

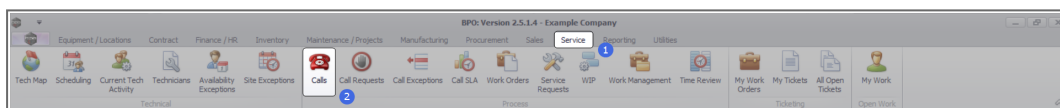
SERVICE

CALLS - NOTES

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.

Call notes can be used to capture any additional information for a call.

Ribbon Select *Service > Calls*

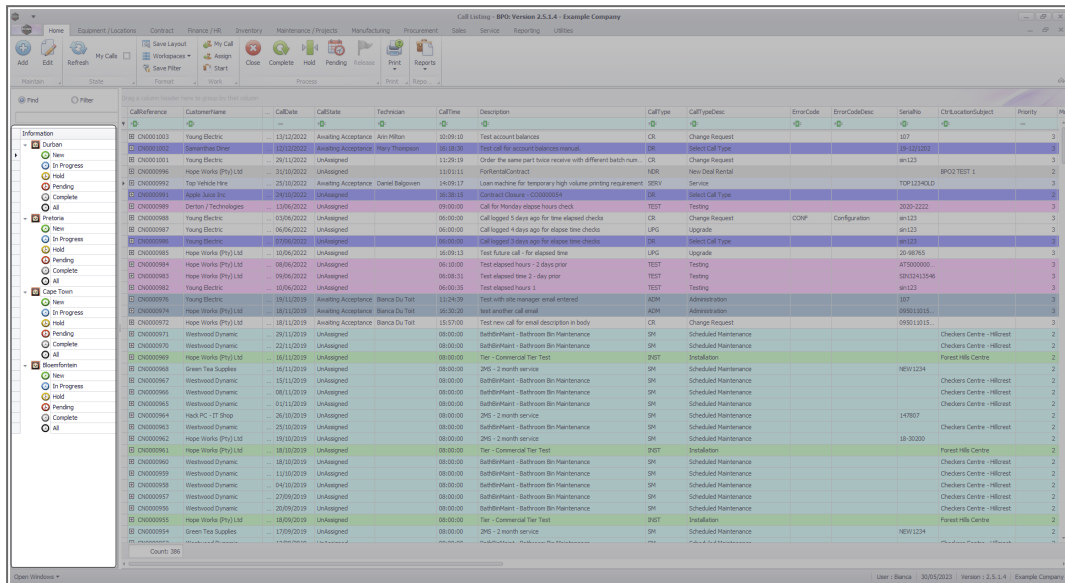


- The **Call Listing** screen will be displayed.

CallReference	CustomerName	CallDate	CallTime	Description	CallType	CallDesc	ErrorCode	ErrorDesc	SerialNo	CallLocationSubject	Priority	Status
CH0001003	Young Electric	13/10/2022	08:00:00	Test account balances	CR	Change Request			187		3	1
CH0001002	Selwynthorpe	12/10/2022	08:18:30	Test call for account balances manual	CR	Select Call Type			181121002		3	1
CH0001001	Young Electric	26/11/2022	11:29:19	Order the same part twice receive with different batch num.	CR	Change Request			an123		3	1
CH0000996	Hope Works (Pty) Ltd	21/10/2022	11:03:11	PortNetContract	YGR	New Cost Rental					2	1
CH0000992	Top Vehicle Hire	25/10/2022	14:09:17	Loan machine for temporary high volume printing requirement	SRV	Service			TOP1234567		3	1
CH0000991	Askle Asia Inc	24/10/2022	06:38:13	Contract Closure - C0000001	CR	Select Call Type					3	1
CH0000989	Denton / Technologies	13/04/2022	09:00:00	Call for Monday elapse hours check	TEST	Testing			2020-2222		3	1
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	1
CH0000987	Young Electric	06/06/2022	06:00:00	Call logged 4 days ago for elapse time checks	UPG	Upgrade			an123		3	1
CH0000986	Young Electric	07/06/2022	06:00:00	Call logged 3 days ago for elapse time checks	CR	Select Call Type			an123		3	1
CH0000985	Hope Works (Pty) Ltd	02/06/2022	06:00:00	Test future call - for elapse time	UPG	Upgrade			181121002		3	1
CH0000984	Hope Works (Pty) Ltd	06/06/2022	06:10:00	Test elapsed hours - 3 day prior	TEST	Testing			475000000		3	1
CH0000983	Hope Works (Pty) Ltd	06/06/2022	06:08:31	Test elapsed time 2 - day prior	TEST	Testing			57021415946		3	1
CH0000982	Young Electric	06/06/2022	06:00:35	Test elapsed hours 1	TEST	Testing			an123		3	1
CH0000976	Young Electric	19/11/2019	22:24:28	Test with time manager email entered	ADM	Administration			107		3	1
CH0000974	Hope Works (Pty) Ltd	18/11/2019	06:30:20	Test another call email	ADM	Administration			055010151		3	1
CH0000972	Hope Works (Pty) Ltd	18/11/2019	15:57:00	Test new call for email description in body	CR	Change Request			055010151		3	1
CH0000971	Westwood Dynamic	29/11/2019	08:00:00	SubBnkHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	2	1
CH0000970	Westwood Dynamic	22/11/2019	08:00:00	SubBnkHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	2	1
CH0000969	Hope Works (Pty) Ltd	16/11/2019	08:00:00	Tier - Commercial Tier Test	INVT	Installation				Forest Hills Centre	2	1
CH0000968	Green Tea Supplies	16/11/2019	08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW1234		2	1
CH0000967	Westwood Dynamic	12/11/2019	08:00:00	SubBnkHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	2	1
CH0000966	Westwood Dynamic	08/11/2019	08:00:00	SubBnkHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	2	1
CH0000965	Westwood Dynamic	01/11/2019	08:00:00	SubBnkHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	2	1
CH0000964	Hock PC - IT Shop	26/10/2019	08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			147807		2	1
CH0000963	Westwood Dynamic	20/10/2019	08:00:00	SubBnkHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	2	1
CH0000962	Hope Works (Pty) Ltd	19/10/2019	08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			18-30300		2	1
CH0000961	Hope Works (Pty) Ltd	18/10/2019	08:00:00	Tier - Commercial Tier Test	INVT	Installation				Forest Hills Centre	2	1
CH0000960	Westwood Dynamic	18/10/2019	08:00:00	SubBnkHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	2	1
CH0000959	Westwood Dynamic	11/10/2019	08:00:00	SubBnkHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	2	1
CH0000958	Westwood Dynamic	04/10/2019	08:00:00	SubBnkHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	2	1
CH0000957	Westwood Dynamic	27/09/2019	08:00:00	SubBnkHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	2	1
CH0000956	Westwood Dynamic	20/09/2019	08:00:00	SubBnkHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	2	1
CH0000955	Hope Works (Pty) Ltd	18/09/2019	08:00:00	Tier - Commercial Tier Test	INVT	Installation				Forest Hills Centre	2	1
CH0000954	Green Tea Supplies	17/09/2019	08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW1234		2	1

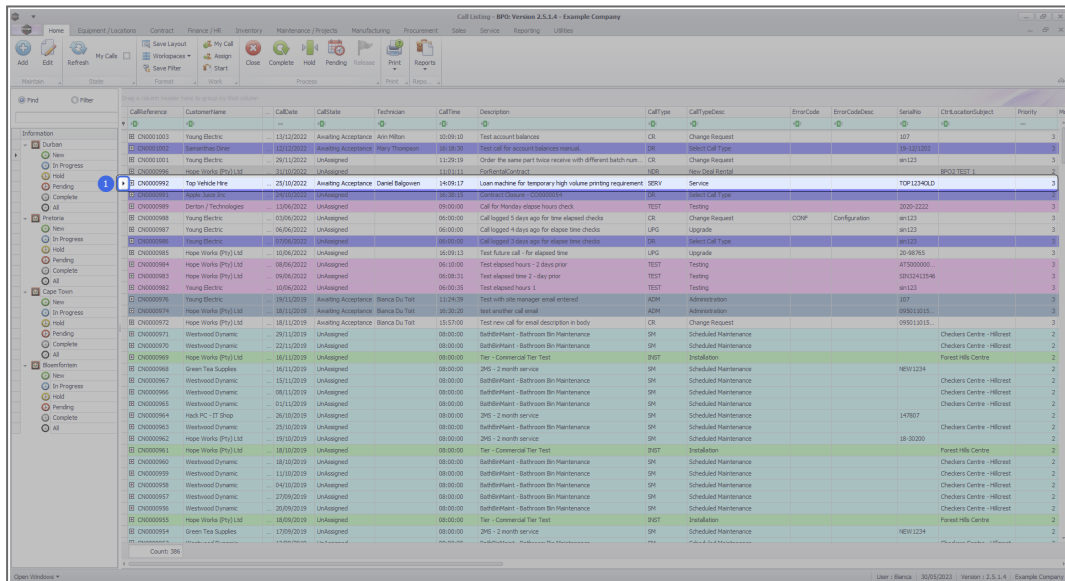
¹BPO2 v2.5.1.3 or higher

- 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.



CallReference	CustomerName	CallDate	CallTime	Technician	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc	SerialNo	ChkLocationSubject	Priority
CH0001003	Young Electric	13/12/2022	10:09:10	Alex Hillan	Test account balances	CR	Change Request			107		3
CH0001002	Young Electric	13/12/2022	10:09:10	Alex Hillan	Test call for account balances manual	CR	Change Request			107		3
CH0001001	Young Electric	20/12/2022	11:28:19	Alex Hillan	Order the new set of bins receive with different batch num	CR	Change Request			an123		3
CH0000996	Hope Works (Pty) Ltd	21/10/2022	11:01:11	ForrestalContract	ForrestalContract	NDR	New Deal Rental				BP02 TEST 1	2
CH0000992	Top Vehicle Hire	23/10/2022	14:09:17	Daniel Balgovan	Loan machine for temporary high volume printing requirement	SRV	Service			TOP123456		2
CH0000991	Aspire Data Inc	24/10/2022	08:36:18	Contract Closure - COB000000	Contract Closure - COB000000	SRV	Service				BP02 TEST 1	2
CH0000989	Derham Technologies	13/06/2022	09:00:00	Unassigned	Call for Monday elapse hours check	TEST	Testing			2020-2222		3
CH0000988	Young Electric	03/06/2022	06:00:00	Unassigned	Call logged 5 days ago for time elapsed checks	CR	Change Request			an123		3
CH0000987	Young Electric	06/06/2022	06:00:00	Unassigned	Call logged 4 days ago for elapse time checks	UPG	Upgrade			an123		3
CH0000986	Young Electric	05/06/2022	06:00:00	Unassigned	Call logged 5 days ago for elapse time checks	UPG	Upgrade			an123		3
CH0000985	Hope Works (Pty) Ltd	05/06/2022	06:00:13	Unassigned	Test Future call - for elapsed time	UPG	Upgrade			20-98765		3
CH0000984	Hope Works (Pty) Ltd	06/06/2022	06:10:00	Unassigned	Test elapsed hours - 2 days prior	TEST	Testing			AT000000		3
CH0000983	Hope Works (Pty) Ltd	06/06/2022	06:08:31	Unassigned	Test elapsed time 2 - day prior	TEST	Testing			0302412546		3
CH0000982	Young Electric	06/06/2022	06:00:35	Unassigned	Test elapsed hours 1	TEST	Testing			an123		3
CH0000976	Young Electric	18/11/2019	11:24:39	Alex Hillan	Test with site manager email entered	ADM	Administration			99901015		3
CH0000974	Hope Works (Pty) Ltd	18/11/2019	06:36:20	Unassigned	Test another call email	ADM	Administration			99901015		3
CH0000972	Hope Works (Pty) Ltd	18/11/2019	15:27:00	Unassigned	Test new call for email description in body	CR	Change Request			99901015		3
CH0000971	Westwood Dynamic	22/11/2019	08:00:00	Unassigned	SubStation - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
CH0000970	Westwood Dynamic	22/11/2019	08:00:00	Unassigned	SubStation - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
CH0000969	Hope Works (Pty) Ltd	16/11/2019	09:00:00	Unassigned	Tier - Commercial Tier Test	INVT	Installation				Forest Hills Centre	2
CH0000968	Green Tea Supplies	16/11/2019	08:00:00	Unassigned	2MS - 2 month service	SM	Scheduled Maintenance			NEW1234		2
CH0000967	Westwood Dynamic	15/11/2019	08:00:00	Unassigned	SubStation - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
CH0000966	Westwood Dynamic	08/11/2019	08:00:00	Unassigned	SubStation - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
CH0000965	Westwood Dynamic	04/10/2019	08:00:00	Unassigned	SubStation - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
CH0000964	Hack PC - IT Shop	26/10/2019	08:00:00	Unassigned	2MS - 2 month service	SM	Scheduled Maintenance			147807		2
CH0000963	Westwood Dynamic	25/10/2019	08:00:00	Unassigned	SubStation - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
CH0000962	Hope Works (Pty) Ltd	19/10/2019	08:00:00	Unassigned	2MS - 2 month service	SM	Scheduled Maintenance			18-30300		2
CH0000961	Hope Works (Pty) Ltd	18/10/2019	08:00:00	Unassigned	Tier - Commercial Tier Test	INVT	Installation				Forest Hills Centre	2
CH0000960	Westwood Dynamic	18/10/2019	08:00:00	Unassigned	SubStation - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
CH0000959	Westwood Dynamic	11/10/2019	08:00:00	Unassigned	SubStation - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
CH0000958	Westwood Dynamic	04/10/2019	08:00:00	Unassigned	SubStation - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
CH0000957	Westwood Dynamic	27/09/2019	08:00:00	Unassigned	SubStation - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
CH0000956	Westwood Dynamic	20/09/2019	08:00:00	Unassigned	SubStation - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
CH0000955	Hope Works (Pty) Ltd	18/09/2019	08:00:00	Unassigned	Tier - Commercial Tier Test	INVT	Installation				Forest Hills Centre	2
CH0000954	Green Tea Supplies	17/09/2019	08:00:00	Unassigned	2MS - 2 month service	SM	Scheduled Maintenance			NEW1234		2

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



CallReference	CustomerName	CallDate	CallTime	Technician	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc	SerialNo	ChkLocationSubject	Priority
CH0001003	Young Electric	13/12/2022	10:09:10	Alex Hillan	Test account balances	CR	Change Request			107		3
CH0001002	Young Electric	13/12/2022	10:09:10	Alex Hillan	Test call for account balances manual	CR	Change Request			107		3
CH0001001	Young Electric	20/12/2022	11:28:19	Alex Hillan	Order the new set of bins receive with different batch num	CR	Change Request			an123		3
CH0000996	Hope Works (Pty) Ltd	21/10/2022	11:01:11	ForrestalContract	ForrestalContract	NDR	New Deal Rental				BP02 TEST 1	2
CH0000992	Top Vehicle Hire	23/10/2022	14:09:17	Daniel Balgovan	Loan machine for temporary high volume printing requirement	SRV	Service			TOP123456		2
CH0000991	Aspire Data Inc	24/10/2022	08:36:18	Contract Closure - COB000000	Contract Closure - COB000000	SRV	Service				BP02 TEST 1	2
CH0000989	Derham Technologies	13/06/2022	09:00:00	Unassigned	Call for Monday elapse hours check	TEST	Testing			2020-2222		3
CH0000988	Young Electric	03/06/2022	06:00:00	Unassigned	Call logged 5 days ago for time elapsed checks	CR	Change Request			an123		3
CH0000987	Young Electric	06/06/2022	06:00:00	Unassigned	Call logged 4 days ago for elapse time checks	UPG	Upgrade			an123		3
CH0000986	Young Electric	05/06/2022	06:00:00	Unassigned	Call logged 5 days ago for elapse time checks	UPG	Upgrade			an123		3
CH0000985	Hope Works (Pty) Ltd	05/06/2022	06:00:13	Unassigned	Test Future call - for elapsed time	UPG	Upgrade			20-98765		3
CH0000984	Hope Works (Pty) Ltd	06/06/2022	06:10:00	Unassigned	Test elapsed hours - 2 days prior	TEST	Testing			AT000000		3
CH0000983	Hope Works (Pty) Ltd	06/06/2022	06:08:31	Unassigned	Test elapsed time 2 - day prior	TEST	Testing			0302412546		3
CH0000982	Young Electric	06/06/2022	06:00:35	Unassigned	Test elapsed hours 1	TEST	Testing			an123		3
CH0000976	Young Electric	18/11/2019	11:24:39	Alex Hillan	Test with site manager email entered	ADM	Administration			99901015		3
CH0000974	Hope Works (Pty) Ltd	18/11/2019	06:36:20	Unassigned	Test another call email	ADM	Administration			99901015		3
CH0000972	Hope Works (Pty) Ltd	18/11/2019	15:27:00	Unassigned	Test new call for email description in body	CR	Change Request			99901015		3
CH0000971	Westwood Dynamic	22/11/2019	08:00:00	Unassigned	SubStation - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
CH0000970	Westwood Dynamic	22/11/2019	08:00:00	Unassigned	SubStation - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
CH0000969	Hope Works (Pty) Ltd	16/11/2019	09:00:00	Unassigned	Tier - Commercial Tier Test	INVT	Installation				Forest Hills Centre	2
CH0000968	Green Tea Supplies	16/11/2019	08:00:00	Unassigned	2MS - 2 month service	SM	Scheduled Maintenance			NEW1234		2
CH0000967	Westwood Dynamic	15/11/2019	08:00:00	Unassigned	SubStation - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
CH0000966	Westwood Dynamic	08/11/2019	08:00:00	Unassigned	SubStation - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
CH0000965	Westwood Dynamic	04/10/2019	08:00:00	Unassigned	SubStation - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
CH0000964	Hack PC - IT Shop	26/10/2019	08:00:00	Unassigned	2MS - 2 month service	SM	Scheduled Maintenance			147807		2
CH0000963	Westwood Dynamic	25/10/2019	08:00:00	Unassigned	SubStation - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
CH0000962	Hope Works (Pty) Ltd	19/10/2019	08:00:00	Unassigned	2MS - 2 month service	SM	Scheduled Maintenance			18-30300		2
CH0000961	Hope Works (Pty) Ltd	18/10/2019	08:00:00	Unassigned	Tier - Commercial Tier Test	INVT	Installation				Forest Hills Centre	2
CH0000960	Westwood Dynamic	18/10/2019	08:00:00	Unassigned	SubStation - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
CH0000959	Westwood Dynamic	11/10/2019	08:00:00	Unassigned	SubStation - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
CH0000958	Westwood Dynamic	04/10/2019	08:00:00	Unassigned	SubStation - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
CH0000957	Westwood Dynamic	27/09/2019	08:00:00	Unassigned	SubStation - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
CH0000956	Westwood Dynamic	20/09/2019	08:00:00	Unassigned	SubStation - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
CH0000955	Hope Works (Pty) Ltd	18/09/2019	08:00:00	Unassigned	Tier - Commercial Tier Test	INVT	Installation				Forest Hills Centre	2
CH0000954	Green Tea Supplies	17/09/2019	08:00:00	Unassigned	2MS - 2 month service	SM	Scheduled Maintenance			NEW1234		2

- Click on the **Edit** button.

Call Listing - BPO Version 2.5.1.4 - Example Company

CallReference	CustomerName	CallDate	CallTime	Description	CallType	CallDesc	ErrorCode	ErrorCodeDesc	SerialNo	ChkLocationSubject	Priority
BN0001003	Young Electric	13/02/2022	Awaiting Acceptance	Am Hilson	CR	Change Request			107		3
BN0001002	Silverstone Drive	12/02/2022	Awaiting Acceptance	Nery Thompson	SR	Select Call Type			09-10/202		3
BN0001001	Young Electric	26/11/2022	Unassigned		CR	Change Request			an123		3
BN0000996	Hope Works (Pty) Ltd	21/08/2022	Unassigned		CR	Change Request			an123	BPO2 Test 1	3
BN0000992	Top Value Hire	20/02/2022	Awaiting Acceptance	Daniel Belgen	SRV	Loan machine for temporary high volume printing requirement			TOP1234567		3
BN0000991	Ashe Jura Inc	24/02/2022	Unassigned		SR	Select Call Type					3
BN0000989	Deton / Technologies	13/04/2022	Unassigned		TEST	Testing			2020-2222		3
BN0000988	Young Electric	02/02/2022	Unassigned		CR	Change Request	CONF	Configuration	an123		3
BN0000987	Young Electric	06/06/2022	Unassigned		UPG	Upgrade			an123		3
BN0000986	Young Electric	09/06/2022	Unassigned		SR	Select Call Type			an123		3
BN0000985	Hope Works (Pty) Ltd	10/06/2022	Unassigned		UPG	Upgrade			20-9890		3
BN0000984	Hope Works (Pty) Ltd	06/06/2022	Unassigned		TEST	Testing			47300000		3
BN0000983	Hope Works (Pty) Ltd	06/06/2022	Unassigned		TEST	Testing			SN02413546		3
BN0000982	Young Electric	16/06/2022	Unassigned		TEST	Testing			an123		3
BN0000981	Young Electric	16/11/2019	Awaiting Acceptance	Bianca Du Toit	ADM	Administration			107		3
BN0000974	Hope Works (Pty) Ltd	30/11/2019	Awaiting Acceptance	Bianca Du Toit	ADM	Administration			095012315		3
BN0000972	Hope Works (Pty) Ltd	18/11/2019	Awaiting Acceptance	Bianca Du Toit	CR	Change Request			095012315		3
BN0000971	Westwood Dynamic	29/11/2019	Unassigned		SR	Scheduled Maintenance				Checkers Centre - Hillcrest	2
BN0000970	Westwood Dynamic	22/11/2019	Unassigned		SR	Scheduled Maintenance				Checkers Centre - Hillcrest	2
BN0000969	Hope Works (Pty) Ltd	16/11/2019	Unassigned		SR	Scheduled Maintenance				Forest Hills Centre	2
BN0000968	Green Tea Supplies	16/11/2019	Unassigned		SR	Scheduled Maintenance			NEW1234		2
BN0000967	Westwood Dynamic	15/11/2019	Unassigned		SR	Scheduled Maintenance				Checkers Centre - Hillcrest	2
BN0000966	Westwood Dynamic	08/11/2019	Unassigned		SR	Scheduled Maintenance				Checkers Centre - Hillcrest	2
BN0000965	Westwood Dynamic	01/11/2019	Unassigned		SR	Scheduled Maintenance				Checkers Centre - Hillcrest	2
BN0000964	Hack PC IT Shop	26/10/2019	Unassigned		SR	Scheduled Maintenance			147807		2
BN0000963	Westwood Dynamic	21/10/2019	Unassigned		SR	Scheduled Maintenance				Checkers Centre - Hillcrest	2
BN0000962	Hope Works (Pty) Ltd	19/10/2019	Unassigned		SR	Scheduled Maintenance			18-30200		2
BN0000961	Hope Works (Pty) Ltd	18/10/2019	Unassigned		SR	Scheduled Maintenance				Forest Hills Centre	2
BN0000960	Westwood Dynamic	18/10/2019	Unassigned		SR	Scheduled Maintenance				Checkers Centre - Hillcrest	2
BN0000959	Westwood Dynamic	11/10/2019	Unassigned		SR	Scheduled Maintenance				Checkers Centre - Hillcrest	2
BN0000958	Westwood Dynamic	04/10/2019	Unassigned		SR	Scheduled Maintenance				Checkers Centre - Hillcrest	2
BN0000957	Westwood Dynamic	27/09/2019	Unassigned		SR	Scheduled Maintenance				Checkers Centre - Hillcrest	2
BN0000956	Westwood Dynamic	20/09/2019	Unassigned		SR	Scheduled Maintenance				Checkers Centre - Hillcrest	2
BN0000955	Hope Works (Pty) Ltd	18/09/2019	Unassigned		SR	Scheduled Maintenance				Forest Hills Centre	2
BN0000954	Green Tea Supplies	17/09/2019	Unassigned		SR	Scheduled Maintenance			NEW1234		2

- The **Call maintenance: Call ref. - [call ref number]** screen will be displayed.
- Click on the **Notes** tile.

Call maintenance: Call ref. - CN0005285 - BPO: Version 2.5.0.8 - Example Company v2.5.0.8

Customer: Hope Works (Pty) Ltd
 Contact: Henry Rowe
 Contact No: 031 555 1234
 Address: Plot 91 Leaf Road, Leaf Hills, Pink Town, Durban South

Call Type: Installation
 Error Code:
 Description: Tier - Commercial Tier Test

Call Date Time: 16/09/2021 08:00:00
 Priority: 2
 SLA: 0.00
 Date Required: 16/09/2021
 Order No:
 Logged By: JulandaK
 Status: N - New
 Optional No:

Relates To:

ReferenceType	ReferenceNo
Serial No	
Prior Call Reference	
Call Request Reference	
Contract No	
Location	Forest Hills Centre
Project Reference	
Quote Reference	
Invoice Reference	
Order Reference	

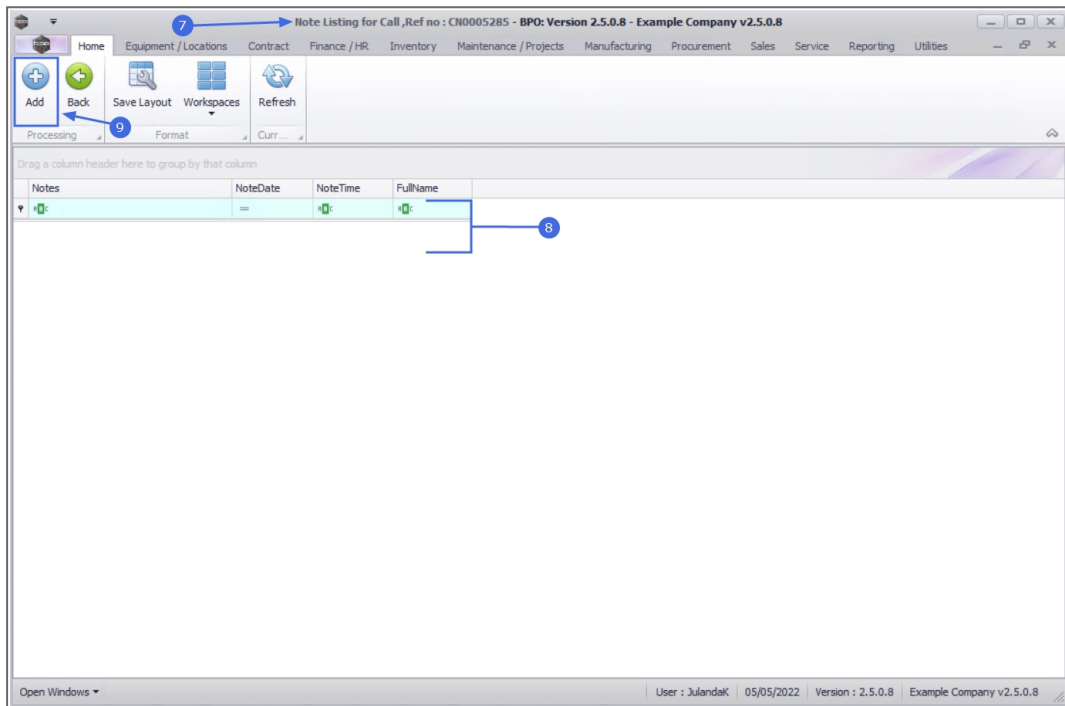
Prior Calls:

CallReference	CallDate	CallTime	Description
CN0005291	16/10/2021	08:00:00	Tier - Commercial Tier Test
CN0005285	16/09/2021	08:00:00	Tier - Commercial Tier Test
CN0005277	17/08/2021	08:00:00	Tier - Commercial Tier Test
CN0005269	17/07/2021	08:00:00	Tier - Commercial Tier Test
CN0005260	17/06/2021	08:00:00	Tier - Commercial Tier Test
CN0005255	18/05/2021	08:00:00	Tier - Commercial Tier Test
CN0005247	17/04/2021	08:00:00	Tier - Commercial Tier Test
CN0005241	17/03/2021	08:00:00	Tier - Commercial Tier Test
CN0005233	17/02/2021	08:00:00	Tier - Commercial Tier Test

- The **Note Listing for Call, Ref no: [call ref number]** screen will be displayed.
- Any notes that have been created for the call will be listed in the data grid.

ADD CALL NOTE

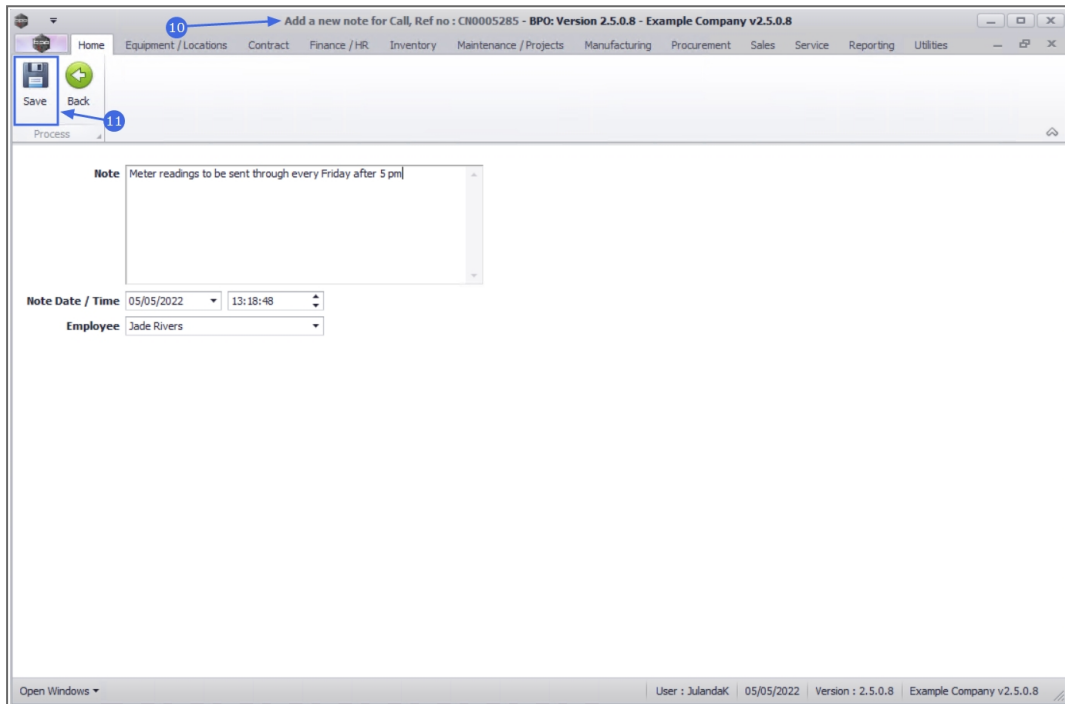
- Click on **Add**.



- The **Add a new note for Call, Ref no: [call ref number]** screen will be displayed.
 - **Note:** Click in the text box to type the note details related to the call.
 - **Note Date / Time:** These fields will display the current date and time.
 - Date: Click to type in or use the down arrow to select and alternative date using

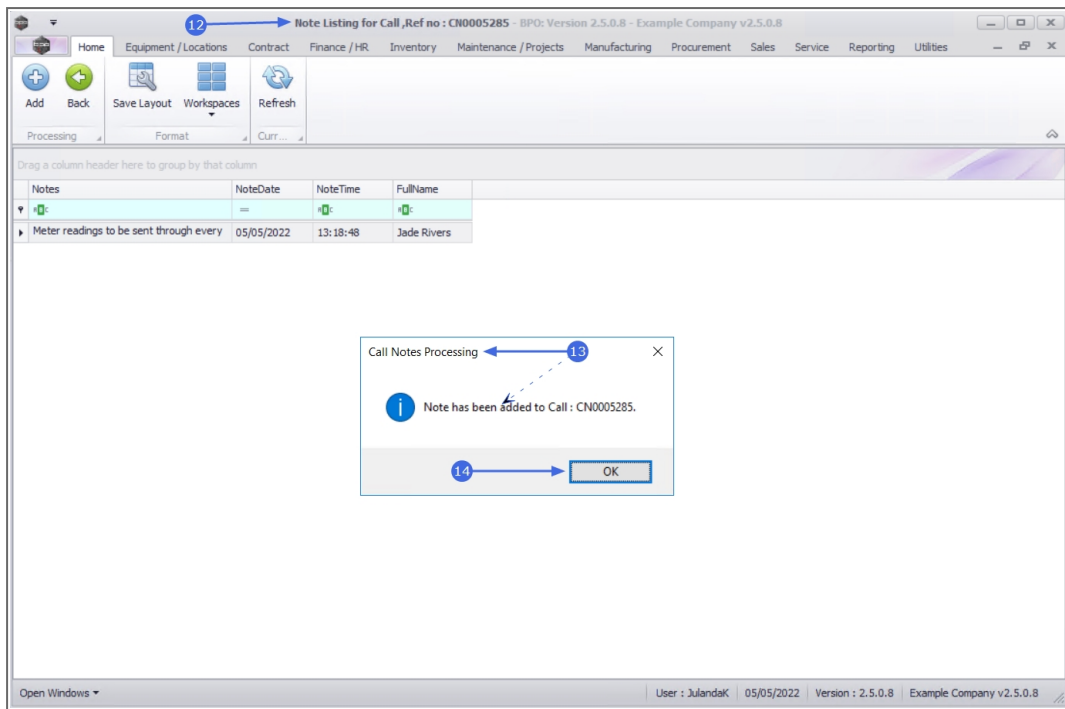
the calendar function.

- **Time:** Click to type in or use the arrow indicators to select an alternative time.
- **Employee:** The person currently adding the note will display in this field. Click on the down arrow to select a different employee.
- When you have finished adding the note details, click on **Save**.

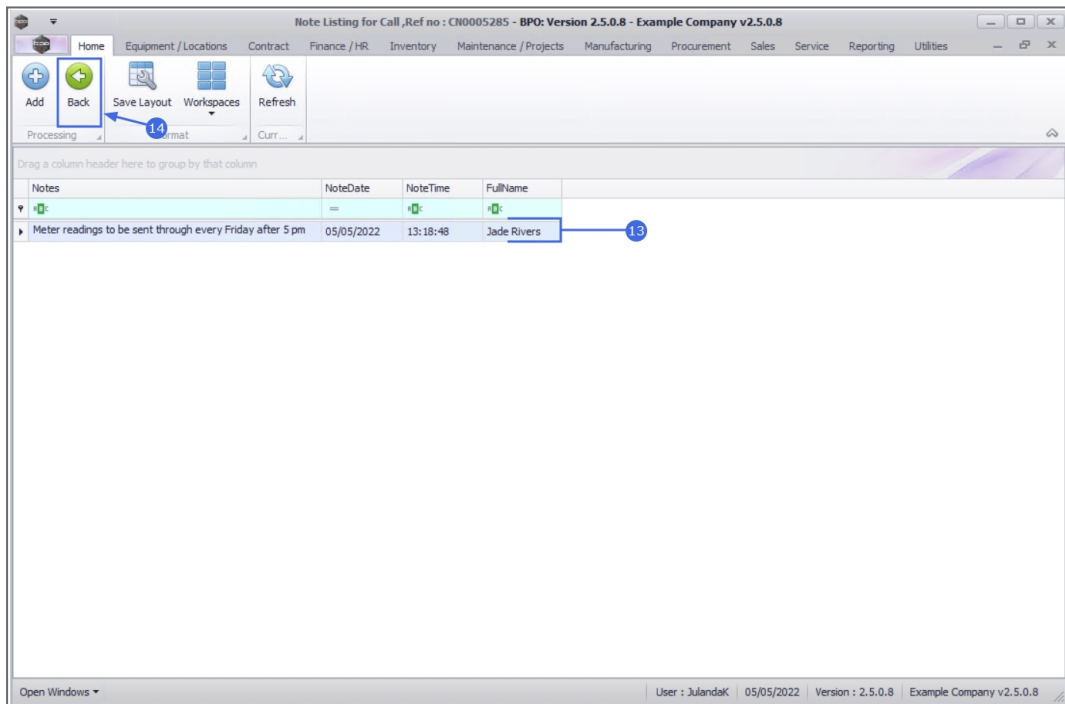


The screenshot shows a web application window titled "Add a new note for Call, Ref no : CN0005285 - BPO: Version 2.5.0.8 - Example Company v2.5.0.8". The interface includes a top navigation bar with various menu items like Home, Equipment / Locations, Contract, Finance / HR, Inventory, Maintenance / Projects, Manufacturing, Procurement, Sales, Service, Reporting, and Utilities. On the left, there are "Save" and "Back" buttons. The main form area contains a "Note" text field with the text "Meter readings to be sent through every Friday after 5 pm". Below this, there are dropdown menus for "Note Date / Time" (showing 05/05/2022 and 13:18:48) and "Employee" (showing Jade Rivers). A "Process" button is located at the bottom left of the form area. The status bar at the bottom indicates the user is JulandaK, the date is 05/05/2022, and the version is 2.5.0.8.

- You will return to the updated **Note Listing for Call, Ref no:** screen.
- The **Call Note Processing** message will confirm that;
 - **Note has been added to Call: [call ref number].**
- Click on **OK**.



- The note details can now be **viewed** from this screen.
- Click on **Back** to return to the Call maintenance screen.





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