

SERVICE

INTRODUCTION TO CALL SLA MANAGEMENT

This is the Service Level Agreement that you have signed with your customer. It is a contract of performance that you have agreed to. For example, if your customer calls with a requirement for a part or service request and your agreed response time to this customer (SLA) is 5 hours then you are required to have the part or technician on site within that time frame. receive compensation of a pre-agreed type (usually also set up in the SLA).

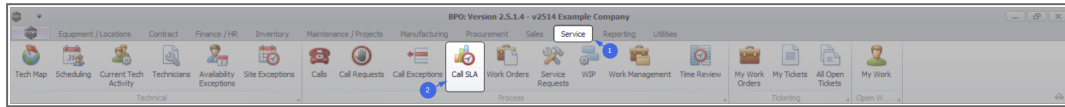
For customers who have penalties against poor SLA performance, real time monitoring is key. This monitoring should not sit in the normal call centre but rather in its own SLA area in BPO. The **Call SLA Management** screen now houses the call SLA elapsed time, enables you to send emails to the customer, assigned technician, or other employee. You can assign another technician if required to complete the job, hold or pend the call.

- Email reminders for Customer and assigned Technician attached to the call.
- Call processing options and technician assignment.
- View customer contact details.
- View assigned technician(s) and their and respective contact details.
- The assigned technician will be auto selected and will be shown via text.
- Elapsed hours vs SLA hours.
- Elapsed SLA expressed as a percentage and coloured by value.
- Access to call centre reports.
- SLA monitoring configuration settings displayed on the screen.

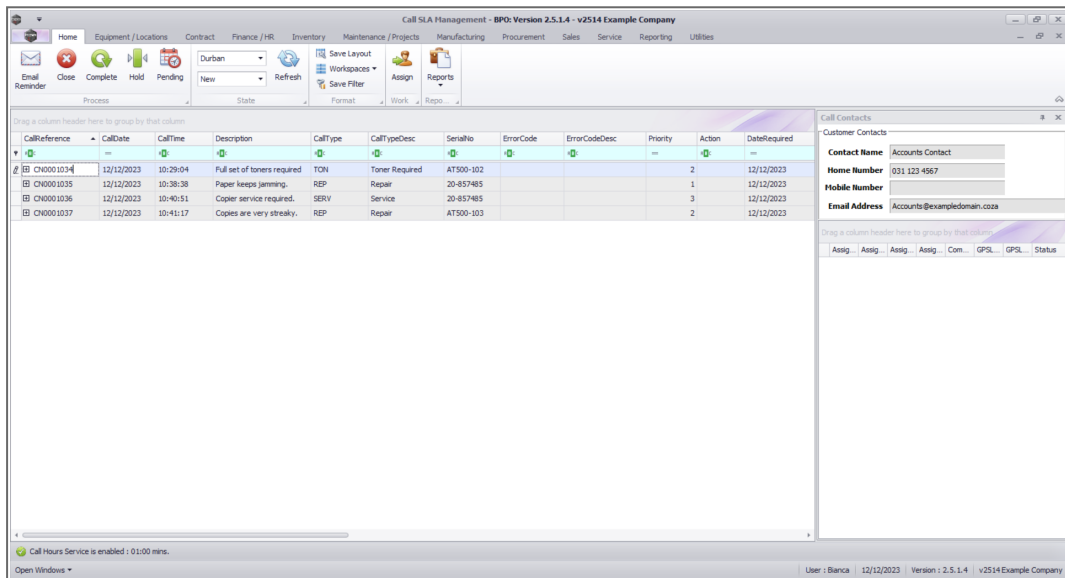
Extended Call Centre - Version Compatibility¹

THE CALL SLA MANAGEMENT LISTING SCREEN

Ribbon Select **Service** > **Call SLA**



- The **Call SLA Management** Listing screen will display.



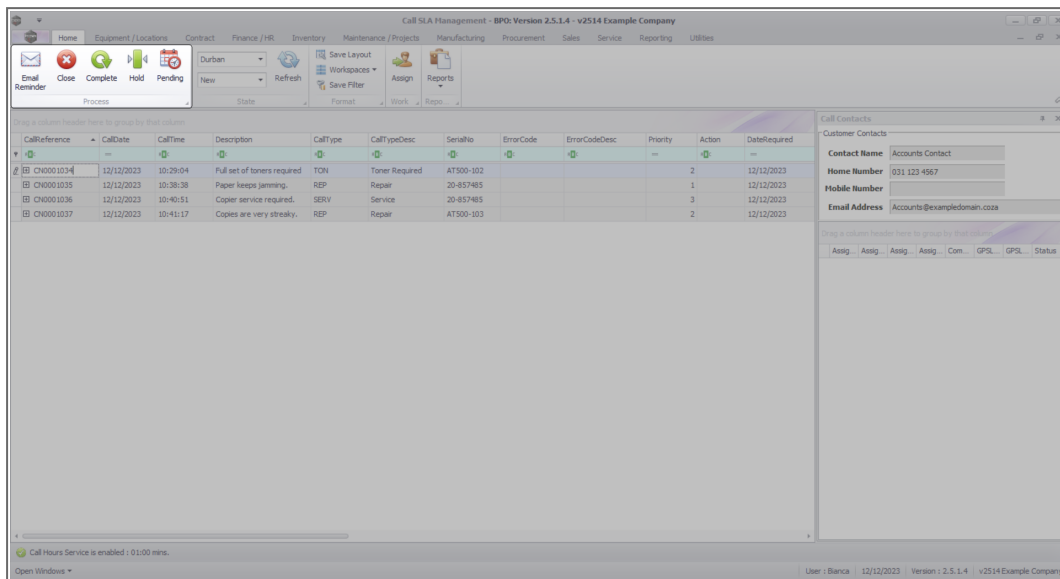
RIBBON ACTION BUTTONS

PROCESS ACTION BUTTONS

- Send an [Email Reminder](#)
- [Close](#) the Call
- [Complete](#) the Call

¹BPO2 v2.5.1.3 or higher.

- Place the Call on **Hold**
- Place the Call in **Pending**

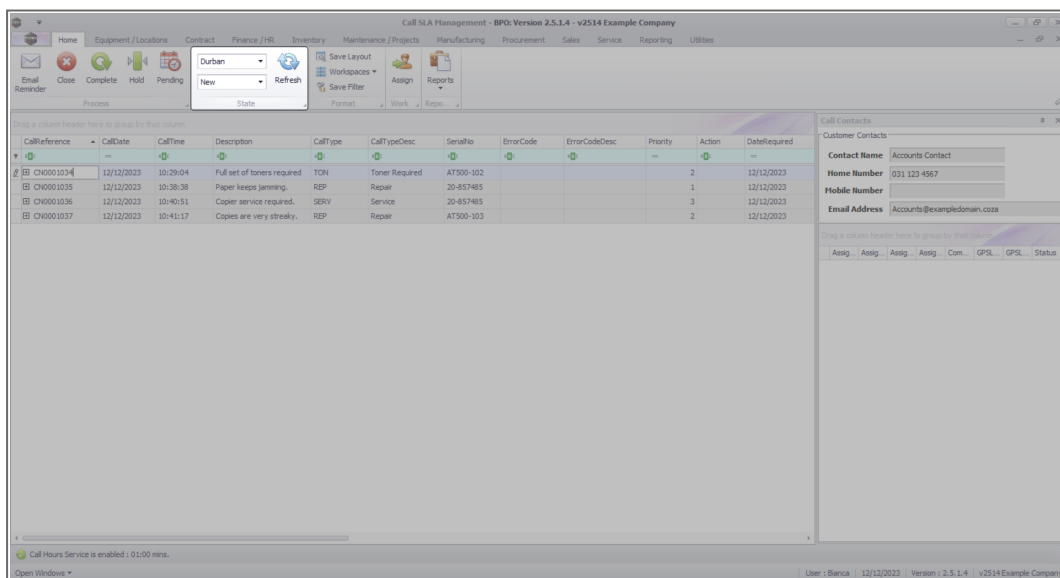


The screenshot shows the CO3 Call SLA Management interface. The main window displays a table of calls with columns: CallReference, CallDate, CallTime, Description, CallType, CallTypeDesc, SerialNo, ErrorCode, ErrorCodeDesc, Priority, Action, and DateRequired. The table contains four rows of data. The sidebar on the right shows 'Call Contacts' with fields for Contact Name, Home Number, Mobile Number, and Email Address. The status bar at the bottom indicates 'Call Hours Service is enabled : 01:00 mins.' and 'User : Bianca | 12/12/2023 | Version : 2.5.1.4 | v2514 Example Company'.

CallReference	CallDate	CallTime	Description	CallType	CallTypeDesc	SerialNo	ErrorCode	ErrorCodeDesc	Priority	Action	DateRequired
CH0001034	12/12/2023	10:29:04	Full set of toners required	TON	Toner Required	AT500-102			2		12/12/2023
CH0001035	12/12/2023	10:38:38	Paper keeps jamming	REP	Repair	20-857485			1		12/12/2023
CH0001036	12/12/2023	10:40:51	Copier service required.	SERV	Service	20-857485			3		12/12/2023
CH0001037	12/12/2023	10:41:17	Copies are very streaky.	REP	Repair	AT500-103			2		12/12/2023

STATE ACTION BUTTONS

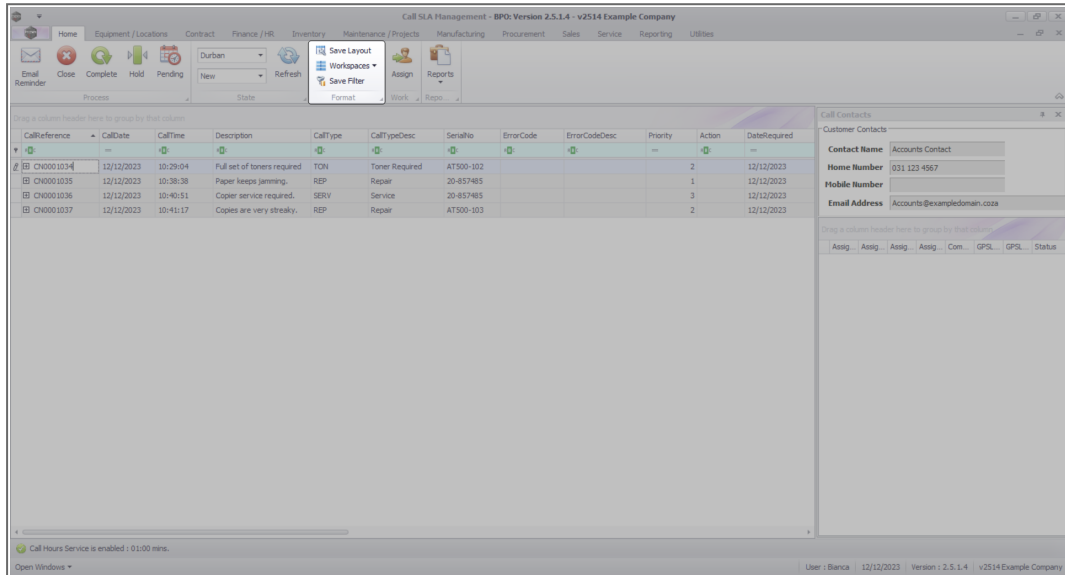
- Calls can be filtered by **Site**.
- Calls can be filtered by **Status**.
- The Call SLA Management listing can be **Refreshed**.



This screenshot is identical to the previous one, showing the CO3 Call SLA Management interface. The 'Refresh' button in the top toolbar is highlighted with a red circle, indicating the action to refresh the call list. The status bar at the bottom remains the same.

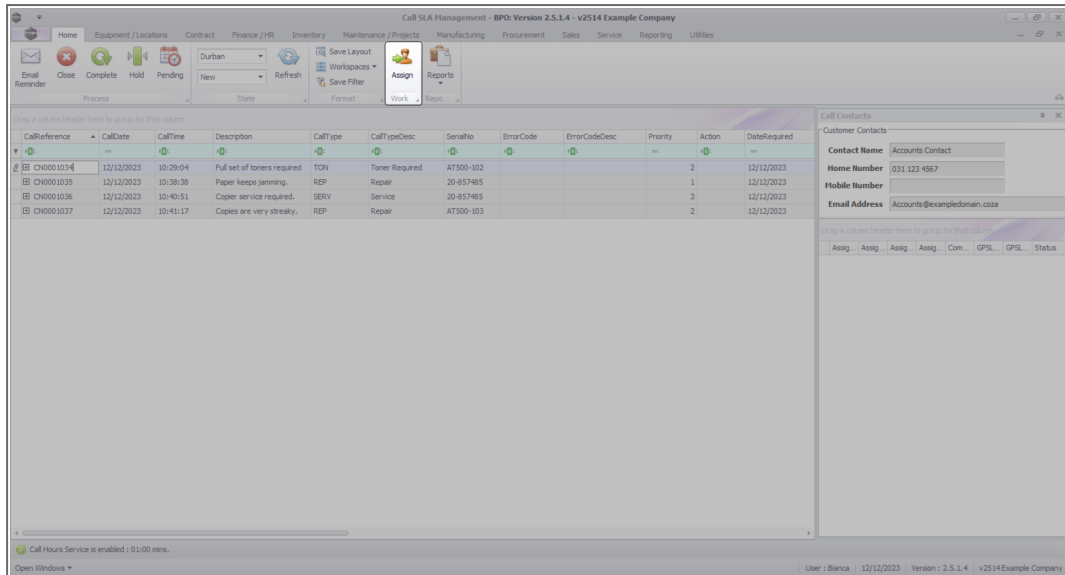
FORMAT BUTTONS

- **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.



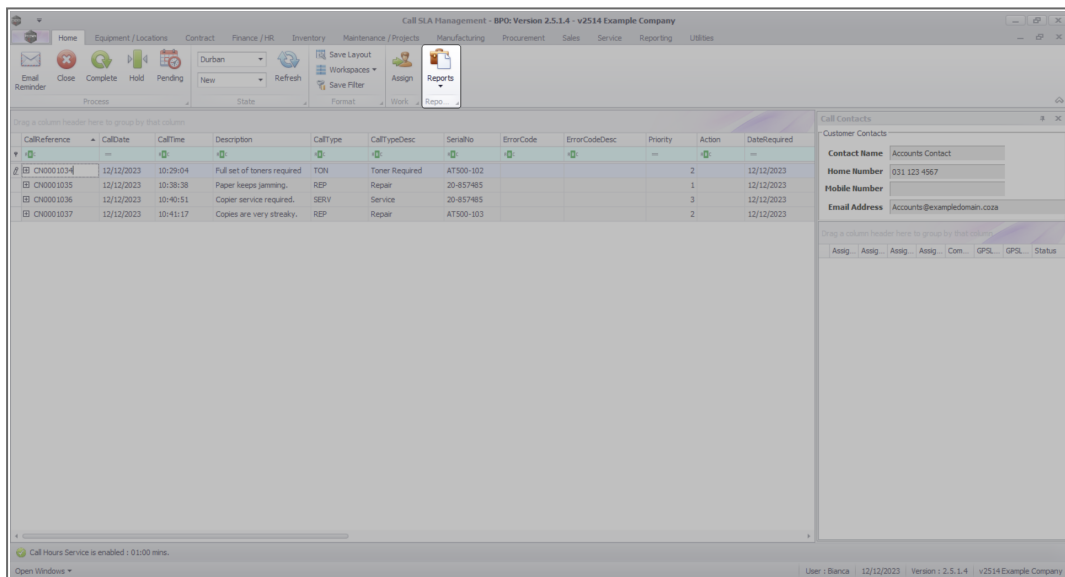
WORK BUTTON

- Assign a technician.



REPORTS BUTTON

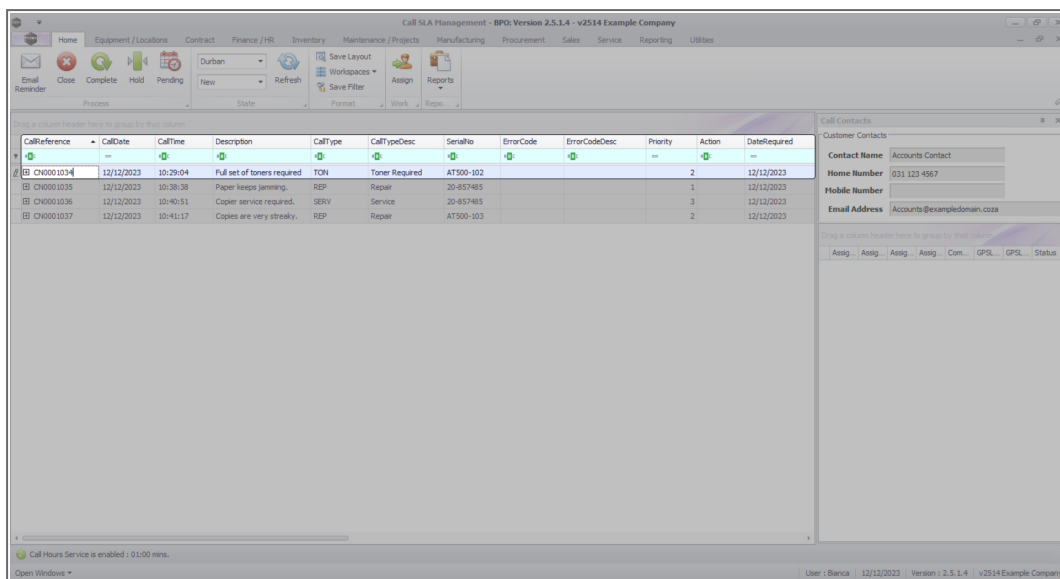
- View **Service Centre** related **Reports**.



CALL DETAIL

- View the call details, such as: **Call Reference**, **Call Date**, **Call Time**, **Description**, **Call Type**, **Serial Number**, **Error Code**,

Priority, Action and Date Required.



Call SLA Management - BPO: Version 2.5.1.4 - v2514 Example Company

CallReference	CallDate	CallTime	Description	CallType	CallTypeDesc	SerialNo	ErrorCode	ErrorCodeDesc	Priority	Action	DateRequired
CH0001034	12/12/2023	10:29:04	Full set of toners required	TON	Toner Required	AT500-102			2		12/12/2023
CH0001035	12/12/2023	10:38:38	Paper keeps jamming.	REP	Repair	20-857485			1		12/12/2023
CH0001036	12/12/2023	10:40:51	Copier service required.	SERV	Service	20-857485			3		12/12/2023
CH0001037	12/12/2023	10:41:17	Copies are very streaky.	REP	Repair	AT500-103			2		12/12/2023

Call Contacts

Customer Contacts

Contact Name: Accounts Contact

Home Number: 031 123 4567

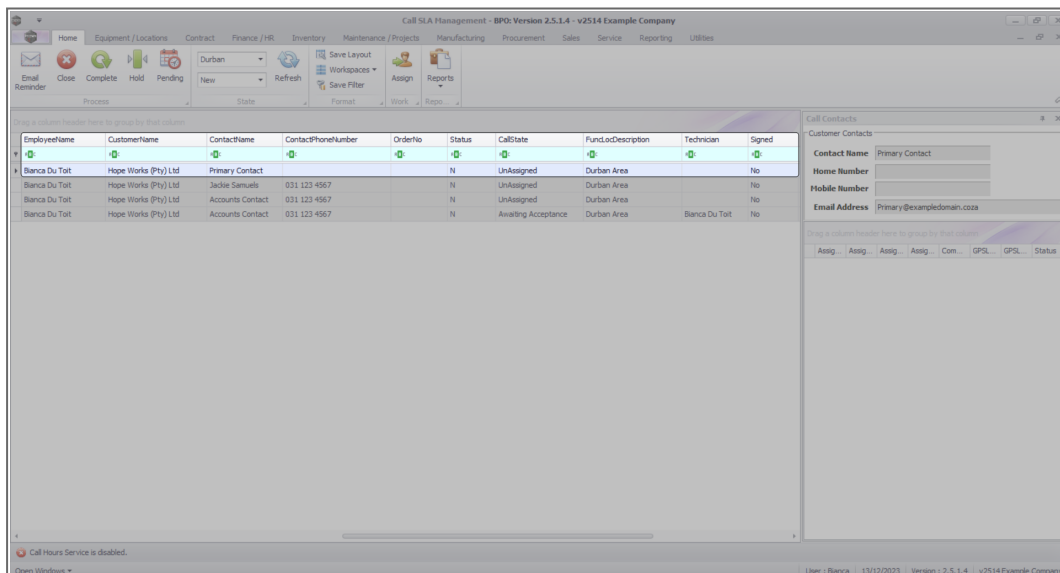
Mobile Number:

Email Address: Accounts@exampdomain.co.za

Call Hours Service is enabled: 01:00 mins.

User: Blanca | 12/12/2023 | Version: 2.5.1.4 | v2514 Example Company

- Scroll to the right to see additional details, such as: **Employee Name** who created the call, **Customer Name**, **Customer Contact**, **Contact Phone Number**, call **Status**, **Call State**, **Functional Location Description**, assigned **Technician** and whether the call has been **Signed off** by the Client.



Call SLA Management - BPO: Version 2.5.1.4 - v2514 Example Company

EmployeeName	CustomerName	ContactName	ContactPhoneNumber	OrderNo	Status	CallState	FunctionalDescription	Technician	Signed
Blanca Du Toit	Hope Works (Pty) Ltd	Primary Contact	031 123 4567	N	Unassigned	Durban Area			No
Blanca Du Toit	Hope Works (Pty) Ltd	Jacile Samuels	031 123 4567	N	Unassigned	Durban Area			No
Blanca Du Toit	Hope Works (Pty) Ltd	Accounts Contact	031 123 4567	N	Unassigned	Durban Area			No
Blanca Du Toit	Hope Works (Pty) Ltd	Accounts Contact	031 123 4567	N	Awaiting Acceptance	Durban Area		Blanca Du Toit	No

Call Contacts

Customer Contacts

Contact Name: Primary Contact

Home Number:

Mobile Number:

Email Address: Primary@exampdomain.co.za

Call Hours Service is disabled.

User: Blanca | 12/12/2023 | Version: 2.5.1.4 | v2514 Example Company

CALL SLA DETAIL

- On scrolling to the very end of the row, you will find the **SLA Hours, SLA Used, Elapsed Hours, SLA Zone** and **SLA Percentage**.

Call SLA Management - BPO: Version 2.5.1.4 - v2514 Example Company

Home

Equipment / Locations

Contract

Finance / HR

Inventory

Maintenance / Projects

Manufacturing

Procurement

Sales

Service

Reporting

Utilities

Email Reminder

Close

Complete

Hold

Pending

New

Refresh

Save Layout

Workspaces

Save Filter

Assign

Reports

Process

State

Format

Work

Reps

Call SLA Management - BPO: Version 2.5.1.4 - v2514 Example Company

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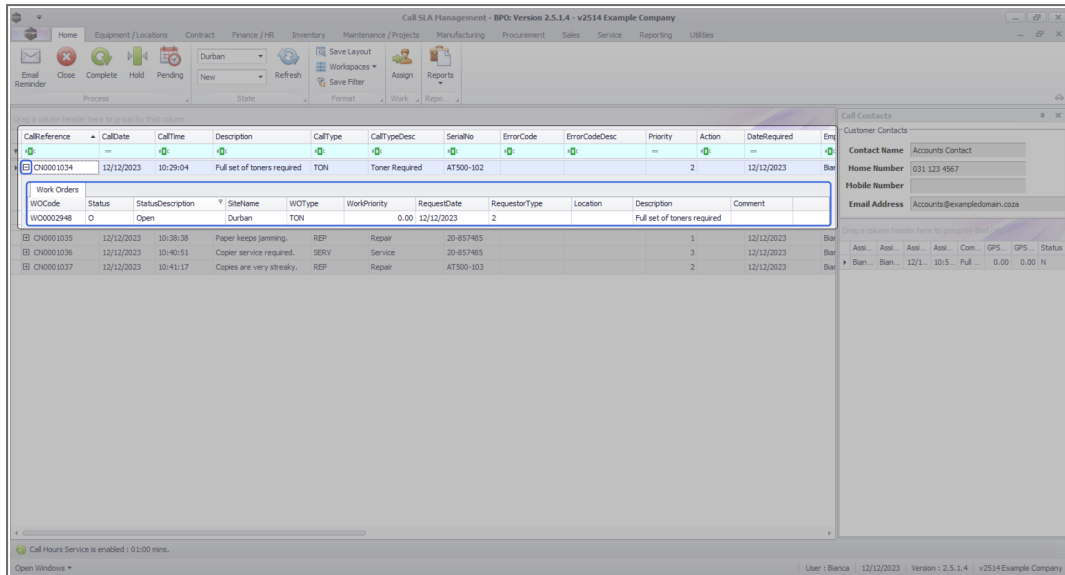
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Call SLA Management - BPO:

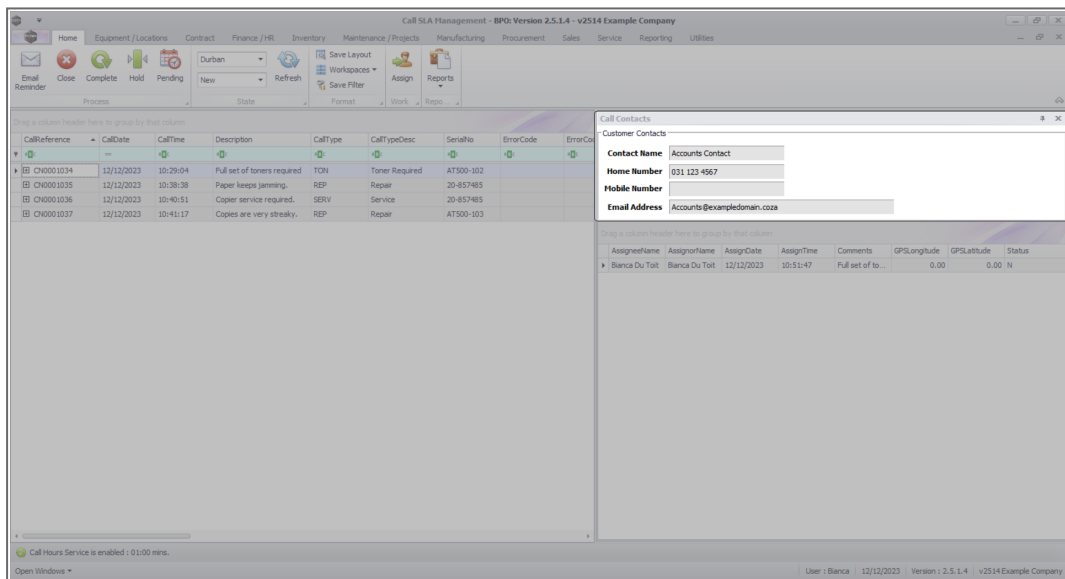
CALL UNDERLYING WORK ORDER

- Click on the plus (+) button in front of the selected call to expand the **Work Orders** sub grid to view the information related to the underlying Work Order(s), such as: **Work Order Code**, work order **Status**, **Site Name**, **Work Order Type**, **Work Priority**, **Request Date**, **Location**, **Description**, **Comment** and **Comment**.



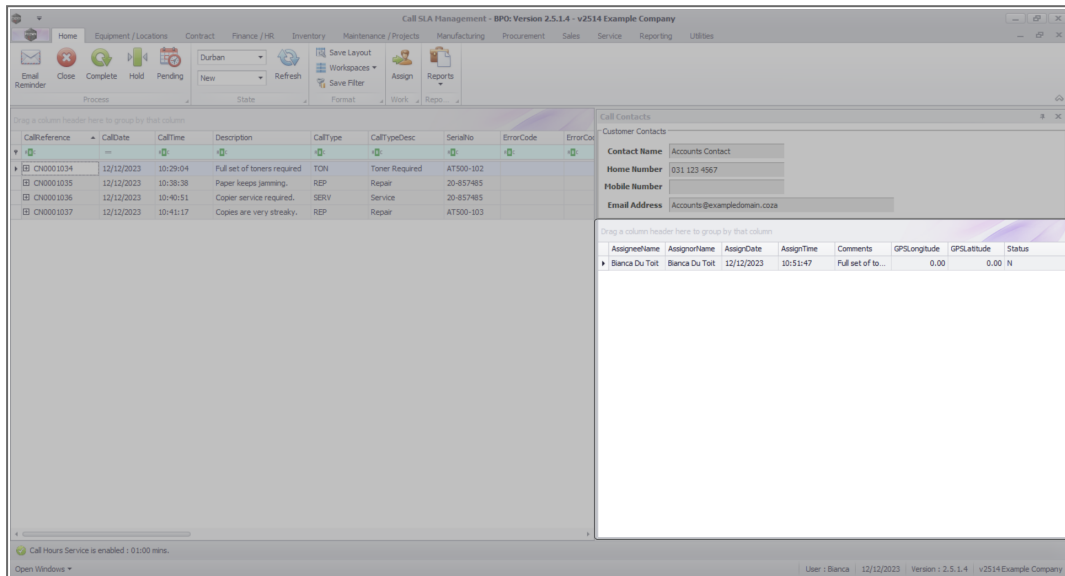
CALL CUSTOMER CONTACTS

- View the customer contact as selected when creating the call, and the **contact numbers** and **email address** for the contact.



CALL ASSIGNMENT

- The technician(s) assigned to the call, with the following details:
Assignee Name, Assignor Name, Assign Date, Assign Time, Comments, GPS Longitude, GPS Latitude, Status.

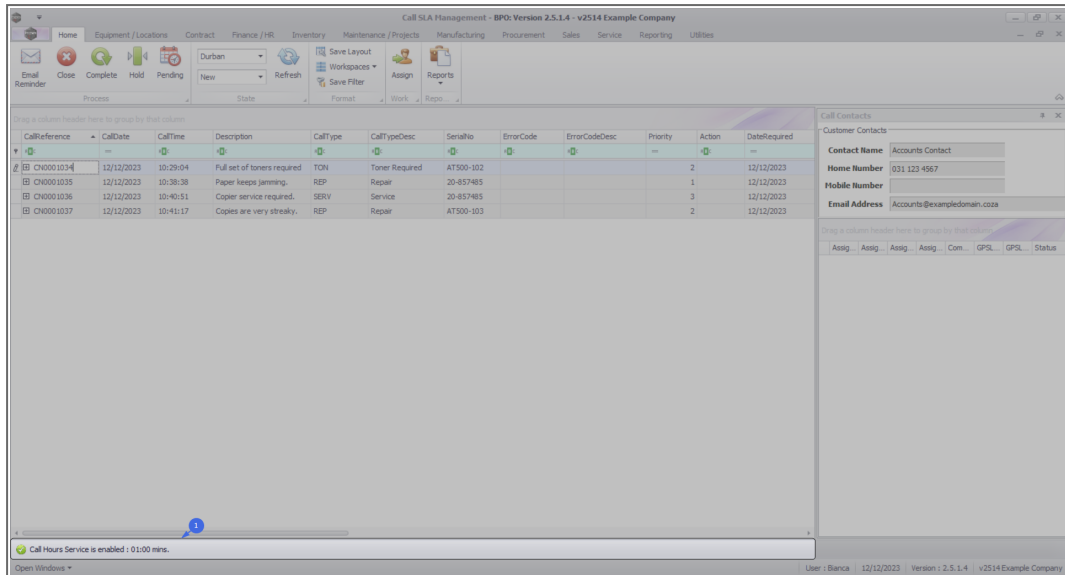


CallReference	CalDate	CalTime	Description	CallType	CallTypeDesc	SerialNo	ErrorCode	ErrorCa
CH0001034	12/12/2023	10:29:04	Full set of toners required	TON	Toner Required	AT500-102		
CH0001035	12/12/2023	10:38:38	Paper keeps jamming	REP	Repair	20-857485		
CH0001036	12/12/2023	10:40:51	Copier service required	SERV	Service	20-857485		
CH0001037	12/12/2023	10:41:17	Copies are very streaky	REP	Repair	AT500-103		

AssigneeName	AssignorName	AssignDate	AssignTime	Comments	GPSLongitude	GPSLatitude	Status
Blanca Du Toit	Blanca Du Toit	12/12/2023	10:51:47	Full set of to...	0.00	0.00 N	

CALL HOURS SERVICE STATUS

- The [Call Hours Service](#) is a new service that calculates the elapsed SLA Hours for open calls. The [state](#) and interval of the service is displayed at the bottom of the screen for reference.



Related Topics

- [Service - Introduction to Call SLA Management](#)
- [Service - Call SLA Management - Email Reminder](#)
- [Service - Call SLA Management - Close Call](#)
- [Service - Call SLA Management - Complete Call](#)
- [Service - Call SLA Management - Hold a Call](#)
- [Service - Call SLA Management - Pend a Call](#)
- [Service - Call SLA Management - Assign a Call](#)
- [Service - Call SLA Management - Call Hours Service Status](#)
- [Introduction to Call Hours Service](#)

BPO.MNU.127