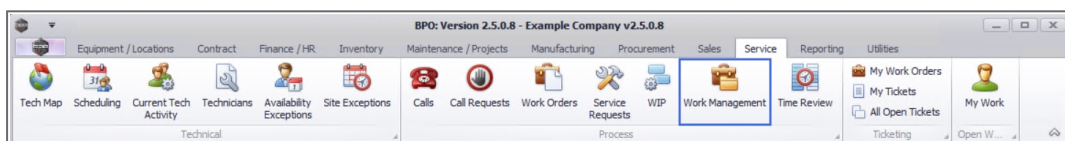


## SERVICE


### WORK MANAGEMENT – PRINT CALL REPORT

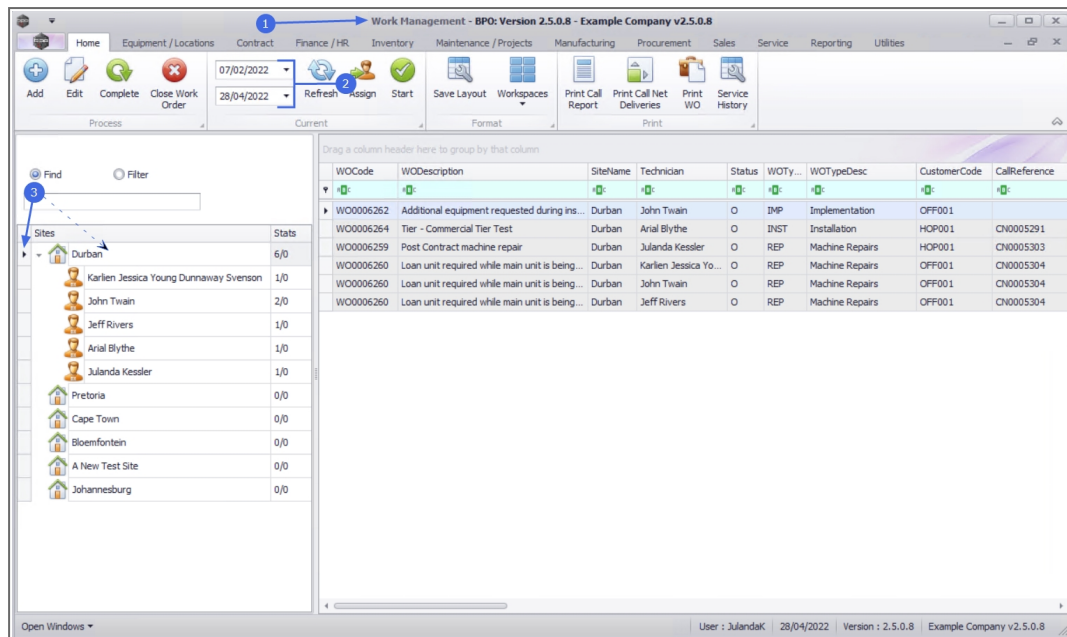
You can use the **Print Call Report** function where the work order is linked to a **Call**.

**Ribbon Access:** *Service > Work Management*



1. The **Work Management** screen will be displayed.
2. Select the **date range** that will contain the **work order** you wish to assign.
3. Select the **Site** where the work order was issued.
  - The example has **Durban** selected.

Click on the **Refresh** button  to update the screen.



4. Click on the **row** of the work order you wish to print a Call Report for.



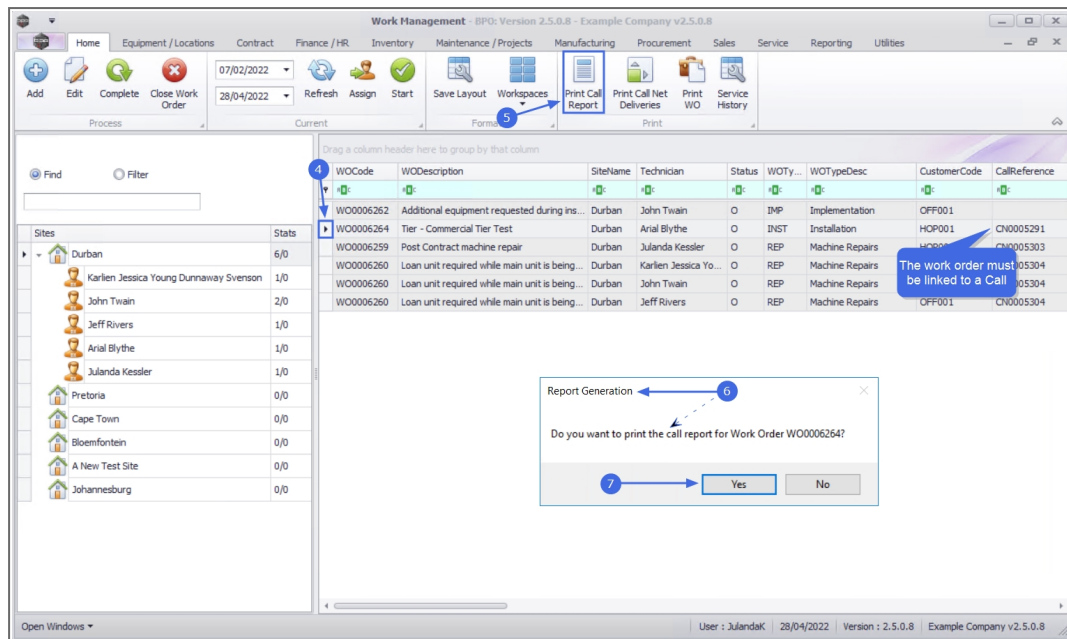
Note that the Print Call Report function is only available for work order linked to a *call*.

5. Click on **Print Call Report**.

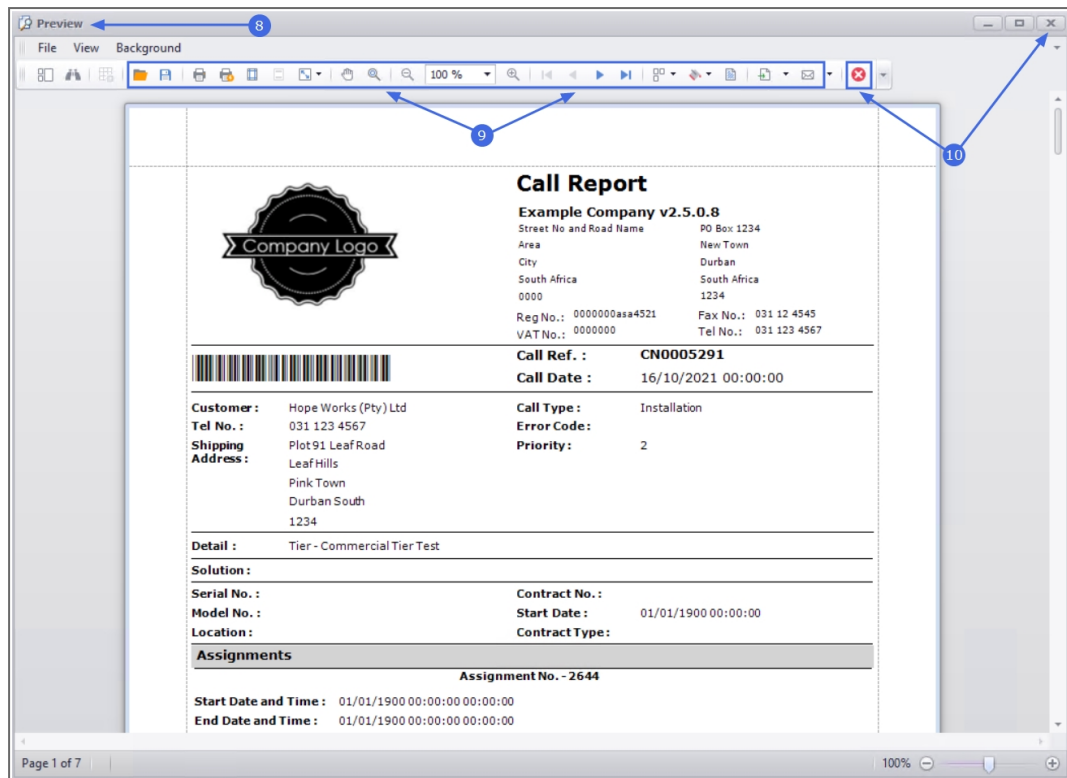
6. When you receive the **Report Generation** message to confirm;

- **Do you want to print the call report for Work Order [work order number]?**

7. Click on **Yes**.



8. The Call Report will display in the **Report Preview** screen.
9. From this screen you can make cosmetic changes to the document, as well as **Save**, **Zoom**, **Add a Watermark**, **Export** or **Email** the Call Report.
10. Click on **Close** to return to the **Work Management** screen.



**Call Report**

**Example Company v2.5.0.8**

Street No and Road Name: PO Box 1234  
Area: New Town  
City: Durban  
South Africa: South Africa  
0000: 1234  
Reg No.: 0000000asa4521 Fax No.: 031 12 4545  
VAT No.: 0000000 Tel No.: 031 123 4567

**Call Ref. :** CN0005291  
**Call Date :** 16/10/2021 00:00:00

**Customer :** Hope Works (Pty) Ltd  
**Tel No. :** 031 123 4567  
**Shipping Address :** Plot 91 Leaf Road  
Leaf Hills  
Pink Town  
Durban South  
1234

**Call Type :** Installation  
**Error Code :**  
**Priority :** 2

**Detail :** Tier - Commercial Tier Test

**Solution :**

**Serial No. :**  
**Model No. :**  
**Location :**

**Contract No. :**  
**Start Date :** 01/01/1900 00:00:00  
**Contract Type :**

**Assignments**

**Assignment No. - 2644**

**Start Date and Time :** 01/01/1900 00:00:00 00:00:00  
**End Date and Time :** 01/01/1900 00:00:00 00:00:00

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