

SERVICE

TIME REVIEW - VIEW A CALL

The Call linked to the work order can be maintained using the *View Call* function.

Ribbon Access: Service > Time Review

| a = | | | | | | BPO: \ | /ersion 2.5.0.7 | - Example Co | mpany v2. | 5.0.7 | | | | | | ı x |
|------------|-------------------|--------------------------|-------------|----------------------------|-----------------|-----------------------|-----------------|--------------|---------------------|---------|------------|---------|-------------|----------------|----------|--------|
| | Equipment | Locations | Contract | Finance / HR | Inventory | Mainten | ance / Projects | Manufacturi | ng Proc | urement | Sales | Service | Reportin | g Utilities | | |
| Tech Map | 312 Scheduling | Current Tech Activity | Technicians | Availability Exceptions | Site Exceptions | Calls | Call Requests | Work Orders | Service Requests | WIP | Work Manag | gement | Time Review | My Work Orders | My Work | |
| | Technical | | | | | Process _ Ticketing _ | | | | | | | | | Open W 4 | \sim |

- 1. The *Time Review* screen will be displayed.
- 2. Click on the *row* of the work order you wish to view.

If the work order is linked to a *Call* then both the *View WO* and *View Call* buttons will be active.

3. Click on *View Call*.



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|-----------------|--------------|---------------|---------------|---------------|--------------|---------------|------------------|---------|--------------|--------------|--------|----------|-----------------|---------------|-----------|-------|
| Home | e Equipmen | t / Locations | Contract | Finance / HR | Invent | tory Mainter | nance / Projects | s Manu | ufacturing P | rocurement | Sales | s Servic | e Reportir | ng Utilities | - | 8 |
| Save Invoice | Invoice Inv | oice Back | Flag Revie | wed SLA Time | View | NO View Call | View Project | Save L | ayout Works | paces Save F | Filter | Refresh | | | | |
| WU | Call Pro | ject | Ma | Intele | | Maximatio | 3 | | Earns | | | C | | | | |
| | rocessing | | M | III LOIT | | INAVIGATIO | | 4 | Forme | | | curr , | | | | |
| ag a column hea | | | | | | | | | | | | SLA | | | | |
| WOCode | Description | WOStatus | Employee | Manager | Craft | CraftDesc | Date 👻 | Bilable | RegularHours | overtimeHo | SL | | | | | |
| ROC | R C | 8 0 0 | REC | R C | 8 0 0 | *OC | - | REC | - | - | _ â | fldIt | Code | Description | SLAType | |
| WO0006258 | Drum replac | 0 | Joseph Tim | Joseph Tim | ADMN | Administrati | 25/04/2022 | No | 1.0 | D 0. | 00 0 | 9 = | a 🛛 C | REC | REC | |
| WO0006259 | Post Contra | 0 | Julanda Kes | Julanda Kes | ADMN | Administrati | 25/04/2022 | No | 2.0 | 0.0 | 00 | | | | | |
| WO0006262 | Additional e | 0 | John Twain | Belinda Sha | ADMN | Administrati | 25/04/2022 | No | 1.0 | 0.0 | 00 | | | | | |
| WO0006264 | Tier - Comm | 0 | Arial Blythe | Bianca Du T | DRV | Driver | 25/04/2022 | No | 4.0 | D 0. | 00 | | | | | |
| WO0006253 | Replace par | м | Julanda Kes | Julanda Kes | ADMN | Administrati | 14/04/2022 | No | 0.0 | 2 0. | 00 | | | | | |
| WO0006130 | Site Inspect | м | Jade Rivers | Jade Rivers | TECH | Technician | 01/04/2022 | No | 3.0 | 0.0 | 00 | | | | | |
| WO0006260 | Loan unit re | м | Karlien Jessi | Karlien Jessi | ADMN | Administrati | 30/03/2022 | No | 1.0 | D 0. | 00 | | | | | |
| WO0006260 | Loan unit re | M | John Twain | Belinda Sha | ADMN | Administrati | 29/03/2022 | No | 0.0 | 0.0 | 00 | | | | | |
| WO0006229 | BathBinMain | м | Julanda Kes | Julanda Kes | ADMN | Administrati | 19/01/2022 | No | 0.1 | 0.0 | 00 | | | | | |
| WO0006234 | BathBinMain | м | Julanda Kes | Julanda Kes | ADMN | Administrati | 19/01/2022 | No | 0.5 | 4 0.0 | 00 | | | | | |
| WO0006254 | New machin | м | Julanda Kes | Julanda Kes | ADMN | Administrati | 19/01/2022 | No | 3.8 | 7 0. | 00 | | | | | |
| WO0006214 | Tier - Comm | м | Julanda Kes | Julanda Kes | ADMN | Administrati | 19/01/2022 | No | 10.5 | 2 0. | 00 | | | | | |
| WO0006214 | Tier - Comm | м | Julanda Kes | Julanda Kes | ADMN | Administrati | 18/01/2022 | No | 24.0 | 0.0 | 00 | | | | | |
| WO0006214 | Tier - Comm | м | Julanda Kes | Julanda Kes | ADMN | Administrati | 17/01/2022 | No | 24.0 | 0.0 | 00 | | | | | |
| WO0006214 | Tier - Comm | м | Julanda Kes | Julanda Kes | ADMN | Administrati | 16/01/2022 | No | 24.0 | D 0. | 00 | | | | | |
| WO0006214 | Tier - Comm | м | Julanda Kes | Julanda Kes | ADMN | Administrati | 15/01/2022 | No | 24.0 | 0.0 | 00 | | | | | |
| WO0006214 | Tier - Comm | М | Julanda Kes | Julanda Kes | ADMN | Administrati | 14/01/2022 | No | 24.0 | 0.0 | 00 | | | | | |
| WO0006214 | Tier - Comm | М | Julanda Kes | Julanda Kes | ADMN | Administrati | 13/01/2022 | No | 24.0 | 0.0. | 00 | | | | | |
| WO0006214 | Tier - Comm | м | Julanda Kes | Julanda Kes | ADMN | Administrati | 12/01/2022 | No | 24.0 | 0.0 | 00 | | | | | |
| Count: 760 | | | | | | | | | 19,223.00 | | Ē | | | | | |
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| ben Windows 🔻 | | | | | | | | | Use | r : JulandaK | 29/04 | /2022 V | ersion : 2.5.0. | .8 Example Co | mpany v2. | 5.0.8 |

4. "Call Details" on page 4

- 5. You may wish to update the Call detail. The *Functions* tiles are available to link and update the functions related to the call.
- 6. The Call *Process* can be applied the call.
- 7. Click on *Save* to save any changes made,
 - or click on *Back* to return to the Time Review screen.



Time Review - View a Call



Related Topics

- Calls Close a Call
- Calls Complete a Call
- Calls Assign a Call
- Calls Place on Hold
- Calls Move to Pending Status
- Calls Release a Call

MNU.075.006