

SERVICE

CALLS – PLACE ON HOLD

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.

Placing a call on **Hold** means that work will be stopped to resolve a **customer** issue, e.g. no one is available at Customer site to allow a technician access to a location, or the Customer is awaiting approval from their finance department before a new part requested can be fitted. The [SLA Monitor](#) will "pause" until the call has been Released from Hold. Refer to [Calls - Release a Call](#) for information on how to release a call from hold.

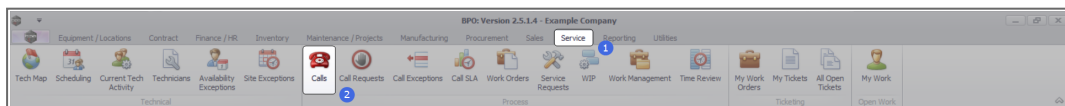
A call can **manually** be placed on hold by the **Call Centre**.



Using **Tech Connect**, the technician selects [End Call](#) on his device, followed by the **Resolution Action** as **Unresolved (Client)**. The call will be placed on **Hold**.

PLACE A CALL ON HOLD

Ribbon Select **Service > Calls**



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

¹BPO2 v2.5.1.3 or higher

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	Salemshire Drive	12/12/2022	Awaiting Acceptance	Nery Thompson	06:18:30	Test call for account balances manual	SR	Select Call Type			09-12/1202		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			an123		3
IB CH0000996	Hope Works (Pty) Ltd	21/10/2022	Unassigned		11:01:11	Test account balances	CR	Change Request			AT300000		3
IB CH0000992	Top Vehicle 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					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	an123		3
IB CH0000987	Young Electric	06/06/2022	Unassigned		06:00:00	Call logged 4 days ago for elapse time checks	UPG	Upgrade			an123		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			an123		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			SN23415546		3
IB CH0000982	Young Electric	13/06/2022	Unassigned		06:00:30	Test elapsed hours 1	TEST	Testing			an123		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	20/10/2019	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	Salemshire Drive	12/12/2022	Awaiting Acceptance	Nery Thompson	06:18:30	Test call for account balances manual	SR	Select Call Type			09-12/1202		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			an123		3
IB CH0000996	Hope Works (Pty) Ltd	21/10/2022	Unassigned		11:01:11	Test account balances	CR	Change Request			AT300000		3
IB CH0000992	Top Vehicle 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					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	an123		3
IB CH0000987	Young Electric	06/06/2022	Unassigned		06:00:00	Call logged 4 days ago for elapse time checks	UPG	Upgrade			an123		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			an123		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			SN23415546		3
IB CH0000982	Young Electric	13/06/2022	Unassigned		06:00:30	Test elapsed hours 1	TEST	Testing			an123		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	20/10/2019	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

- Select the **Call** you wish to work with.

CallReference	CustomerName	CallDate	CallTime	Technician	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc	SerialNo	ChkLocationSubject	Priority
BT CH0001003	Young Electric	13/02/2022	10:09:10	Adam Hillen	Test account balances	CR	Change Request			an123		3
BT CH0001002	Silverstone Drive	12/02/2022	08:38:20	Nery Thompson	Test call for account balances manual	CR	Select Call Type			02-10/202		3
BT CH0001001	Young Electric	29/11/2022	11:26:19	Unassigned	Order the same part twice receive with different batch num.	CR	Change Request			an123		3
BT CH0000996	Hope Works (Pty) Ltd	24/06/2022	14:01:44	Unassigned	Test account balances	CR	Change Request			an123		3
BT CH0000992	Top Value Hires	25/10/2022	14:08:17	Awaiting Acceptance - Daniel Redgwan	Loan machine for temporary high volume printing requirement	SRV	Service			TOP1234OLD		3
BT CH0000991	Adapt Asia Pty	24/02/2022	05:08:22	Unassigned	Contact closure - 000000000	SR	Select Call Type					3
BT CH0000989	Denton / Technologies	13/04/2022	09:00:00	Unassigned	Call for Monday elapse hours check	TEST	Testing			2020-2222		3
BT CH0000988	Young Electric	12/02/2022	08:00:00	Unassigned	Call logged 5 days ago for elapse time checks	CR	Change Request	CONF	Configuration	an123		3
BT CH0000987	Young Electric	06/06/2022	06:00:00	Unassigned	Call logged 4 days ago for elapse time checks	UPG	Upgrade			an123		3
BT CH0000986	Young Electric	07/06/2022	06:00:00	Unassigned	Call logged 5 days ago for elapse time checks	SR	Select Call Type			an123		3
BT CH0000985	Hope Works (Pty) Ltd	10/06/2022	06:00:13	Unassigned	Test future call - for elapse time	UPG	Upgrade			20-06-05		3
BT CH0000984	Hope Works (Pty) Ltd	06/06/2022	06:00:00	Unassigned	Test elapsed hours - 2 day prior	TEST	Testing			47300000		3
BT CH0000983	Hope Works (Pty) Ltd	06/06/2022	06:00:31	Unassigned	Test elapsed time 2 - day prior	TEST	Testing			SR02415546		3
BT CH0000982	Young Electric	16/06/2022	06:00:30	Unassigned	Test elapsed hours 1	TEST	Testing			an123		3
BT CH0000980	Young Electric	16/11/2019	12:24:26	Awaiting Acceptance - Bianca Du Toit	Test with time manager email entered	ADM	Administration			107		3
BT CH0000974	Hope Works (Pty) Ltd	16/11/2019	06:30:20	Awaiting Acceptance - Bianca Du Toit	Test another call email	ADM	Administration			055012015		3
BT CH0000972	Hope Works (Pty) Ltd	16/11/2019	15:07:00	Awaiting Acceptance - Bianca Du Toit	Test new call for email description in body	CR	Change Request			055012015		3
BT CH0000971	Westwood Dynamic	29/11/2019	08:00:00	Unassigned	Bedroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
BT CH0000970	Westwood Dynamic	22/11/2019	08:00:00	Unassigned	Bedroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
BT CH0000969	Hope Works (Pty) Ltd	16/11/2019	08:00:00	Unassigned	Tier - Commercial Tier Test	INVT	Installation				Forest Hills Centre	2
BT CH0000968	Green Tea Supplies	16/11/2019	08:00:00	Unassigned	2MS - 2 month service	SM	Scheduled Maintenance			NEW1234		2
BT CH0000967	Westwood Dynamic	15/11/2019	08:00:00	Unassigned	Bedroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
BT CH0000966	Westwood Dynamic	08/11/2019	08:00:00	Unassigned	Bedroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
BT CH0000965	Westwood Dynamic	01/11/2019	08:00:00	Unassigned	Bedroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
BT CH0000964	Hack PC - IT Shop	26/10/2019	08:00:00	Unassigned	2MS - 2 month service	SM	Scheduled Maintenance			147807		2
BT CH0000963	Westwood Dynamic	26/10/2019	08:00:00	Unassigned	Bedroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
BT CH0000962	Hope Works (Pty) Ltd	16/10/2019	08:00:00	Unassigned	2MS - 2 month service	SM	Scheduled Maintenance			18-30300		2
BT CH0000961	Hope Works (Pty) Ltd	16/10/2019	08:00:00	Unassigned	Tier - Commercial Tier Test	INVT	Installation				Forest Hills Centre	2
BT CH0000960	Westwood Dynamic	16/10/2019	08:00:00	Unassigned	Bedroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
BT CH0000959	Westwood Dynamic	11/10/2019	08:00:00	Unassigned	Bedroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
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BT CH0000956	Westwood Dynamic	20/09/2019	08:00:00	Unassigned	Bedroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
BT CH0000955	Hope Works (Pty) Ltd	16/09/2019	08:00:00	Unassigned	Tier - Commercial Tier Test	INVT	Installation				Forest Hills Centre	2
BT CH0000954	Green Tea Supplies	17/09/2019	08:00:00	Unassigned	2MS - 2 month service	SM	Scheduled Maintenance			NEW1234		2

- Click on the **Hold** button.

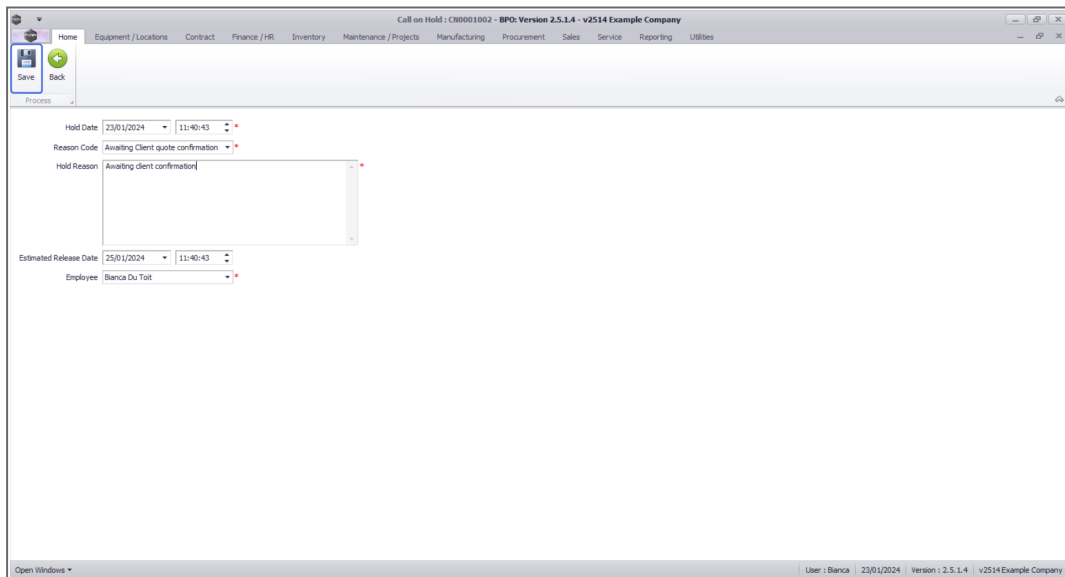
CallReference	CustomerName	CallDate	CallTime	Technician	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc	SerialNo	ChkLocationSubject	Priority
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BT CH0001001	Young Electric	29/11/2022	11:26:19	Unassigned	Order the same part twice receive with different batch num.	CR	Change Request			an123		3
BT CH0000996	Hope Works (Pty) Ltd	24/06/2022	14:01:44	Unassigned	Test account balances	CR	Change Request			an123		3
BT CH0000992	Top Value Hires	25/10/2022	14:08:17	Awaiting Acceptance - Daniel Redgwan	Loan machine for temporary high volume printing requirement	SRV	Service			TOP1234OLD		3
BT CH0000991	Adapt Asia Pty	24/02/2022	05:08:22	Unassigned	Contact closure - 000000000	SR	Select Call Type					3
BT CH0000989	Denton / Technologies	13/04/2022	09:00:00	Unassigned	Call for Monday elapse hours check	TEST	Testing			2020-2222		3
BT CH0000988	Young Electric	12/02/2022	08:00:00	Unassigned	Call logged 5 days ago for elapse time checks	CR	Change Request	CONF	Configuration	an123		3
BT CH0000987	Young Electric	06/06/2022	06:00:00	Unassigned	Call logged 4 days ago for elapse time checks	UPG	Upgrade			an123		3
BT CH0000986	Young Electric	07/06/2022	06:00:00	Unassigned	Call logged 5 days ago for elapse time checks	SR	Select Call Type			an123		3
BT CH0000985	Hope Works (Pty) Ltd	10/06/2022	06:00:13	Unassigned	Test future call - for elapse time	UPG	Upgrade			20-06-05		3
BT CH0000984	Hope Works (Pty) Ltd	06/06/2022	06:00:00	Unassigned	Test elapsed hours - 2 day prior	TEST	Testing			47300000		3
BT CH0000983	Hope Works (Pty) Ltd	06/06/2022	06:00:31	Unassigned	Test elapsed time 2 - day prior	TEST	Testing			SR02415546		3
BT CH0000982	Young Electric	16/06/2022	06:00:30	Unassigned	Test elapsed hours 1	TEST	Testing			an123		3
BT CH0000980	Young Electric	16/11/2019	12:24:26	Awaiting Acceptance - Bianca Du Toit	Test with time manager email entered	ADM	Administration			107		3
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BT CH0000971	Westwood Dynamic	29/11/2019	08:00:00	Unassigned	Bedroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
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BT CH0000967	Westwood Dynamic	15/11/2019	08:00:00	Unassigned	Bedroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
BT CH0000966	Westwood Dynamic	08/11/2019	08:00:00	Unassigned	Bedroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
BT CH0000965	Westwood Dynamic	01/11/2019	08:00:00	Unassigned	Bedroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
BT CH0000964	Hack PC - IT Shop	26/10/2019	08:00:00	Unassigned	2MS - 2 month service	SM	Scheduled Maintenance			147807		2
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BT CH0000962	Hope Works (Pty) Ltd	16/10/2019	08:00:00	Unassigned	2MS - 2 month service	SM	Scheduled Maintenance			18-30300		2
BT CH0000961	Hope Works (Pty) Ltd	16/10/2019	08:00:00	Unassigned	Tier - Commercial Tier Test	INVT	Installation				Forest Hills Centre	2
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BT CH0000954	Green Tea Supplies	17/09/2019	08:00:00	Unassigned	2MS - 2 month service	SM	Scheduled Maintenance			NEW1234		2

- The **Call on Hold** : [call ref. number] screen will be displayed.
 - **Hold Date:** The field will display the current date and time.
 - **Date:** Type in or click on the down **arrow** to use the calendar function to select an alternative date.
 - **Time:** Type in or use the **arrow** indicators to select an alternative time.
 - **Reason Code:** Click on the down **arrow** to select the relevant reason code from the **drop-down list**.



Refer to **Static Data - Call Hold Reason Codes** to configure reason codes.

- **Hold Reason:** Type in detail as to the reason the call is placed on hold.
- **Estimated Release Date:** The estimated release date will auto populate with a system generated date, usually 2 days after the Hold Date.
 - **Date:** Type in or click on the down **arrow** to use the calendar function to select an estimated date that this call will be released from hold.
 - **Time:** Type in or click on the **arrow** indicators to select an estimate time for when this call will be released from hold.
- **Employee:** This field will populate with the name of the person currently logged onto the system. Click on the down **arrow** to select a different employee from the drop-down list, if required.
- When you have finished adding details to this screen, click on **Save**.



Call on Hold: CR0001002 - BPO: Version 2.5.1.4 - v2514 Example Company

Home Equipment / Locations Contract Finance / HR Inventory Maintenance / Projects Manufacturing Procurement Sales Service Reporting Utilities

Save Back

Process

Hold Date: 23/01/2024 11:40:43

Reason Code: Awaiting Client quote confirmation

Hold Reason: Awaiting client confirmation

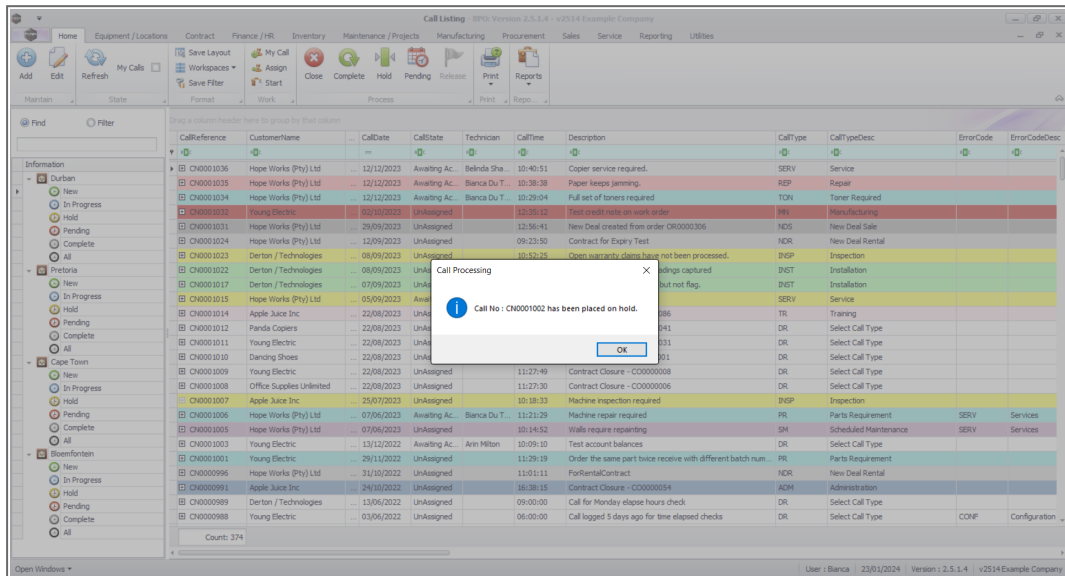
Estimated Release Date: 25/01/2024 11:40:43

Employee: Blanca Du Toit

Open Windows

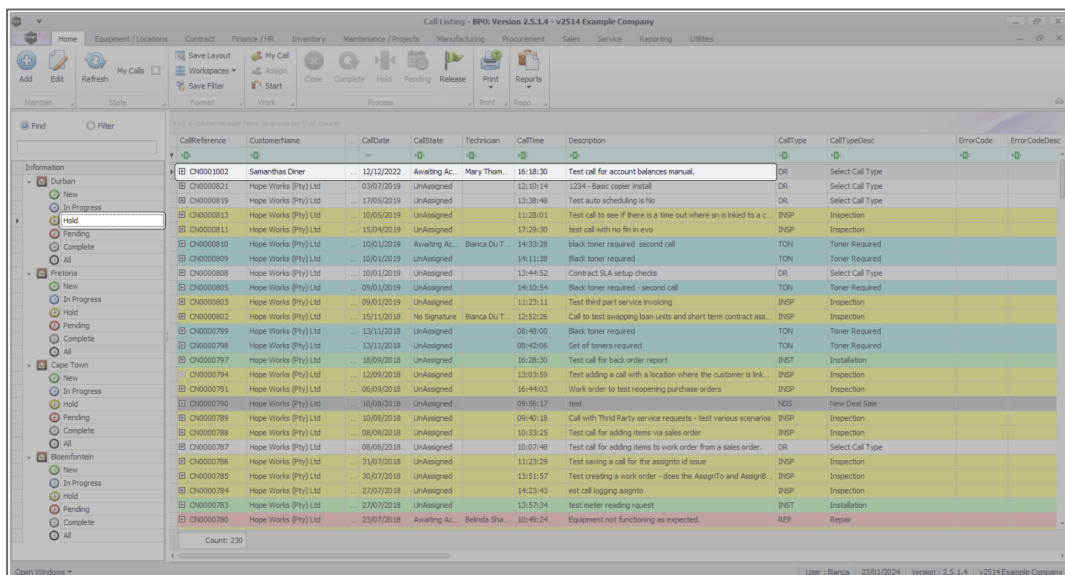
User: Blanca | 23/01/2024 | Version: 2.5.1.4 | v2514 Example Company

- You will return to the **Call Listing** screen.
- When you receive the **Call Processing** message to confirm that;
 - **Call No: [call ref. number] has been placed on hold.**
- Click on **OK**.



The screenshot shows the 'Call Listing' application window. On the left, there is a sidebar with filters for 'Information', 'Status', and 'Location'. The main area displays a table of calls with columns: CallReference, CustomerName, CallDate, CallState, Technician, CallTime, Description, CallType, CallTypeDesc, ErrorCode, and ErrorCodeDesc. A modal dialog box titled 'Call Processing' is overlaid on the table, showing the message 'Call No: CN0001002 has been placed on hold.' and an 'OK' button.

- The Call can no longer be viewed in the current list. Change the **Status** to **Hold**, to view the Call.



The screenshot shows the 'Call Listing' application window. The call with reference CN0001002 is highlighted in the table. The 'CallState' column for this call is 'Hold'. The 'Description' column for this call is 'Test call for account balances manual.'.

Related Topics

- [Calls - Release a Call](#)

MNU.122.003