

## SERVICE

### CALLS – RELEASE A CALL

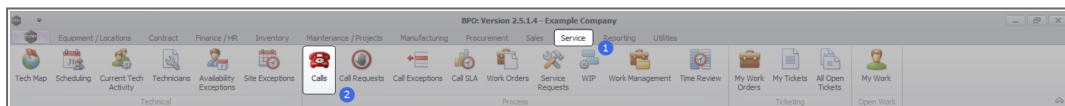
**Note** that there are changes to the Call Centre screens due to the Call Centre Performance Enhancements rolled out in part of the Extended Call Centre - Version Compatibility<sup>1</sup>. The functionality that is available to you may differ depending on the Call Centre mode configured and your user rights. For more information related to this, refer to the [Call Centre Mode](#) notes.

When work can commence for a call that has been on hold or pending, it can be released. The call will move back to the **New** status where it can be re-assigned.



When the call is re-assigned, a new work order should be created.

**Ribbon** Select **Service > Calls**



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

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<sup>1</sup>BPO2 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	Sawmills Owner	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	BPQZ TEST 1	3
IB CH0000996	Hope Works (Pty) Ltd	21/10/2022	Unassigned		11:11:11	Test elapsed time	CR	New Deal Rental					3
IB CH0000992	Top Value Hire	20/10/2022	Awaiting Acceptance	Daniel Belgreen	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	CR	Testing			2020-2222		3
IB CH0000988	Young Electric	01/06/2022	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	01/06/2022	Unassigned		06:00:13	Test future call - for elapsed time	UPG	Upgrade			20-46765		3
IB CH0000984	Hope Works (Pty) Ltd	06/06/2022	Unassigned		06:10:00	Test elapsed hours - 2 days prior	TEST	Testing			AT300000		3
IB CH0000983	Hope Works (Pty) Ltd	06/06/2022	Unassigned		06:08:31	Test elapsed time 2 - day prior	TEST	Testing			SN23415546		3
IB CH0000982	Young Electric	01/06/2022	Unassigned		06:00:30	Test elapsed hours 1	TEST	Testing			an123		3
IB CH0000976	Young Electric	16/11/2019	Awaiting Acceptance	Bianca Du Toit	11:24:28	Test with site manager email entered	ACH	Administration			107		3
IB CH0000974	Hope Works (Pty) Ltd	16/11/2019	Awaiting Acceptance	Bianca Du Toit	06:30:20	test another call email	ACH	Administration			09501015		3
IB CH0000972	Hope Works (Pty) Ltd	16/11/2019	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	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilwest	2
IB CH0000970	Westwood Dynamic	22/11/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilwest	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	SM	Scheduled Maintenance			NEW1234		2
IB CH0000967	Westwood Dynamic	15/11/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilwest	2
IB CH0000966	Westwood Dynamic	08/11/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilwest	2
IB CH0000965	Westwood Dynamic	01/11/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilwest	2
IB CH0000964	Hack P.C. IT Shop	26/10/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			147807		2
IB CH0000963	Westwood Dynamic	25/10/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilwest	2
IB CH0000962	Hope Works (Pty) Ltd	19/10/2019	Unassigned		08:00:00	2MS - 2 month service	SM	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	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilwest	2
IB CH0000959	Westwood Dynamic	11/10/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilwest	2
IB CH0000958	Westwood Dynamic	04/10/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilwest	2
IB CH0000957	Westwood Dynamic	27/09/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilwest	2
IB CH0000956	Westwood Dynamic	20/09/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilwest	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	SM	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 Owner	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	BPQZ TEST 1	3
IB CH0000996	Hope Works (Pty) Ltd	21/10/2022	Unassigned		11:11:11	Test elapsed time	CR	New Deal Rental					3
IB CH0000992	Top Value Hire	20/10/2022	Awaiting Acceptance	Daniel Belgreen	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	Young Electric	13/06/2022	Unassigned		09:00:00	Call for Monday elapse hours check	CR	Testing			2020-2222		3
IB CH0000988	Young Electric	01/06/2022	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	01/06/2022	Unassigned		06:00:13	Test future call - for elapsed time	UPG	Upgrade			20-46765		3
IB CH0000984	Hope Works (Pty) Ltd	06/06/2022	Unassigned		06:10:00	Test elapsed hours - 2 days prior	TEST	Testing			AT300000		3
IB CH0000983	Hope Works (Pty) Ltd	06/06/2022	Unassigned		06:08:31	Test elapsed time 2 - day prior	TEST	Testing			SN23415546		3
IB CH0000982	Young Electric	01/06/2022	Unassigned		06:00:30	Test elapsed hours 1	TEST	Testing			an123		3
IB CH0000976	Young Electric	16/11/2019	Awaiting Acceptance	Bianca Du Toit	11:24:28	Test with site manager email entered	ACH	Administration			107		3
IB CH0000974	Hope Works (Pty) Ltd	16/11/2019	Awaiting Acceptance	Bianca Du Toit	06:30:20	test another call email	ACH	Administration			09501015		3
IB CH0000972	Hope Works (Pty) Ltd	16/11/2019	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	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilwest	2
IB CH0000970	Westwood Dynamic	22/11/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilwest	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	SM	Scheduled Maintenance			NEW1234		2
IB CH0000967	Westwood Dynamic	15/11/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilwest	2
IB CH0000966	Westwood Dynamic	08/11/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilwest	2
IB CH0000965	Westwood Dynamic	01/11/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilwest	2
IB CH0000964	Hack P.C. IT Shop	26/10/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			147807		2
IB CH0000963	Westwood Dynamic	25/10/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilwest	2
IB CH0000962	Hope Works (Pty) Ltd	19/10/2019	Unassigned		08:00:00	2MS - 2 month service	SM	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	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilwest	2
IB CH0000959	Westwood Dynamic	11/10/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilwest	2
IB CH0000958	Westwood Dynamic	04/10/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilwest	2
IB CH0000957	Westwood Dynamic	27/09/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilwest	2
IB CH0000956	Westwood Dynamic	20/09/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilwest	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	SM	Scheduled Maintenance			NEW1234		2

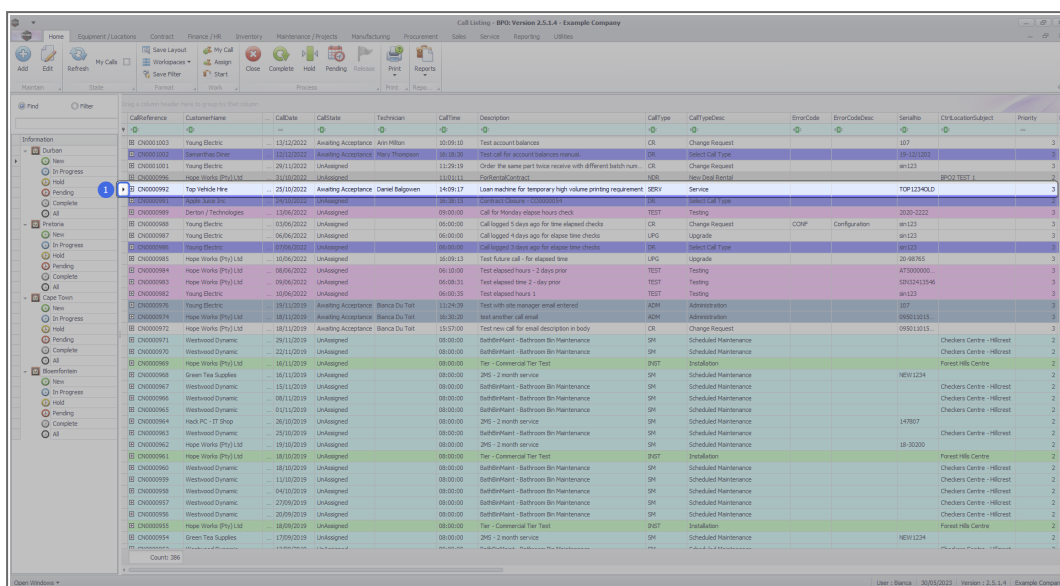
Count: 386

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



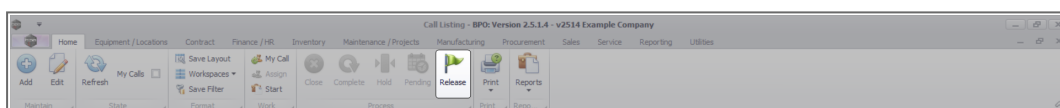
Note that call must be in either the **Hold** or **Pending** status to be released back to New.

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

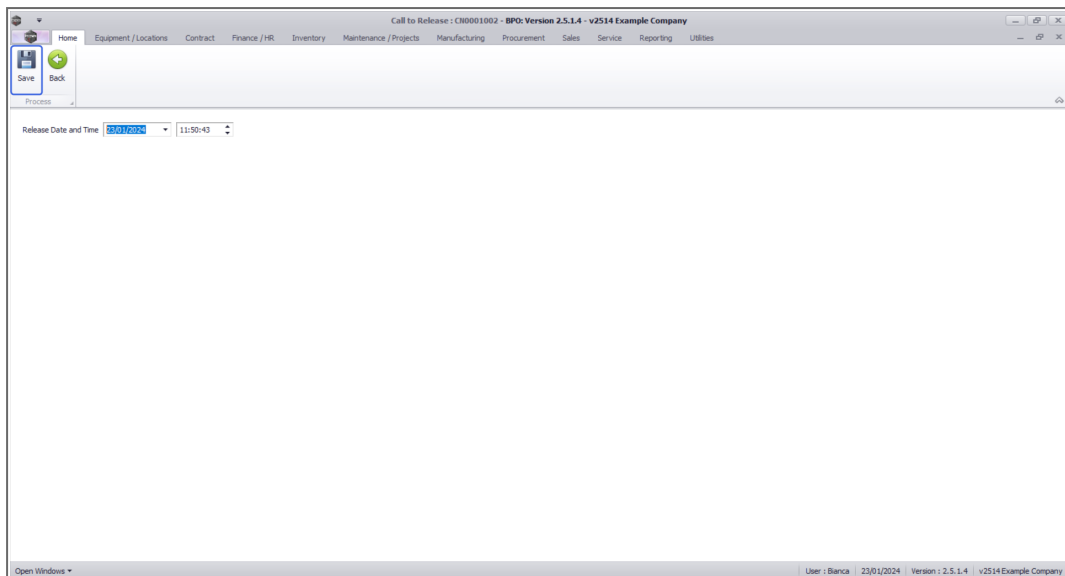


CallReference	CustomerName	CallDate	CallTime	Technician	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc	SerialNo	CtrlLocationSubject	Priority
BI CH0001003	Young Electric	13/12/2022	02:09:10	Ash Hillan	Test account balances	CR	Change Request			107		3
BI CH0001002	Benham-Giner	12/12/2022	05:18:30	Willy Thompson	Test call for account balances manual	CR	Select Call Type			BP-1011002		3
BI CH0001001	Young Electric	26/11/2022	11:26:19		Order the same part twice receive with different batch-num.	CR	Change Request			an123		3
BI CH0000996	Hope Works (Pty) Ltd	21/10/2019	14:01:11		SubBinHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				BPO1 TEST 1	2
BI CH0000992	Top Vehicle Hire	25/10/2022	14:09:17	Daniel Belgreen	Loan machine for temporary high volume printing requirement	SRV	Service				TOP1234567	3
BI CH0000991	Abdel-Jad Inc.	24/10/2022	08:38:12		Contract closure 1000000101	SR	Select Call Type					3
BI CH0000989	Depton / Technologies	13/06/2022	09:00:00		Call for Monday elapse hours check	TEST	Testing			2020-2122		3
BI CH0000988	Young Electric	03/06/2022	06:00:00		Call logged 5 days ago for time elapsed checks	CR	Change Request	CONF	Configuration	an123		3
BI CH0000987	Young Electric	06/06/2022	06:00:00		Call logged 4 days ago for time elapsed checks	UPG	Upgrade			an123		3
BI CH0000986	Young Electric	07/06/2022	06:00:00		Call logged 3 days ago for time elapsed checks	SR	Select Call Type			an123		3
BI CH0000985	Hope Works (Pty) Ltd	06/06/2022	06:00:00		Test elapse call - 10 days prior	UPG	Upgrade			20-08745		3
BI CH0000984	Hope Works (Pty) Ltd	06/06/2022	06:00:00		Test elapsed hours - 2 days prior	TEST	Testing			AT0000000		3
BI CH0000983	Hope Works (Pty) Ltd	06/06/2022	06:08:31		Test elapsed time 2 - day prior	TEST	Testing			SR12341546		3
BI CH0000982	Young Electric	06/06/2022	06:00:35		Test elapsed hours 1	TEST	Testing			an123		3
BI CH0000976	Young Electric	09/11/2019	13:04:19		Test with site manager email ordered	ADM	Administration			101		3
BI CH0000974	Hope Works (Pty) Ltd	08/11/2019	08:36:25		Test another call email	ADM	Administration			090110115		3
BI CH0000972	Hope Works (Pty) Ltd	08/11/2019	15:07:00		Test new call for email description in body	CR	Change Request			090110115		3
BI CH0000971	Westwood Dynamic	26/11/2019	08:00:00		SubBinHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	2
BI CH0000970	Westwood Dynamic	22/11/2019	08:00:00		SubBinHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	2
BI CH0000969	Hope Works (Pty) Ltd	08/11/2019	08:00:00		Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre	2
BI CH0000968	Green Tea Supplies	08/11/2019	08:00:00		ZMS - 2 month service	SM	Scheduled Maintenance			NEW1234		2
BI CH0000967	Westwood Dynamic	08/11/2019	08:00:00		SubBinHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	2
BI CH0000966	Westwood Dynamic	08/11/2019	08:00:00		SubBinHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	2
BI CH0000965	Westwood Dynamic	08/11/2019	08:00:00		SubBinHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	2
BI CH0000964	Hock PC - IT Shop	26/10/2019	08:00:00		ZMS - 2 month service	SM	Scheduled Maintenance			147807		2
BI CH0000963	Westwood Dynamic	25/10/2019	08:00:00		SubBinHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	2
BI CH0000962	Hope Works (Pty) Ltd	08/10/2019	08:00:00		ZMS - 2 month service	SM	Scheduled Maintenance			18-30300		2
BI CH0000961	Hope Works (Pty) Ltd	08/10/2019	08:00:00		Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre	2
BI CH0000960	Westwood Dynamic	08/10/2019	08:00:00		SubBinHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	2
BI CH0000959	Westwood Dynamic	11/10/2019	08:00:00		SubBinHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	2
BI CH0000958	Westwood Dynamic	04/10/2019	08:00:00		SubBinHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	2
BI CH0000957	Westwood Dynamic	27/09/2019	08:00:00		SubBinHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	2
BI CH0000956	Westwood Dynamic	26/09/2019	08:00:00		SubBinHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	2
BI CH0000955	Hope Works (Pty) Ltd	08/09/2019	08:00:00		Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre	2
BI CH0000954	Green Tea Supplies	17/09/2019	08:00:00		ZMS - 2 month service	SM	Scheduled Maintenance			NEW1234		2

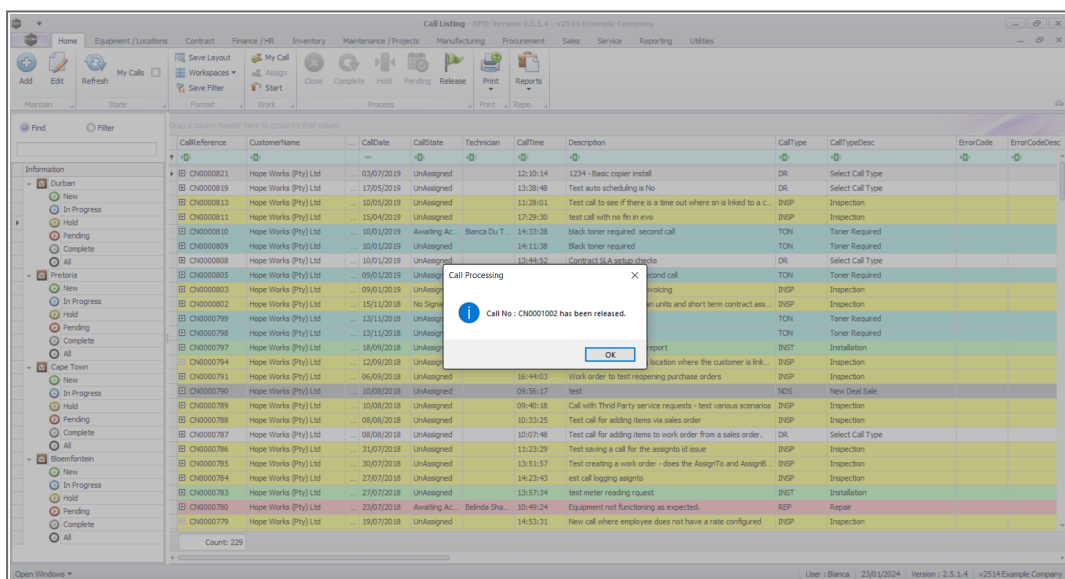
- Click on the **Release** button.



- The **Call to Release: [call ref. number]** screen will be displayed.
- Release Date and Time:** This 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**, if required.
  - Time:** Type in or use the **arrow** indicators to select an **alternative time**, if required.
- When you have finished editing the date and time, click on **Save**.



- You will return to the **Call Listing** screen where the **status** is set to **New**.
- When you receive the **Call Processing** message to confirm that;
  - **Call No: [call ref. number] has been released.**
- Click on **OK**.



- You will no longer be able to view the call in the **Status** you have released it from.

- Change the **Status** to **New**, to view the Call and to re-assign.

Call Listing - BPO: Version 2.5.1.4 - v2514 Example Company

CallReference	CustomerName	CallDate	CallState	Technician	CallTime	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc
CH0001036	Hope Works (Pty) Ltd	12/12/2023	Awaiting Ac...	Belinda Sha...	10:40:51	Copier service required.	SERV	Service		
CH0001035	Hope Works (Pty) Ltd	12/12/2023	Awaiting Ac...	Blanca Du T...	10:38:38	Paper keeps jamming.	REP	Repair		
CH0001034	Hope Works (Pty) Ltd	12/12/2023	Awaiting Ac...	Blanca Du T...	10:29:04	Full set of toners required.	TON	Toner Required		
CH0001033	Young Electric	02/10/2023	Unassigned		12:35:12	Test credit note on work order.	INV	Manufacturing		
CH0001031	Hope Works (Pty) Ltd	29/09/2023	Unassigned		12:56:41	New Deal created from order GR0000306	NDS	New Deal Sale		
CH0001024	Hope Works (Pty) Ltd	12/09/2023	Unassigned		09:23:50	Contract for Expiry Test	NDR	New Deal Rental		
CH0001022	Derton / Technologies	08/09/2023	Unassigned		10:52:25	Open warranty claim have not been processed.	INSP	Inspection		
CH0001022	Derton / Technologies	08/09/2023	Unassigned		10:44:45	Meters attached with no readings captured	INST	Installation		
CH0001017	Derton / Technologies	07/09/2023	Unassigned		16:43:14	Call Exceptions - to correct but not flag.	INST	Installation		
CH0001015	Hope Works (Pty) Ltd	05/09/2023	Awaiting Ac...	Blanca Du T...	15:56:53	Test call site functionality	SERV	Service		
CH0001014	Apple Juice Inc	22/08/2023	Unassigned		11:30:52	Contract Closure - C00000086	TR	Training		
CH0001012	Panda Copiers	22/08/2023	Unassigned		11:28:32	Contract Closure - C00000041	DR	Select Call Type		
CH0001011	Young Electric	22/08/2023	Unassigned		11:28:26	Contract Closure - C00000031	DR	Select Call Type		
CH0001010	Dending Shoes	22/08/2023	Unassigned		11:28:18	Contract Closure - C00000001	DR	Select Call Type		
CH0001009	Young Electric	22/08/2023	Unassigned		11:27:49	Contract Closure - C00000008	DR	Select Call Type		
CH0001008	Office Supplies Unlimited	22/08/2023	Unassigned		11:27:30	Contract Closure - C00000006	DR	Select Call Type		
CH0001007	Apple Juice Inc	25/07/2023	Unassigned		10:18:33	Machine inspection required	INSP	Inspection		
CH0001006	Hope Works (Pty) Ltd	07/06/2023	Awaiting Ac...	Blanca Du T...	11:21:29	Machine repair required	PR	Parts Requirement	SERV	Services
CH0001005	Hope Works (Pty) Ltd	07/06/2023	Unassigned		10:14:52	Walls require repainting	SH	Scheduled Maintenance	SERV	Services
CH0001003	Young Electric	13/12/2022	Awaiting Ac...	Avin Milton	10:09:10	Test account balances	DR	Select Call Type		
CH0001002	Samanthas Diner	12/12/2022	Awaiting Ac...	Mary Thom...	16:18:30	Test call for account balances manual.	DR	Select Call Type		
CH0001001	Young Electric	28/11/2022	Unassigned		11:29:19	Order the same part twice receive with different batch num.	PR	Parts Requirement		
CH0000996	Hope Works (Pty) Ltd	31/10/2022	Unassigned		11:01:11	ForRentalContract	NDR	New Deal Rental		
CH0000991	Apple Juice Inc	24/10/2022	Unassigned		16:38:15	Contract Closure - C00000054	ADM	Administration		
CH0000989	Derton / Technologies	13/06/2022	Unassigned		09:00:00	Call for Monday elapse hours check	DR	Select Call Type		

Count: 375

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

## Related Topics

- [Calls - Assign a Call](#)

MNU.122.004

