintenance	SH	Scheduled Maintenance				Checkers Centre - Hiforest	2	
CH0000959	Westwood Dynamic	11/10/2019	Unassigned		BathShelfant - Bathroom Br Maintenance	SH	Scheduled Maintenance				Checkers Centre - Hiforest	2	
CH0000958	Westwood Dynamic	04/10/2019	Unassigned		BathShelfant - Bathroom Br Maintenance	SH	Scheduled Maintenance				Checkers Centre - Hiforest	2	
CH0000957	Westwood Dynamic	27/09/2019	Unassigned		BathShelfant - Bathroom Br Maintenance	SH	Scheduled Maintenance				Checkers Centre - Hiforest	2	
CH0000956	Westwood Dynamic	20/09/2019	Unassigned		BathShelfant - Bathroom Br Maintenance	SH	Scheduled Maintenance				Checkers Centre - Hiforest	2	
CH0000955	Hope Works Pty) Ltd	18/09/2019	Unassigned		Tier - Commercial Tier Test	PHOT	Installation				Forest Hills Centre	2	
CH0000954	Green Tea Supplies	17/09/2019	Unassigned		2M5 - 2 month service	SH	Scheduled Maintenance			NEW1224		2	SP1030

Count: 366

User : Bianca | 30/05/2023 | Version : 2.5.1.4 | Example Company

BPO.MNU.122