

# SERVICE

## **CALLS - ASSIGN 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 <u>Call Centre Mode</u> notes.

By assigning a Technician, Driver, or Responsible Person to a call, identifies who will be working on the call.

If Tech Connect is <u>not</u> used, then the call will move to the **In Progress** status. The call centre person will accept the call on the Technician's behalf.

If the technician uses Tech Connect - he will accept the call on his device, and only then will the call move to **In Progress**.

Refer to the **Call State** column on the Call Listing screen, to see if the call has been assigned or not.

The call can be in either:

- status New with Call State Unassigned
- status New with Call State Awaiting Acceptance

Work and resources can be logged as the technician performs the required job. He may need to <u>Reject the Assignment</u> if the client is not available or out of his logistical route.

1BPO2 v2.5.1.3 or higher



A technician can only be assigned to one call at a time. He will **End Work** then **Accept** the next call. Each additional assignment will follow a <u>prior resolution</u>.

The call can be re-assigned.

Set up the employee as a technician, if the person you wish to assign to a call, is an employee, but does not display on the list when searching in the assign screen.

#### Ribbon Select Service > Calls



• The *Call Listing* screen will be displayed.

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Pending	E CN0000971	Westwood Dynamic	29/11/2019	UnAssigned		03:00:00	BathSinMaint - Bathroom Bin Maintenance	54	Scheduled Maintenance				Checkers Centre - Hilcrest		2
<ul> <li>Complete</li> </ul>	EE CN0000970	Westwood Dynamic	22/11/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest		2
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- 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.



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A         ■         ■           Artse         ■         ■           Ontragent         ■         ■           Ontretta	N0000989         De           N0000988         Ye           N0000988         Ye           N0000987         Ye           N0000988         Ye           N0000988         Ye           N0000988         He           N0000988         He           N0000988         He	erton / Technologies sung Biectric sung Biectric sung Biectric spe Works (Pty) Ltd ope Works (Pty) Ltd	13/06/2022 03/06/2022 06/06/2022 07/06/2022 10/06/2022	UnAssigned UnAssigned UnAssigned UnAssigned		09:00:00		-	Service can a live					
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Orient         B CON           O Hold         B CON           O Ad         B CON           O In Program         B CON           O In Program         B CON           O Independent         B CON <td>N0000987 Yc N0000985 Yc N0000985 He N0000984 He N0000983 He</td> <td>oung Electric oung Electric ope Works (Pty) Ltd ope Works (Pty) Ltd ope Works (Pty) Ltd</td> <td> 06/06/2022  07/06/2022  10/06/2022</td> <td>UnAssigned UnAssigned</td> <td></td> <td>00:00:00</td> <td>Call logged 5 days ago for time elapsed checks</td> <td>CR</td> <td>Change Request</td> <td>CONF</td> <td>Configuration</td> <td>sin123</td> <td></td> <td></td>	N0000987 Yc N0000985 Yc N0000985 He N0000984 He N0000983 He	oung Electric oung Electric ope Works (Pty) Ltd ope Works (Pty) Ltd ope Works (Pty) Ltd	06/06/2022 07/06/2022 10/06/2022	UnAssigned UnAssigned		00:00:00	Call logged 5 days ago for time elapsed checks	CR	Change Request	CONF	Configuration	sin123		
D         In-Transmission         In-December 2012           O         In-December 2012         In-December 2012           O	N0000985 Ho N0000985 Ho N0000984 Ho N0000983 Ho	oung Electric ope Works (Pty) Ltd ope Works (Pty) Ltd ope Works (Pty) Ltd	07/06/2022	UnAssigned		05:00:00	Call logged 4 days ago for elapse time checks	UPG	Upgrade			sin123		
India         B         Cond           Dendrig         D         Conjecte         D           Operation         Conjecte         D         Conjecte           Operation         Conjecte         D         Conjecte           Operation         Conjecte         D         Conjecte           Operation         Conjecte         D         Conjecte           Operating         D         Conjecte         D         Conjecte           Operating         D         Conjecte         D         D         D         D         D         D         D         D         D         D         D         D<	N0000985 He N0000984 He N0000983 He	ope Works (Pty) Ltd ope Works (Pty) Ltd ope Works (Pty) Ltd	10/06/2022			05:00:00	Call logged 3 days ago for elapse time checks	DR.	Select Call Type			sin 123		
Particip         B         Constant         B         Constant         B         Constant         B         Constant         B         Constant         Cons	N0000984 Hi N0000983 Hi	ope Works (Pty) Ltd		UnAssigned		16:09:13	Test future call - for elapsed time	LIPG	Upgrade			20-98765		
Colorador         B         Colorador           Al         B         Colorador           Cace Toon         Colorador         Colorador           On Progress         Colorador         De Colorador           O Indra Cace         B         Colorador           O Indra Cace         B         Colorador           O Indra Cace         B         Colorador           O Al         B         Colorador           O Carpitelle         B         Colorador           O Al         B         Colorador           O Al         B         Colorador           O Nem         B         Colorador           O In Progress         Colorador           O In Progress         Colorador           O India         B         Colorador	N0000983 He	new Works (Ptv) I M	08/06/2022	UnAssigned		05:10:00	Test elapsed hours - 2 days prior	TEST	Testing			AT5000000		
No         B         CHOO           Coor Town         B         CHOO           O Iver         D         CHOO           O Iver         D         CHOO           O In Progress         D         CHOO           O Ivers         B         CHOO           O Reding         D         CHOO           O Reding         D         CHOO           O All         B         CHOO           O Ivers         B         CHOO           O In Progress         B         CHOO           O Ivers         B         CHOO           O Ivers         B         CHOO           O Proding         B         CHOO           O Ivers         B         CHOO           O Proding         B         CHOO		and the second second second	09/06/2022	UnAssigned		05:08:31	Test elapsed time 2 - day prior	TEST	Testing			SIN32413546		
Control         Direction           On Progress         Direction           On Progress         Direction           On Progress         Direction           On Completien         Direction           On All         Direction           On Progress         Direction           On Mark         Direction           On Mark         Direction           On Mark         Direction           On Progress         Direction           One Progress         Direction           Direction         Direction           Direction         Direction           Direction </td <td>N0000582 Yo</td> <td>oung Bectric</td> <td> 10/06/2022</td> <td>UnAssigned</td> <td></td> <td>05:00:35</td> <td>Test elapsed hours 1</td> <td>TEST</td> <td>Testing</td> <td></td> <td></td> <td>sin123</td> <td></td> <td></td>	N0000582 Yo	oung Bectric	10/06/2022	UnAssigned		05:00:35	Test elapsed hours 1	TEST	Testing			sin123		
in Progress         ID 6666           in Add         ID concord           Comparing         ID concord           Comparing         ID concord           Comparing         ID concord           Comparing         ID concord           Intermediation         ID concord           Int	N0000976 Yo	sung Electric	19/11/2019	Awaiting Acceptance	Bianca Du Toit	11:24:39	Test with site manager email entered	ADM	Administration			107		
Image: Second	N0000974 Hs	ope Works (Pty) Ltd	18/11/2019	Amaiting Acceptance	Bianca Du Toit	16:30:20	test another call email	ADM	Administration			095011015		
Pending         El CN00           Complete         El CN00           All         El CN00           El Maniferten         El CN00           New         El CN00           In Progress         El CN00           Hold         El CN00           Pending         El CN00	N0000972 He	ope 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		
Complete         EI         CN00           Al         EI         CN00           Monerforten         EI         CN00           O         New         EI         CN00           O         In Progress         EI         CN00           O         In Progress         EI         CN00           O         Hold         EI         CN00	N0000971 W	lestwood Dynamic	29/11/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	54	Scheduled Maintenance				Checkers Centre - Hilcrest	
All     E CN00     Hoerifontein     New     New     In Progress     Hold     Pending     E CN00	N0000970 W	estwood Dynamic	22/11/2019	UnAssigned		08:00:00	BathSinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hildrest	
Movemfontein         Eit CN00           New         Eit CN00           In Progress         Eit CN00           Hold         Eit CN00           Pending         Eit CN00	N0000999 He	one Works (Ptv) Ltd	16/11/2019	Unissimed		03:00:00	Ter - Commercial Ter Test	INST	Instalation				Forest Hills Centre	
New     He CN00     In Progress     Hold     Pending     E CN00	N0000968 Gr	reen Tea Supples	16/11/2019	UnAssigned		08:00:00	2MS - 2 month service	54	Scheduled Meintenance			NEW 1234		
In Progress     Hold     Hold     Pending     E CN00	N0000957 W	lestwood Dynamic	15(11/2019	Unassigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilmest	
Hold     Hold	N00000955 W	lestwood Dynamic	05/11/2019	Unterimed		08-00-00	RathfinNaint - Bathroom Bin Maintenance	94	Schark lad Maintenance				Checkers Centre - Hilmest	
Pending	N0000065 W	lastwood Dunamic	01/11/2019	Unterimed		09-00-00	Osth Gebraint - Ostherang Dis Maintenance	CM	Sched and Maintenance				Charlens Centre - Hillmest	
C	N0000064 W	ack PC + IT Shop	26/10/2019	Unterimed		09:00:00	2WS - 2 month require	CM .	Criteria and Maintenance			147207		
C complete	N00000062 IV	lastened Denemic	25/10/2010	University		08-00-00	Roll-Right Rollinger Rie Mainten men	EM.	Education Maintenance				Charless Canton, Milmost	
	N0000062 W	non Works (Phy) I M	19/10/2019	Unterioped		02:00:00	246 - 2 month require	GM	Scheduled Maintenance			18-20200		
E curo		and Works (March 1 ad		United systems of		00.00.00	The Commencial Test	all	Sector Control Promotion Control			10 30200	Farmed Mile Combox	
	N0007901 IN	ope works (P(y) cos	10/10/2019			00.00.00	Control of the rest	0431	Proceeding of the second of th				Charless Castra Liferant	
		estivood Dynamic	18/10/2019	Unkasigned		08:00:00	bathormant - bathroon bri mantenance	224	Scheduled Mansenance				Cheblers Centre - Hildrest	
		estwood bynamic	11/10/2019			08100100	Bautonmant, * Baut don bit mante tance	011	screduled Harrierance				checkes cente - Hildesc	
	N0000958 W	estivood Uynamic	04/10/2019	Universigned		08:00:00	bachonmaint - bachroom bin maintenance	244	Scheduled Maintenance				Checkers Centre - Hildrest	
E CNOO	N0000957 W	estwood Dynamic	27/09/2019	UnAssigned		08:00:00	BathbinMant - Bathroom Bin Mantenance	574	Scheduled Maintenance				Checkers Centre - Hildrest	
E CN00	N0000996 W	estwood Uynámic	20/09/2019	Universigned		00:00:00	samonmaint - samroom on Maintenance	200	Scheduled Maintenance				uneovers uentre - Hildrest	
E CNOO	N0000935 Ha	ope Works (Pty) Ltd	18/09/2019	UnAssigned		03:00:00	Tier - Commercial Tier Test	INST	Installation				Porest Hills Centre	
E CN00	N0000954 Gr	reen Tea Supplies	17/09/2019	UnAssigned		03:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW 1234		
III married								1944					Phone Product Alberta	

Note that only calls in the *New* status can be assigned.

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

						Call	Listing - BPO: Version 2.5.1.4 - Example Company							
Home Equipment / Loc		Finance / HR Invente	xy Maintenance	/ Projects Manufa	cturing Procureme	nt Sales	Service Reporting Utilities							
Edit Refresh My Calls	Save Lays     Workspace     Save Pilte     Format	ut di Assign r Work Work	se Complete Ho	kd Pending Roleas	e Print Report	3								
nd O film														
	CalReference	CustomerName	CalDate	CalState	Technician	Calling	Description	Callype	CallTypeDesc	ErrorCode	ErrorCodeDesc	SeriaNo	CtrtLocationSubject	
	Y +D:	10:		10:	10:	·D:	0	×D:	0:	-0:	(D:	-0:	(D)	
mation	FE CN0001003	Young Bertric		Awaiting Acceptance	Arin Milton	10:09:10	Test account halances	08	Channe Request			107		
Durban	E CN0001002	Carranthar Diner	12/12/2022	Auniting Acceptance	Mary Thompson	16:19:30	Tast call for account balances manual	DP	Select Cal Turne			19-12/1202		
New	E CN0001001	Verme Blackie	20/11/2022	Lin Losionad		11,20,10	Order the same part bries service with different batch man	CD.	Charges Degrand			ain 1.22		
In Progress	E CNOODOOS	Hoos Works (Phyl) M		Uniccioned			Ex@extalContract	NDD	New Deal Reatal				BOOD TEST 1	
🕑 Hold	- Chicocococo	Two Valida Max	25/10/2022	Australia Australia	Deniel References	14-00-17	I are made for the termination back and the articles are to see at	CREW.	Families			1001314010	of the fight a	
@ Pending	Concentration	Ande Nice Inc		The best stand	ound to yourd	100000	Contrast Charge - COVINIES	0011	Select Cal Ture	_		101 103 1000		-
O ut	E CNCOCCERS	Derton / Technologies	13/06/2022	Unterimed		09-00-00	Call for Monday alarga by re chark	TEST	Tartion					
Dealersia	E (100000088	Verse Bashis	03856 (2022			06-00-00	Call learned & down one for time alaneed deader	CD.	Channes Descend	00045	Configuration			
Pretona	E CN0000985	Toung Dectric		UnAssigned		00:00:00	Call logged 5 days ago for time elapsed checks	URC	Change kequest	CONP	Contiguration	81123		
In Promers	E 04000387	Toong Becelc	06/06/2022	Univessigned		05:00:00	Call togged 4 cays ago for eapse dife chebis	UPG .	opyrate			911225		
() Hold	U UN000996	Toung Dectric	07/06/2022	Univesigned		05:00:00	Call logged 3 days ago for elapse time cheols	UK	Select Call Type			SI1123		
Pending	B CHOODINGS	Hope works (Pty) Lta		Unwasigned		10:09:13	rest roure call - for elapsed one	DPG	opgrade			20/00/00		
O Complete	E CN0000984	Hope Works (PTy) Ltd	08/06/2022	Unassigned		05110100	Test elapsed hours - 2 days prior		Testing			A15000000		
O AI	E CN0000983	Hope Works (Pty) Ltd	09/06/2022	UnAssigned		05:03:31	Test elapsed time 2 - day prior	TEST	Testing			SIN32413546		
Cape Town	E CN0000982					06:00:35	Test elapsed hours 1					sin123		
New	E CN0000976			Awaiting Acceptance	Blanca Du Tolt	11:24:39	Test with site manager email entered	ADM						
<ul> <li>In Progress</li> </ul>	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			095019015		
Pending	E CN0000971	Westwood Dynamic	29/11/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	514	Scheduled Maintenance				Checkers Centre - Hilcrest	
Complete	EE CN0000970	Westwood Dynamic	22/11/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	
O Al	E CN0000969	Hope Works (Pty) Ltd	16/11/2019	UnAssigned		03:00:00	Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre	
0 tioentontein	E CN0000968	Green Tea Supplies	16/11/2019	UnAssigned		03:00:00	2MS - 2 month service	\$24	Scheduled Maintenance			NEW 1234		
O New	E CN0000967	Westwood Dynamic	15/11/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hildrest	
Un Progress	E CN0000966	Westwood Dynamic	08/11/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	514	Scheduled Maintenance				Checkers Centre - Hilcrest	
O Develop	E CN0000965	Westwood Dynamic	01/11/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	514	Scheduled Maintenance				Checkers Centre - Hilcrest	
Complete	E CN0000964	Hack PC - IT Shop	26/10/2019	UnAssigned		03:00:00	2MS - 2 month service	514	Scheduled Maintenance			147807		
O N	E CN0000963	Westwood Dynamic	25/10/2019	UnAssigned		03:00:00	SathSinMaint - Bathroom Bin Maintenance	524	Scheduled Maintenance				Checkers Centre - Hilcrest	
	E CN0000962	Hope Works (Pty) Ltd	19/10/2019	UnAssigned		03:00:00	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	DIST	Installation				Forest Hills Centre	
	EE CN0000960	Westwood Dynamic	18/10/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	
	E CN0000959	Westwood Dynamic	11/10/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hildrest	
	E CN0000958	Westwood Dynamic	04/10/2019	UnAssigned		08:00:00	SathBinNeint - Bathroom Bin Maintenance	54	Scheduled Maintenance				Checkers Centre - Hilcrest	
	E CN0000957	Westwood Dynamic	27/09/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hildrest	
	E CN0000956	Westwood Dynamic	20/09/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	54	Scheduled Maintenance				Checkers Gentre - Hilcrest	
	EE CN0000955	House Works (Phy) Ltd	18/09/2019	Interimed		08-00-00	Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre	
	E CN0000054	Green Tex Suppler	17/00/2019	Unterimed		09:00:00	2MS - 2 month require	GM	Criteria and Maintenance			NEW 1224	Contract of the second s	
	C C C C C C C C C C C C C C C C C C C			University (CU			Pathwatters Pathware Pathware	-				12.1112.54		

• Click on the *Assign* button.





- The *Call Assignment: Reference No: [call ref number]* screen will be displayed.
  - Assigned To: Click on the down *arrow* to select the employee from the menu.
  - Assignment Detail: This field will populate with the call reference description. Add the technician assignment details as required.
  - Assignment Date: The current date and time will display.
    - 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.
  - Assigned By: The person currently logged onto the system, and assigning the call, will display in this field.
     Click on the down *arrow* to select a different employee from the drop-down list, if required.
  - Create new Work Order: Click on the check box if you need to create a *new work order*.

This feature is used if the technician needs to follow up on the same call, but for a different task, for instance when a call has been re-assigned. The assignment detail needs to be changed accordingly.



- Open Work Orders: Click to select the Work Order Code to link the employee to the current open work order.
- When you have finished adding details to this screen, click on

Save.

<b>\$</b> •	Call Assignment : Reference No. : CN0001033 - BPO: Version 2.5.1.4 - v2514 Example Company	- 8 x
Home E	quipment / Locations Contract Finance / HR Inventory Maintenance / Projects Manufacturing Procurement Sales Service Reporting Utilities	_ & ×
Save Back Save	Layout Wew Call	
Process / Form	mat very	~
Assigned To	David Gray •	
Detail	Troublehoot emailing system	
Assignment Date	22/01/2024 - 15:28:02 - •	
Assigned By	Banca Du Toit •	
	Create new Work Order	
Open Work Orders	Drag a column header here to group by that column	
	W WOCode Description	
	<ul> <li>X WO002247 Test Quote Add Attachment to email</li> </ul>	
Open Windows 🕶	Uber : Banca 22/01/2024 Version : 2.5.1.4 v251	Example Company

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



### Calls - Assign a Call

<u>ې ب</u>				Call Listi	ng - BPO: Versi							
Home Equipment / Locati	ons Contract Fin	ance / HR Inventory	Maintenance / Pro	jects Manuf	acturing Pr	ocurement	Sales Service R	eporting Utilities				- 8
Add Edit Refresh My Calls	Workspaces *		Complete Hold	Pending Relea	ise Print	Reports						
Find     Filter												
	CalReference	CustomerName	CalDate	CallState	Technician	CallTime	Description		CallType	CallTypeDesc	ErrorCode	ErrorCodeDe
	Y (0)	10: -		AD:	10:	(D):	10:		* <b>0</b> :	(D)	* <b>[</b> ]:	4 <b>0</b> 0
Information	E CN0001036	Hope Works (Pty) Ltd	12/12/2023	Awaiting Ac	Belinda Sha	10:40:51	Copier service required		SERV	Service		
👻 💽 Durban	E CN0001035	Hope Works (Pty) Ltd		Awaiting Ac	Bianca Du T	10:38:38	Paper keeps jamming.		REP	Repair		
New	E CN0001034	Hope Works (Pty) Ltd		Awaiting Ac	Bianca Du T	10:29:04	Full set of toners requir	red	TON	Toner Required		
O In Progress		Young Electric		Awaiting Ac.	David Grav	15:42:01	Test Ouote Add Attach	ment to email	NDS	New Deal Sale		
Hold	CN0001032	Young Electric	02/10/2023	UnAssigned		12:35:12	Test credit note on wor	rk order	MN	Manufacturing		
O Consists	E CN0001024	Hope Works (Ptv) Ltd	12/09/2023	UnAssigned		09:23:50	Contract for Expiry Tes		NDR	New Deal Rental		
O All	E CN0001023	Derton / Technologies	08/09/2023	InAssigned		10:52:25	Open warranty claims h	ave out been processed.	INSP	Inspection		
- Pretoria	E CN0001022	Derton / Technologies	08/09/2023	UnAssign Ca	II Processing		×	readings cantured	INST	Installation		
O New	E CN0001017	Derton / Technologies		LinAssing				ect but not flag.	INST	Installation		
In Progress	E CN0001015	Hone Worke (Ptv) Ltd	05/09/2023	Awaiting	_				SEDV	Service		
() Hold	E CN0001014	Apple Nice Inc	22/08/2023	LinAssing	Call No	: CN0001033	has been assigned.	100086	TR	Training		
Pending	E CN0001012	Panda Coniere	22/08/2023	LinAssion	·			00041	DP	Select Call Tune		
O Complete	E CN0001011	You pop Electric	22/08/2023	UnArrier				00031	DD	Select Call Type		
_ O All	E CN0001010	Dancing Shoae	22/08/2023	UnAccion			OK	00001	DP	Select Call Type		
- Cape Town	E CN0001010	Vouna Electric	22/08/2023	UnArright		11:27:40	Contract Closure - COC	00000	DR.	Select Call Type		
O New	E CN0001009	Office Cupplies Liplasited	22/00/2023	UnAssigned		11,27,20	Contract Closure - COC	2000006	00	Select Call Type		
In Progress	E CN0001003	Apple hise Inc	25/07/2023	UnArright		10:19:22	Machine inspection reg	urad	TNCD	Inspection		
O Reading	E CN0001007	Hone Works (Dtu) Ltd	07/05/2023	Augilian Ac	Risers Du T	11,21,20	Machine repair req	4	00	Darte Deguirement	CEDV	Services
(A) Complete	E CN0001005	Hope Works (Pty) Ltd		UnArright Ac.	. Under rud DU T	10:14:52	Walls require repair required		CM	Cohade land Maintenanors	SERV .	Convices
O All	E CN0001003	You ma Electric	12/12/2022	Austilian Ac	Ario Miteo	10:00:10	Test account balances	1	00	Select Call Tune	J.S.C.V	565 FALCS
- D Bloemfontein	E CN0001003	Compatible Direct	10/12/2022	Amailing Ac.	Manu These	10:09:10	Test account balances	demonstration of the second se	00	Colort Col Type		
O New	E CN0001002	Samanenas Olher	12/12/2022	Amatong Ac.	mary Thom	10:18:30	Test call for account ba	ances manual.	DR	Deele Deele Presidente		
<ul> <li>In Progress</li> </ul>	E CN0001001	Houng Electric	24/11/2022	UnAssigned		11:29:19	Garbard Same part to	we receive with orferent batch num	. PK	Parts Requirement		
() Hold	E CN0000995	Hope works (Pty) Ltd		Unassigned			Forkenta/Contract		PROK.	New Dear Kental		
Pending	E CW0000991	Apple Juice Inc	24/10/2022	unvesigned		10:38:15	Contract Closure - COO	000034	ALAM	Administration		
Complete	E CN0000989	Derton / Technologies	13/06/2022	unassigned		03:00:00	Cas for monday elapse	nours check	UK	Select Call Type		
O All	Count: 349											
Open Windows *									1.14	er : Bianca 22/01/2024 Versio	n : 2.5.1.4 v2514	Example Compa

- The call has now been assigned. Note the changes to the example;
  - the Status Is set to **New** (as before)
  - the State Is now Awaiting Acceptance
  - the Technician column now has an Assigned Technician Name

w.				Call Listing - BPO:	Version 2.5.1.4 - v2514 Example Co	ompany			- 2
Home Equipment / Locati	ons Contract Fi	nance / HR Inventory	Maintenance / Proje	cts Manufacturing	Procurement Sales Service	Reporting Utilities			- 8
tid Edit Refresh My Calls	Image: Save Layout       Image: Workspaces *       Image: Save Filter	Assign Start	C P	ending Release Pri	nt Reports				
Find O Filter									
	CalReference	CustomerName	CalDate	CallState	Technician	CallTime	Description	CallType	CallTypeDesc
	Y 100	4 <b>0</b> 4		AD:	10	8 <b>0</b> 4	HD C	(D)	- O-
Information	E CN0001036	Hope Works (Pty) Ltd	12/12/2023	Awaiting Acceptance	Belinda Sharman	10:40:51	Copier service required.	SERV	Service
- O Durban		Hope Works (Pty) Ltd	12/12/2023	Awaiting Acceptance	Bianca Du Toit	10:38:38	Paper keeps jamming.	REP	Repair
O New	E CN0001034	Hope Works (Pty) Ltd	12/12/2023	Awaiting Acceptance	Bianca Du Toit	10:29:04	Full set of toners required	TON	Toner Required
Un Progress	▶ E CN0001033	Young Electric	05/12/2023	Awaiting Acceptance	David Gray	15:42:01	Test Quote Add Attachment to email	NDS	New Deal Sale
Reades	E CN0001032	Young Electric	02/10/2023	UnAssigned		12:35:12	Test credit note on work order	MN	Manufacturing
Complete	E CN0001024	Hope Works (Pty) Ltd	12/09/2023	UnAssigned		09:23:50	Contract for Expiry Test	NDR	New Deal Rental
() Al	E CN0001023	Derton / Technologies	08/09/2023	UnAssigned		10:52:25	Open warranty claims have not been processed.	INSP	Inspection
- 🖸 Pretoria	E CN0001022	Derton / Technologies	08/09/2023	UnAssigned		10:44:45	Meters attached with no readings captured	INST	Installation
O New	E CN0001017	Derton / Technologies		UnAssigned		16:43:14	Call Exceptions - to correct but not flag.	INST	Installation
<ul> <li>In Progress</li> </ul>	E CN0001015	Hope Works (Ptv) Ltd		Awaiting Acceptance	Bianca Du Toit	15:56:53	Test call sla functionality	SERV	Service
() Hold	E CN0001014	Apple Juice Inc	22/08/2023	UnAssigned		11:30:52	Contract Closure - CO000036	TR	Training
Pending	E CN0001012	Panda Coniers	22/08/2023	UnAssigned		11:28:32	Contract Closure - CO0000041	DR	Select Call Type
<ul> <li>Complete</li> </ul>	E CN0001011	Young Electric	22/08/2023	UnAssigned		11:28:26	Contract Closure - CO0000031	DR	Select Call Type
0 AI	E CN0001010	Dancing Shoes	22/08/2023	UnAssigned		11:28:18	Contract Closure - PC0000001	DR	Select Call Type
- Cape Town	E CN0001009	Young Electric	22/08/2023	UnAssigned		11:27:49	Contract Closure - CO0000008	DR	Select Call Type
O New	E CN0001008	Office Supplier Unlimited	22/08/2023	UnArrighted		11:27:30	Contract Contra - CO0000005	DP	Select Call Type
Un Progress	E CN0001007	Apple hire for	25/07/2023	UnArright		10:19:22	Machine inspection required	TNCD	Inspection
Reading	CN0001007	Hone Weeks /Dtu) Ltd	07/06/2023	Augilian Assentance	Risson Du Teit	11,21,20	Machine sensis see ised	00	Darte Decrivement
Complete		Hope Works (Pty) Ltd		Awareng Acceptance			Walk see in second	CM .	Cabach lad Mainten
O All	E CN0001003	Hope Works (Pty) Lto	07/06/2023	univesigned	Arts Miles	10:14:52	wais require reparting	201	Scheduled Mainten
- Dioemfontein	E CN0001003	Toung Electric	13/12/2022	Awarong Acceptance	Ann Mitton	10:09:10	Test account balances	DR	Select Call Type
O New	E CN0001002	Samanetas Diner	12/12/2022	Awarung Acceptance	Mary mompson	16:18:30	Test cai for account balances manual.	UR 00	Select Call Type
<ul> <li>In Progress</li> </ul>		Toung Electric	29/11/2022	UnAssigned		11:29:19	Order the same part twice receive with different batch num	PR	Parts Requiremen
🕓 Hold	E CN0000995	Hope works (Pty) Ltd		UnAssigned			Forkentaicontract	NDK	New Deal Rental
Pending	E CN0000991	Apple Juice Inc	24/10/2022	UnAssigned		16:38:15	Contract Closure - CO0000054	ADM	Administration
<ul> <li>Complete</li> </ul>	H CN0000989	Derton / Technologies	13/06/2022	UnAssigned		09:00:00	Call for Monday elapse hours check	DR	Select Call Type
() All	Count: 34	9							





- If the technician uses Tech Connect he will accept the call on his device, and only then will the call move to the *In Progress* status.
- If the technician does <u>not</u> use Tech Connect the call centre person will accept the call on his behalf and it will move to the *In Progress* status.

#### **Related Topics**

- Service Scheduling
- Calls Assignments

MNU.122.005