

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 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 <u>Call Centre Mode</u> 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 reassigned.

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

Ribbon Select Service > Calls



• The *Call Listing* screen will be displayed.

1BPO2 v2.5.1.3 or higher



Home Equipment / Lo		Finance / HR Inventor	y Maintenance	r / Projects Manufac	turing Procureme	nt Sales	Service Reporting Utilities							-
Edit Refresh My Calls	🔏 Save Pilt	er 🕹 Assign Close	e Complete Ho			2								
intain a State	2 Format			550	a Print a Repo									
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	CalReference	CustomerName	CalDate	CalState	Technician	CalTime	Description	CalType	CallTypeDesc	ErrorCode	ErrorCodeDesc	SeriaNo	Ctrit.ocationSubject	Priority
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ormation	E CN0001003	Young Electric	13/12/2022	Amaiting Acceptance	Arin Milton	10:09:10	Test account balances	CR	Change Request			107		
Durban	E CN0001002	Samanthas Diner	12/12/2022			16:18:30		DR	Select Call Type			19-12/1202		-
New	E CN0001001	Young Electric	29/11/2022	UnAssigned	risely monipolari	11:29:19	Order the same part twice receive with different batch num-		Change Request			sin123		
In Progress	E CN0000995	Hope Works (Ptv) Ltd	31/10/2022			11:01:11	ForSentalContract	NDR	New Deal Regist			SHILES	BPO2 TEST 1	
Hold	E CN0000992	Top Vehicle Hire	25/10/2022		Deniel Balances	14:09:17	Loan machine for temporary high volume printing requirement		Service			TOP 1214OLD	DIOL ILDI'S	
Pending	E CN0000992	Apple Juice Inc	25/10/2022		varie vagowen	14:09:17	Contract Closure - C00000054	DR	Select Call Type			10+1234000		
Complete		Derton / Technologies	13/06/2022			09:00:00	Call for Monday elapse hours check	TEST				2020-2222		
Al Pretoria	E CN0000989							CR	Testing	CONF				
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 New In Progress 		Young Electric	06/06/2022			05:00:00	Call logged 4 days ago for elapse time checks		Upgrade					
Hold	CN0000986	Young Electric	07/06/2022			05:00:00		DR	Select Call Type			sin123		
Pending	EE CN0000985	Hope Works (Pty) Ltd	10/06/2022			16:09:13	Test future call - for elapsed time	LIPG	Upgrade			20-98765		
Complete	E CN0000984	Hope Works (Pty) Ltd	08/06/2022			05:10:00	Test elapsed hours - 2 days prior	TEST	Testing			AT5000000		
Q AI	E CN0000983	Hope Works (Pty) Ltd	09/06/2022	UnAssigned		05:08:31	Test elapsed time 2 - day prior	TEST	Testing			SIN32413546		
Cape Town	E CN0000982	Young Bectric	10/06/2022	UnAssigned		06:00:35	Test elapsed hours 1	TEST	Testing			sin123		
New	CN0000976	Young Electric	19/11/2019	Awaiting Acceptance	Bianca Du Toit	11:24:39	Test with site manager email entered	ADM	Administration			107		
 In Progress 	E CN0000974	Hope Works (Pty) Ltd	18/11/2019	Amaiting Acceptance	Bianca Du Toit	16:30:20	test another call email	ADM	Administration			095011015		
() Hold	E CN0000972	Hope Works (Pty) Ltd	18/11/2019	Awaiting Acceptance	Bianca Du Toit	15:57:00	Test new call for email description in body	CR	Change Request			095011015		
Pending	E CN0000971	Westwood Dynamic	29/11/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	54	Scheduled Maintenance				Checkers Centre - Hilcrest	
Complete	EE CN0000970	Westwood Dynamic	22/11/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	
O Al	E CN0000969	Hope Works (Pty) Ltd	16/11/2019	UnAssigned		03:00:00	Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre	
5 tioenfontein	E CN0000968	Green Tea Supplies	16/11/2019	UnAssigned		08:00:00	2MS - 2 month service	524	Scheduled Maintenance			NEW 1234		
New	E CN0000967	Westwood Dynamic	15/11/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hildrest	
In Progress	E CN0000966	Westwood Dynamic	08/11/2019			03:00:00	BathBinNaint - Bathroom Bin Maintenance	54	Scheduled Maintenance				Checkers Centre - Hilcrest	
O Hold	E CN0000965	Westwood Dynamic	01/11/2019			08:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hildrest	
Pending Consider	E CN0000964	Hack PC - IT Shop	25/10/2019			03:00:00	245 - 2 month service	SM	Scheduled Maintenance			147807	and a state of the state	
Complete Al	E CN0000963	Westwood Dynamic	25/10/2019			08:00:00	SathSinNaint - Bathroom Sin Maintenance	54	Scheduled Maintenance			11007	Checkers Centre - Hilcrest	
9	E CN0000962	Hope Works (Pty) Ltd	19/10/2019			08:00:00	245 - 2 month service	5M	Scheduled Maintenance			18-30200	or work is derive mildrest	
	E CN0000962	Hope Works (Pty) Ltd Hope Works (Pty) Ltd	19/10/2019			08:00:00	2PIS - 2 month service Ter - Commercial Ter Test	INST	Installation			18-30200	Forest Hills Centre	
	E CN0000961	Hope Works (Pty) Ltd Westwood Dynamic	18/10/2019			08:00:00	Tier - Commercial Tier Test BathBinMaint - Bathroom Bin Maintenance	INST SM	Installation Scherk lief Maintenance				Forest Hills Centre Checkers Centre - Hillcrest	
	E CN0000959	Westwood Dynamic	11/10/2019			03:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	
	E CN0000958	Westwood Dynamic	04/10/2019			08:00:00	SathSinMaint - Bathroom Bin Maintenance	514	Scheduled Maintenance				Checkers Centre - Hilcrest	
	E CN0000957	Westwood Dynamic	27/09/2019			08:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	
		Westwood Dynamic	20/09/2019			03:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hildrest	
	E CN0000955	Hope Works (Pty) Ltd	18/09/2019			08:00:00	Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre	
	E CN0000954	Green Tea Supplies	17/09/2019			08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW 1234		
	III careeroore	······	1200000				Automatical Automatical Participation	-	*4-4-54 March 199					
	Count: 38	6												

- 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.

Home Equipment / Li							isting - BPO: Version 2.5.1.4 - Example Company							
Home Equipment / Li		Finance / HR Envents	ry Maintenance	/ Projects Manufac	turing Procurement	it Sales	Service Reporting Utilities							
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mation										-u-	10-		10.	
Durban	EE CN0001003	Young Bectric	13/12/2022	Amaiting Acceptance		10:09:10	Test account balances	CR	Change Request			107		
New	CN0001002	Samanthas Diner	12/12/2022	Awaiting Acceptance	Mary Thompson	16:18:30	Test call for account balances manual.	DR	Select Call Type			19-12/1202		
In Progress	E CN0001001	Young Bectric	29/11/2022			11:29:19	Order the same part twice receive with different batch num		Change Request			sin123		
() Hold	E CN0000996	Hope Works (Pty) Ltd				11:01:11	ForRentalContract	NDR	New Deal Rental				BPO2 TEST 1	
Pending		Top Vehicle Hire		Assaiting Acceptance	Daniel Balgowen	14:09:17	Loan machine for temporary high volume printing requirement		Service			TOP 12340LD		
O Complete	E CN0000991	Apple Juice Inc	24/10/2022	UnAssigned		16:38:15	Contract Closure - CO0000054	DR	Select Call Type					
Al A	E CN0000989	Derton / Technologies	13/06/2022			09:00:00	Call for Monday elapse hours check	TEST	Testing			2020-2222		
Pretoria	E CN0000988	Young Electric	03/06/2022	UnAssigned		05:00:00	Call logged 5 days ago for time elapsed checks	CR	Change Request	CONF	Configuration	sin123		
New	E CN0000987	Young Electric	06/06/2022	UnAssigned		05:00:00	Call logged 4 days ago for elapse time checks	UPG	Upgrade			sin123		
 In Progress 	■ CN0000986					05:00:00	Call logged 3 days ago for elapse time checks	DR	Select Call Type			sin123		
Hold	EE CN0000985	Hope Works (Pty) Ltd	10/06/2022	UnAssigned		16:09:13	Test future call - for elapsed time	LIPG	Upgrade			20-98765		
Pending Complete	E CN0000984	Hope Works (Pty) Ltd	08/06/2022	UnAssigned		05:10:00	Test elapsed hours - 2 days prior	TEST	Testing			AT5000000		
O Al	E CN0000983	Hope Works (Pty) Ltd	09/06/2022	UnAssigned		05:08:31	Test elapsed time 2 - day prior	TEST	Testing			SIN32413546		
Cape Town	E CN0000982		10/06/2022			05:00:35	Test elapsed hours 1	TEST	Testing			sin123		
New	E CN0000976		19/11/2019	Awaiting Acceptance	Bianca Du Tolt	11:24:39	Test with site manager email entered	ADM	Administration			107		
In Progress	E CN0000974	Hope Works (Pty) Ltd			Bianca Du Toit		test another call email	ADM						
() Hold	E CN0000972	Hope Works (Pty) Ltd	18/11/2019	Awaiting Acceptance	Bianca Du Toit	15:57:00	Test new call for email description in body	CR						
Pending	E CN0000971	Westwood Dynamic	29/11/2019	UnAssigned		08:00:00	SathSinMaint - Bathroom Bin Maintenance	54	Scheduled Maintenance				Checkers Centre - Hilcrest	
() Complete	E CN0000970	Westwood Dynamic		UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hildrest	
O AI	E CN0000969	Hope Works (Pty) Ltd	16/11/2019			03:00:00	Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre	
tioemfontein	E CN0000968	Green Tea Supples		UnAssigned		08:00:00	246 - 2 month service	54	Scheduled Maintenance			NEW 1234		
New	E CN0000957	Westwood Dynamic	15/11/2019			03:00:00	BathBinMaint - Bathroom Bin Maintenance	SM SM	Scheduled Maintenance			145112631	Checkers Centre - Hildrest	
In Progress	E CN0000965	Westwood Dynamic	08/11/2019			03:00:00	BathBinMaint - Bathroom Bin Maintenance	54	Scheduled Maintenance				Checkers Centre - Hildrest	
Hold	E CN0000965	Westwood Dynamic Westwood Dynamic	01/11/2019			03:00:00	BathBinMaint - Bathroom Bin Maintenance	500 SM	Scheduled Maintenance				Checkers Centre - Hildrest Checkers Centre - Hildrest	
Pending								514					uneours centre - Hildrest	
Complete	E CN0000964	Hack PC - IT Shop	25/10/2019			03:00:00	245 - 2 month service		Scheduled Maintenance			147807		
⊙ AI	E CN0000963	Westwood Dynamic	25/10/2019			08:00:00	BathBinMaint - Bathroom Bin Maintenance	524	Scheduled Maintenance				Checkers Centre - Hilcrest	
	E CN0000962	Hope Works (Pty) Ltd		UnAssigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			18-30200		
	E CN0000961	Hope Works (Pty) Ltd	18/10/2019	UnAssigned		03:00:00	Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre	
	EE CN0000960	Westwood Dynamic		UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	
	E CN0000959	Westwood Dynamic		UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hildrest	
	E CN0000958	Westwood Dynamic	04/10/2019			03:00:00	BathBinMaint - Bathroom Bin Maintenance	514	Scheduled Maintenance				Checkers Centre - Hildrest	
	E CN0000957	Westwood Dynamic	27/09/2019			08:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	
	E CN0000956	Westwood Dynamic		UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	514	Scheduled Maintenance				Checkers Centre - Hilcrest	
	EE CN0000955	Hope Works (Pty) Ltd	18/09/2019	UnAssigned		03:00:00	Tier - Commercial Tier Test	DIST	Installation				Forest Hills Centre	
	⊞ CN0000954	Green Tea Supplies	17/09/2019	UnAssigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW 1234		
	III musasara						Red.Rotation Robinson Revenues	-						
	Count: 386													

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.

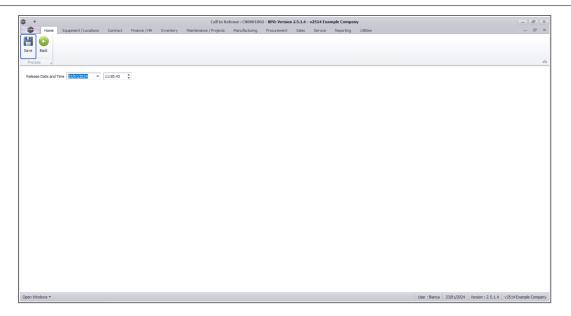
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Durban	E CN0001002	Samanthas Diner	12/12/2022	Awaiting Acceptance		16:18:30	Test call for account balances manual.	DR	Select Cal Type			19-12/1202		-
New New	E CN0001001	Young Bectric		UnAssigned	Hory monpoort	11:29:19	Order the same part twice receive with different batch num.		Change Request			sin123		
In Progress	E CN0000995	Hope Works (Ptv) Ltd		UnAssigned			ForRentalContract	NDR	New Deal Rental			BILLES	BPO2 TEST 1	
O Hold	■ CN0000992	Top Vehicle Hire		Awaiting Acceptance	Deniel Balances	14:09:17	Loan machine for temporary high volume printing requirement		Service			TOP 12340LD		_
O Pending	E CN0000991	Apple Juice Inc	24/10/2022		Darlie bayonen	16:38:15	Contract Closure - C00000054	DR	Select Cal Type		_	10-125-000		_
Complete	E CN0000999	Derton / Technologies		UnAssigned		09:00:00	Call for Monday elapse hours check	TEST	Testing					
Pretoria	E CN0000988	Young Electric		UnAssigned		05:00:00	Call logged 5 days ago for time elapsed checks	CR	Change Request	CONE	Configuration	sin123		
 New 	E CN0000987	Young Bectric	06/06/2022			05:00:00	Call logged 3 days ago for elapse time checks	UPG	Upprade	CONE	Comparatori	sin123		
In Progress	E CN0000985	Young Electric	07/06/2022	UnAssigned		05:00:00	Call logged 4 days ago for elapse time checks	DR	Select Cal Type			sin123		
() Hold	E CN0000985	Hope Works (Ptv) Ltd	10/06/2022			16:09:13	Test future call - for elapsed time	UPG	Upprade			20-98765		
Pending	E CN0000984	Hope Works (Pty) Ltd		UnAssigned		05:10:00	Test elapsed hours - 2 days prior	TEST	Testing			AT5000000		
 Complete 	E CN0000983	Hope Works (Pty) Ltd		UnAssigned		05:08:31	Test elapsed hours * 2 days prior Test elapsed time 2 - day prior	TEST	Testing			SIN32413546		
O Al	E CN0000982	Young Bectric				05:00:35	Test elapsed hours 1	TEST	Testing			sin123		
Cape Town	E CN0000975		19/11/2019		Range Do Talk	11:24:39	Test elapsed hours 1 Test with site manager email entered	ADM	Administration			107		
New	E CN0000974	Hope Works (Pty) Ltd	19/11/2019			16:30:20	test another call email	ADM	Administration					
 In Progress Hold 	E CN0000972	Hope Works (Pty) Ltd	18/11/2019	Awaiting Acceptance		15:57:00	Test new call for email description in body	CR	Change Request			095011015		
Pending	E CN0000971	Westwood Dynamic		UnAssigned	bianca bu Turc	08:00:00	BathBinMaint - Bathroom Bin Maintenance	5M	Scheduled Maintenance			093013013	Checkers Centre - Hilcrest	
Complete	E CN0000970	Westwood Dynamic	22/11/2019			03:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hildrest	
O Al	E CN0000969	Hope Works (Pty) Ltd		UnAssigned		03:00:00	Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre	
tioemfontein	E CN0000968	Green Tea Supples		UnAssigned		08:00:00	2MS - 2 month service	94	Scheduled Maintenance			NEW 1234	Poreschills Cellule	
O New	E CN0000967	Westwood Dynamic	15/11/2019			08:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance			NEW 1234	Checkers Centre - Hilgrest	
In Progress	E CN0000965	Westwood Dynamic		UnAssigned		08:00:00	BathlinNaint - Bathroom Bin Maintenance	54	Scheduled Maintenance				Checkers Centre - Hildrest	
Hold	E CN0000965	Westwood Dynamic Westwood Dynamic	01/11/2019			03:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hildrest	
O Pending	E CN0000964	Hack PC - IT Shop	26/10/2019			03:00:00	245 - 2 month service	5P4 SM	Scheduled Maintenance			147807	Creating Centre - Midrest	
Complete Al	E CN0000963	Westwood Dynamic	25/10/2019			03:00:00	295 - 2 month service BathSinMaint - Bathroom Bin Maintenance	514	Scheduled Maintenance			14/00/	Checkers Centre - Hilcrest	
0 14	E CN0000962	Hope Works (Ptv) Ltd		UnAssigned		03:00:00	245 - 2 month service	5M	Scheduled Maintenance			18-30200	Greates Gente - Hidrest	
	E CN0000961	Hope Works (Pty) Ltd	18/10/2019			08:00:00	Tier - Contractive Tier Test	DIN T	Installation			10-30200	Forest Hills Centre	
	E CN0000961	Westwood Dynamic		UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	ING1 SM	Scheduled Maintenance				Checkers Centre - Hilcrest	
	E CN0000959	Westwood Dynamic Westwood Dynamic		UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	574 SM	Scheduled Maintenance				Checkers Centre - Hildrest	
	E CN0000958	Westwood Dynamic	04/10/2019			08:00:00	BathBinNaint - Bathroom Bin Maintenance	54	Scheduled Maintenance				Checkers Centre - Hildrest	
	E CN0000957	Westwood Dynamic Westwood Dynamic	27/09/2019			03:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hildrest	
	E CN0000956	Westwood Dynamic Westwood Dynamic		UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	514	Scheduled Maintenance				Checkers Centre - Hildrest	
	E CN0000955	Hope Works (Ptv) Ltd		UnAssigned		03:00:00	Tier - Commercial Tier Test	DIST	Installation				Forest Hils Centre	
	E CN0000954	Green Tea Supplies	17/09/2019			08:00:00	245 - 2 month service	SM	Scheduled Maintenance			NEW 1234	Contracting Carlore	
	E CN0000954	Weeks and Disputes				00,00,00	Telefortists Relation for Melabore	-	Scheduled Maintenance			10011204	Charless Cashes 107mmb	
	Count: 386													

• Click on the *Release* button.

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	Home	Equipment / Locations	Contract Fin	ance / HR I	inventory	Mainten	ance / Pro	ojects 1	Manufacturi	ng P	rocurement	Sales Service R	Reporting	Utilities	_ & ×
Add	Edit	My Calls	Save Layout Image: Save Filter	🚜 My Call 🕮 Assign 🎦 Start	Close	Complete	Hold	Pending	Release	Print	Reports				

- 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.

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Information	CalReference	CustomerName			Technician						
F Information F O Durban O New	(D: ⊞ CN0000821	 0: 			Technician						
Durban	E CN0000821					CallTime	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDe
- Durban		Hope Works (Pty) Ltd		MD C	1 0 :	· O :	1 0 0	* 0 :	(D)	(D):	×⊡c
O New	⊞ CN0000819		03/07/2019	UnAssigned		12:10:14	1234 - Basic copier install	DR.	Select Call Type		
O New		Hope Works (Pty) Ltd	17/05/2019	UnAssigned		13:38:48	Test auto scheduling is No	DR	Select Call Type		
In Progress	E CN0000813	Hope Works (Pty) Ltd	10/05/2019	UnAssigned		11:28:01	Test call to see if there is a time out where sn is lnked to a c	INSP	Inspection		
() Hold		Hope Works (Pty) Ltd	15/04/2019	UnAssigned		17:29:30	test call with no fin in evo	INSP	Inspection		
O Pending		Hope Works (Pty) Ltd	10/01/2019	Awaiting Ac	Bianca Du T	14:33:28	black toner required second call	TON	Toner Required		
	E CN0000809	Hope Works (Pty) Ltd	10/01/2019	UnAssigned		14:11:38	Black toner required	TON	Toner Required		
O Al	E CN0000808	Hope Works (Pty) Ltd	10/01/2019	UnAssigned		13:44:52	Contract SLA setup checks	DR.	Select Call Type		
	E CN0000805	Hope Works (Pty) Ltd	09/01/2019	UnAssign Call	I Processing		× scond call	TON	Toner Required		
O New	E CN0000803	Hope Works (Pty) Ltd	09/01/2019	UnAssign			tvoicing	INSP	Inspection		
 In Progress 	E CN0000802	Hope Works (Pty) Ltd	15/11/2018	No Signa	•		in units and short term contract ass	INSP	Inspection		
	E CN0000799	Hope Works (Pty) Ltd	13/11/2018	UnAssign	Call No	: CN0001002	has been released.	TON	Toner Required		
O Pending	E CN0000798	Hope Works (Pty) Ltd	13/11/2018	UnAssign				TON	Toner Required		
O Complete	E CN0000797	Hope Works (Pty) Ltd	18/09/2018	UnAssign			report	INST	Installation		
O AI	CN0000794	Hope Works (Ptv) Ltd	12/09/2018	UnAssign			OK location where the customer is link	INSP	Inspection		
Cape Town New	E CN0000791	Hope Works (Pty) Ltd	06/09/2018	UnAssigned		16:44:03	Work order to test reopening purchase orders	INSP	Inspection		
		Hope Works (Ptv) Ltd	10/08/2018	UnAssigned		09:56:17	test	NDS	New Deal Sale		
	E CN0000789	Hope Works (Pty) Ltd	10/08/2018	UnAssigned		09:40:18	Call with Thrid Party service requests - test various scenarios	INSP	Inspection		
	E CN0000788	Hope Works (Pty) Ltd	08/08/2018	UnAssigned		10:33:25	Test call for adding items via sales order	INSP	Inspection		
		Hope Works (Pty) Ltd	08/08/2018	UnAssigned		10:07:48	Test call for adding items to work order from a sales order.	DR	Select Call Type		
0.11		Hope Works (Pty) Ltd	31/07/2018	UnAssigned		11:23:29	Test saving a call for the assignto id issue	INSP	Inspection		
Plane factor		Hope Works (Pty) Ltd	30/07/2018	UnAssigned		13:51:57	Test creating a work order - does the AssignTo and AssignB		Inspection		
O New	E CN0000784	Hope Works (Pty) Ltd	27/07/2018	UnAssigned		14:23:43	est call logging asignto	INSP	Inspection		
 In Progress 		Hope Works (Pty) Ltd		UnAssigned		13:57:34	test meter reading rguest	INST	Installation		
(b) Hold	E CN0000780	Hope Works (Pty) Ltd		Awaiting Ac	Relada Cha	10:49:24	Equipment not functioning as expected.	REP	Repair		
Pending	CN0000779	Hope Works (Pty) Ltd		UnAssigned	Demod Sha	10:49:24	New call where employee does not have a rate configured	INSP	Inspection		
O Complete	CH0000779	hope works (Pty) Ltd	19/07/2018	Universigned		14:53:31	New car where employee uses not have a rate configured	D.C.P.	Inspection		
O All	Count: 229										

• 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 Listi	ig - BPO: Vers	ion 2.5.1.4 -	v2514 Example Company				- 2
Home Equipment / Location	s Contract Fin	nance / HR Inventory	Maintenance / Proj	ects Manuf	acturing Pr	ocurement	Sales Service Reporting Utilities				- 8
d Edit Refresh My Calls	Image: Save Layout Image: Save Layout Image: Save Filter		C Plate Hold	Pending Relea	se Print	Reports					
Find O Filter											
0110	CalReference	CustomerName	CalDate	CallState	Technician	CalTime	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodel
	Y 10:	AD:		×D:	×D:	10:	0	10:	0	10:	×D:
Information	E CN0001036	Hope Works (Pty) Ltd		Awaiting Ac	Belinda Sha	10:40:51	Copier service required.	SERV	Service		
- 💽 Dur <u>ban</u>	E CN0001035	Hope Works (Pty) Ltd			Bianca Du T		Paper keeps tamming.	REP	Repair		
O New	E CN0001033	Hope Works (Pty) Ltd			Bianca Du T		Full set of toners required	TON	Toner Required		
 In Progress 	CN0001034	Young Electric		Awarong Ac			Test credit note on work order	MN	Manufacturing		
🕖 Hold	E CN0001032						New Deal created from order OR0000306	NDS	New Deal Sale		
Pending		Hope Works (Pty) Ltd		UnAssigned							
 Complete 		Hope Works (Pty) Ltd	12/09/2023	UnAssigned		09:23:50	Contract for Expiry Test	NDR	New Deal Rental		
	E CN0001023	Derton / Technologies	08/09/2023	UnAssigned		10:52:25	Open warranty claims have not been processed.	INSP	Inspection		
Pretoria		Derton / Technologies	08/09/2023	UnAssigned		10:44:45	Meters attached with no readings captured	INST	Installation		
New In Progress		Derton / Technologies	07/09/2023	UnAssigned		16:43:14	Call Exceptions - to correct but not flag.	INST	Installation		
In Progress Hold	E CN0001015	Hope Works (Pty) Ltd	05/09/2023		Bianca Du T	15:56:53	Test call sla functionality	SERV	Service		
Pending		Apple Juice Inc	22/08/2023	UnAssigned		11:30:52	Contract Closure - CO000086	TR	Training		
Complete	E CN0001012	Panda Copiers	22/08/2023	UnAssigned		11:28:32	Contract Closure - CC0000041	DR	Select Call Type		
O Al		Young Electric	22/08/2023	UnAssigned		11:28:26	Contract Closure - CO0000031	DR	Select Call Type		
- Cape Town	⊞ CN0001010	Dancing Shoes	22/08/2023	UnAssigned		11:28:18	Contract Closure - PC0000001	DR	Select Call Type		
O New	⊞ CN0001009	Young Electric	22/08/2023	UnAssigned		11:27:49	Contract Closure - CO0000008	DR	Select Call Type		
 In Progress 	⊞ CN0001008	Office Supplies Unlimited	22/08/2023	UnAssigned		11:27:30	Contract Closure - CO0000006	DR	Select Call Type		
() Hold	CN0001007	Apple Juice Inc	25/07/2023	UnAssigned		10:18:33	Machine inspection required	INSP	Inspection		
Pending		Hope Works (Pty) Ltd	07/06/2023	Awaiting Ac	Bianca Du T	11:21:29	Machine repair required	PR	Parts Requirement	SERV	Services
Complete	E CN0001005	Hope Works (Pty) Ltd	07/06/2023	UnAssigned		10:14:52	Walls require repainting	SM	Scheduled Maintenance	SERV	Services
O All	⊞ CN0001003	Young Electric		Awaiting Ac	Arin Milton	10:09:10	Test account balances	DR	Select Call Type		
- 🖸 Bloemfontein	E CN0001002	Samanthas Diner	12/12/2022	Awaiting Ac.	Mary Thom	16:18:30	Test call for account balances manual.	DR	Select Call Type		
New	E CN0001001	Young Electric	29/11/2022	UnAssigned		11:29:19	Order the same part twice receive with different batch num.	PR	Parts Requirement		
In Progress	E CN0000996	Hope Works (Pty) Ltd		UnAssigned			ForRentalContract	NDR	New Deal Rental		
() Hold		Apple Juice Inc	24/10/2022			16:38:15	Contract Closure - CO0000054	ADM	Administration		
 Pending Complete 	E CN0000989	Derton / Technologies		UnAssigned		09:00:00	Call for Monday elapse hours check	DR	Select Call Type		
O Al							sector and a sector of the sec				
0~	Count: 375	5									
en Windows 🔻									er : Bianca 23/01/2024 Version	1:2.5.1.4 v2514	Example Com

Related Topics

• Calls - Assign a Call

MNU.122.004