

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

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

Ribbon Select Service > Calls



Horre Equipment / Lo						Call t	Listing - BPO: Version 2.5.1.4 - Example Company								
Home Equipment / Lo	cations Contract	Finance / HR Invents	ory Maintenance	/ Projects Manufac	turing Procureme	nt Sales	Service Reporting Utilities							-	
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d O Filter	CalReference	CustomerName	CalDate	CalState	Technician	CalTime	Description	Callype	CallfypeDesc	ErrorCode	ErrorCodeDesc	SeriaNo	Ctrit.ocationSubject	Priprity	
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mation	E CN0001003	Young Bectric	13/12/2022	Amaiting Acceptance		10:09:10	Test account balances	CR	Change Request	-	-	107	-		
Durban	CN0001002	Samanthas Diner	13/12/2022	Awaiting Acceptance		16:18:30	Test account balances Test call for account balances manual.	DR	Select Cal Type	_		19-12/1202		_	
New	E CN0001001	Young Electric	29/11/2022	UnAssigned	nary monpoor	11:29:19	Order the same part twice receive with different batch num		Change Request			19-12/1202 11123			
 In Progress 	E CN0000996	Hope Works (Ptv) Ltd	31/10/2022	UnAssigned		11:01:11	ForBentalContract	NDR	New Deal Regist			81123	BPO2 TEST 1		
🚯 Hold	 E CN0000996 E CN0000992 	Top Vehicle Hire	25/10/2022	Analting Acceptance		14:09:17	Loan machine for temporary high volume printing requirement		Service			TOP 12340LD	BP02 (05) 1		
Pending	E CN0000992	Apple Juice Inc	25/10/2022	UnAssigned	Daniel balgowen	14:09:17	Contract Closure - C00000054	DR	Select Cal Type	_		10P1234000		-	
Complete	E CN0000991	Apple Juce Inc Derton / Technologies	13/06/2022	UnAssigned		09:00:00	Contract Closure - CO0000054 Call for Monday elapse hours check	TEST				2020-2222			ł
All Pretoria	E CN0000989	Young Electric	13/06/2022	UnAssigned		05:00:00	Call tor Monday eapse hours check Call logged 5 days ago for time elapsed checks	CR	Testing	CONF	Configuration	sin123			
Pretoria New	E CN0000988	Young Bectric Young Bectric	03/06/2022	UnAssigned		05:00:00	Call logged 5 days ago for time elapsed checks Call logged 4 days ago for elapse time checks	UPG	Change Request Upgrade	CONP	computation	sin123 sin123			
In Progress	E CN0000987													_	
Hold		Young Electric	07/06/2022			05:00:00	Call logged 3 days ago for elapse time checks	DR	Select Call Type			sin123			ļ
Pending	EE CN0000985	Hope Works (Pty) Ltd	10/06/2022	UnAssigned		16:09:13	Test future call - for elapsed time	LIPG	Upgrade			20-98765			
O Complete	E CN0000984	Hope Works (Pty) Ltd	08/06/2022	UnAssigned		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 Electric	10/06/2022	UnAssigned		06:00:35	Test elapsed hours 1	TEST	Testing			sin123			
New	CN0000976	Young Electric	19/11/2019	Awaiting Acceptance		11:24:39	Test with site manager email entered	ADM	Administration			107			
 In Progress 	E CN0000974	Hope Works (Pty) Ltd	18/11/2019	Awaiting Acceptance		16:30:20	test another call email	ADM	Administration			095011015			,
Hold	⊞ 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	94	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		
a tioenfontein	E CN0000969	Hope Works (Pty) Ltd	16/11/2019	UnAssigned		03:00:00	Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre		
New	E CN0000968	Green Tea Supplies	16/11/2019	UnAssigned		08:00:00	2MS - 2 month service	\$24	Scheduled Maintenance			NEW 1234			
In Progress	⊞ CN0000967	Westwood Dynamic	15/11/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest		
() Hold	E CN0000966	Westwood Dynamic	08/11/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	54	Scheduled Maintenance				Checkers Centre - Hilcrest		
Pending	EE CN0000965	Westwood Dynamic	01/11/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest		
Complete	E CN0000964	Hack PC - IT Shop	26/10/2019	UnAssigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			147807			
O AI	E CN0000963	Westwood Dynamic	25/10/2019	UnAssigned		03:00:00	SathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest		
	E CN0000962	Hope Works (Pty) Ltd	19/10/2019	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	18/10/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest		
	⊞ 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	SathSinNaint - Bathroom Bin Maintenance	94	Scheduled Maintenance				Checkers Centre - Hilcrest		
	E CN0000957	Westwood Dynamic	27/09/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest		
	E CN0000956	Westwood Dynamic	20/09/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	514	Scheduled Maintenance				Checkers Centre - Hildrest		
	EE CN0000955	Hope Works (Pty) Ltd	18/09/2019	UnAssigned		08:00:00	Tier - Commercial Tier Test	DIST	Installation				Forest Hills Centre		
	E CN0000954	Green Tea Supplies	17/09/2019	UnAssigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW 1234			
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	Count: 386														

• The *Call Listing* screen will be displayed.

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.

Home Equipment / Lo		Finance / HR Inventor	ry Maintenance	/ Projects Manufac	turing Procureme	nt Sales	Service Reporting Utilities							
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d O Filter														
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	Y 10:	4 0 0		×D:	(D)	×D:	·0:	×D:	(0 :	·0:	4 D :	-O:	4 D :	
mation	E CN0001003	Young Bectric	13/12/2022	Awaiting Acceptance	Arin Milton	10:09:10	Test account balances	CR	Change Request			107		
Durban	CN0001002	Samanthas Diner		Awaiting Acceptance	Mary Thompson		Test call for account balances manual.	DR	Select Call Type					
In Progress	E CN0001001	Young Bectric	29/11/2022	UnAssigned		11:29:19	Order the same part twice receive with different batch num	CR	Change Request			sin123		
Hold	E CN0000996	Hope Works (Pty) Ltd	31/10/2022	UnAssigned		11:01:11	ForRentalContract	NDR	New Deal Rental				BPO2 TEST 1	
Pending		Top Vehicle Hire	25/10/2022	Awaiting Acceptance	Daniel Balgowen	14:09:17	Loan machine for temporary high volume printing requirement	SERV	Service			TOP 12340LD		
O Complete	E CN0000991	Apple Juice Inc						DR	Select Call Type					
O AI	E CN0000989	Derton / Technologies	13/06/2022	UnAssigned		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	Young Electric	07/06/2022	UnAssigned		05:00:00	Call logged 3 days ago for elapse time checks	DR.	Select Call Type			sin 123		
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	E CN0000984	Hope Works (Pty) Ltd	08/06/2022	UnAssigned		05:10:00	Test elapsed hours - 2 days prior	TEST	Testing			AT5000000		
Complete	E CN0000983	Hope Works (Pty) Ltd	09/06/2022	UnAssigned		05:08:31	Test elapsed time 2 - day prior	TEST	Testing			SIN32413546		
O AI	E CN0000982		10/06/2022			05:00:35	Test elapsed hours 1	TEST	Testing			sin123		
Cape Town	CN0000976		19/11/2019	Awaiting Acceptance	Banca Du Tolt	11:24:39	Test with site manager email entered	ADM	Administration			107		
In Progress	E CN0000974	Hope Works (Pty) Ltd				16:30:20	test another call email	ADM	Administration					
() Hold	E CN0000972	Hope Works (Pty) Ltd		Awaiting Acceptance		15:57:00	Test new call for email description in body	CR						
Pending	E CN0000971	Westwood Dynamic	29/11/2019			03:00:00	BathBinNaint - Bathroom Bin Maintenance	54	Scheduled Maintenance				Checkers Centre - Hilcrest	
C Complete	E CN0000970	Westwood Dynamic	22/11/2019			03:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hildrest	
Q AI	E CN0000969	Hope Works (Pty) Ltd	16/11/2019			03:00:00	Tier - Commercial Tier Test	DIST	Installation				Forest Hills Centre	
5 tioemfontein	E CN0000968	Green Tea Supples	16/11/2019			03:00:00	2MS - 2 month service	54	Scheduled Maintenance			NEW1234		
New	E CN0000967	Westwood Dynamic	15/11/2019			03:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hildrest	
In Progress	E CN0000966	Westwood Dynamic	08/11/2019			03:00:00	BathBinMaint - Bathroom Bin Maintenance	54	Scheduled Maintenance				Checkers Centre - Hildrest	
Hold	E CN0000965	Westwood Dynamic	01/11/2019			03:00:00	BathBirMaint - Bathroom Bin Maintenance	54	Scheduled Maintenance				Checkers Centre - Hildrest	
Pending	E CN0000964	Hack PC - IT Shop	25/10/2019			08:00:00	285 - 2 month service	974 9M	Scheduled Maintenance			147807	Checkers Centre + Hildrest	
Complete	E CN0000964	Hack PC - 11 Shop Westwood Dynamic	25/10/2019			08:00:00	295 - 2 Month service BathSinNaint - Bathroom Bin Maintenance	514	Scheduled Maintenance			147807	Checkers Centre - Hilcrest	
O AI	E CN0000962	Hope Works (Ptv) Ltd	19/10/2019			08:00:00	2MS - 2 month service	5M	Scheduled Maintenance			18-30200	Greates centre - micrest	
	E CN0000962	Hope Works (Pty) Ltd Hope Works (Pty) Ltd				08:00:00	295 - 2 month service Tex - Commercial Tex Test	DIST.	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	SM	Installation Scheduled Maintenance				Forest Hills Centre Checkers Centre - Hilcrest	
	E CN0000959	Westwood Dynamic	11/10/2019			08:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	
	E CN0000958	Westwood Dynamic	04/10/2019			03:00:00	BathBinMaint - Bathroom Bin Maintenance	524	Scheduled Maintenance				Checkers Centre - Hilcrest	
	E CN0000957	Westwood Dynamic	27/09/2019			08:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	
		Westwood Dynamic	20/09/2019			03:00:00	BathBinMaint - Bathroom Bin Maintenance	514	Scheduled Maintenance				Checkers Centre - Hillcrest	
	E CN0000955	Hope Works (Pty) Ltd	18/09/2019			03:00:00	Tier - Commercial Tier Test	DIST	Installation				Forest Hills Centre	
	E CN0000954	Green Tea Supplies	17/09/2019	UnAssigned		03:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW 1234		
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	Count: 386													

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

v						Call	Listing - BPO: Version 2.5.1.4 - Example Company							
Home Equipment / Lo	cations Contract	Finance / HR Invent	ory Maintenance	/ Projects Manufac	turing Procureme	nt Sales	Service Reporting Utilities							
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rmation		Young Bectric				10:09:10	Test account balances	CR	Change Request			107		
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		Young Bectric	29/11/2022		mary monpoor	11:29:19	Order the same part twice receive with different batch num		Change Request			sin 123		
 In Progress 		Hope Works (Ptv) Ltd		UnAssigned			ForBentalContract	NDR	New Deal Rental			101125	RPO2 TEST 1	
🕖 Hold 🦱		Top Vehicle Hire										TOP 12340LD		_
🕗 Pending 🔄			25/10/2022	Awaiting Acceptance	Daniel balgowen	14:09:17	Loan machine for temporary high volume printing requirement		Service			10P1234000		_
Complete				UnAssigned				DR						
() Al		Derton / Technologies	13/06/2022			09:00:00	Call for Monday elapse hours check	TEST	Testing			2020-2222		
O Pretoria	E CN0000988	Young Electric	03/06/2022			05:00:00	Call logged 5 days ago for time elapsed checks	CR	Change Request	CONF	Configuration	sin123		
O New	E CN0000987	Young Electric	06/06/2022			05:00:00	Call logged 4 days ago for elapse time checks	UPG	Upgrade			sin123		
In Progress Hold	E CN0000986	Young Electric	07/06/2022			05:00:00	Call logged 3 days ago for elapse time checks	DR	Select Call Type			sin 123		
Pending		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	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		05:03:31	Test elapsed time 2 - day prior	TEST	Testing			SIN32413546		
Cape Town	E CN0000982	Young Bectric	10/06/2022	UnAssigned		05:00:35	Test elapsed hours 1	TEST	Testing			sin123		
O 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	Awaiting Acceptance	Bianca Du Toit	\$6:30:20	test another call email	ADM	Administration			095010015		
() Hold	⊞ 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 - Hildrest	
 Complete 	E CN0000970	Westwood Dynamic	22/11/2019	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	UnAssigned		03:00:00	Tier - Commercial Tier Test	DIST	Installation				Forest Hills Centre	
tioemfontein	E CN0000968	Green Tea Supples	16/11/2019	UnAssigned		08:00:00	2MS - 2 month service	54	Scheduled Maintenance			NEW 1234		
New	E CN0000967	Westwood Dynamic	15/11/2019	Unissigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hildrest	
In Progress	E CN0000966	Westwood Dynamic	08/11/2019			03:00:00	BathBinMaint - Bathroom Bin Maintenance	54	Scheduled Maintenance				Checkers Centre - Hilcrest	
() Hold	E CN0000965	Westwood Dynamic	01/11/2019			03:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hildrest	
Pending Complete		Hack PC - IT Shop	25/10/2019			03:00:00	2015 - 2 month service	54	Scheduled Maintenance			147807		
O Al		Westwood Dynamic	25/10/2019			03:00:00	BathBinMaint - Bathroom Bin Maintenance	54	Scheduled Maintenance				Checkers Centre - Hilcrest	
0		Hope Works (Ptv) Ltd	19/10/2019			03:00:00	2MS - 2 month service	SM	Scheduled Maintenance			18-30200	Concerne concernent	
		Hope Works (Pty) Ltd		UnAssigned		03:00:00	Tier - Commercial Tier Test	INST	Installation			10-30200	Forest Hills Centre	
		Westwood Dynamic		UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	
		Westwood Dynamic	11/10/2019			08:00:00	BathBinMaint - Bathroom Bin Maintenance	574 SM	Scheduled Maintenance				Checkers Centre - Hildrest	
		Westwood Dynamic Westwood Dynamic				08:00:00	BathBinMaint - Bathroom Bin Maintenance	514	Scheduled Maintenance				Checkers Centre - Hildrest	
			04/10/2019					594 9M						
		Westwood Dynamic	27/09/2019			08:00:00	BathBinMaint - Bathroom Bin Maintenance		Scheduled Maintenance				Checkers Centre - Hildrest	
		Westwood Dynamic	20/09/2019			03:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	
		Hope Works (Pty) Ltd		UnAssigned		03:00:00	Tier - Commercial Tier Test	DIST	Installation				Forest Hills Centre	
		Green Tea Supplies	17/09/2019			03:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW 1234		
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• Click on the *Edit* button.



Home Equipment / Li Edit Refresh My Call	Save La Workspe Save Pitt Format	ices • 🚜 Assign er 🗈 Start	e Complete Ho		Print Repor									
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rmation										101	10-		10-	
Durban	E CN0001003	Young Electric		Awaiting 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		
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Pending	► CN0000992	Top Vehicle Hire		Assaiting Acceptance	Daniel Balgowen	14:09:17	Loan machine for temporary high volume printing requirement		Service			TOP 12340LD		
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New	E CN0000987	Young Bectric	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			sin 123		
Hold	EE CN0000985	Hope Works (Pty) Ltd	10/06/2022	UnAssigned		16:09:13	Test future call - for elapsed time	LIPG	Upgrade			20/98765		
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O Al	E CN0000982		10/06/2022			05:00:35	Test elapsed hours 1	TEST	Testing			sin123		
Cape Town	E CN0000975		19/11/2019	Awaiting Acceptance	Banca Du Tolt	11:24:79	Test with site manager email entered	ADM	Administration			107		
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tioemfontein	E CN0000968	Green Tea Supples		UnAssigned		03:00:00	2MS - 2 month service	5M	Scheduled Maintenance			NEW 1234	Porescrillo Collule	
New	E CN0000967	Westwood Dynamic		UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance			NEW 1234	Checkers Centre - Hildrest	
In Progress														
Hold	E CN0000966	Westwood Dynamic		UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	514	Scheduled Maintenance				Checkers Centre - Hildrest	
Pending	EE CN0000965	Westwood Dynamic		UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	
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	EE CN0000960	Westwood Dynamic		UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	
	E CN0000959	Westwood Dynamic	11/10/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hildrest	
	E CN0000958	Westwood Dynamic	04/10/2019	UnAssigned		03:00:00	SathBinMaint - Bathroom Bin Maintenance	\$74	Scheduled Maintenance				Checkers Centre - Hilcrest	
	E CN0000957	Westwood Dynamic	27/09/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	
	E CN0000956	Westwood Dynamic	20/09/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	514	Scheduled Maintenance				Checkers Centre - Hildrest	
	E CN0000955	Hope Works (Pty) Ltd	18/09/2019	UnAssigned		03:00:00	Tier - Commercial Tier Test	DIST	Installation				Forest Hills Centre	
	E CN0000954	Green Tea Supplies	17/09/2019	UnAssigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW 1234		
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	Count: 38	96												

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

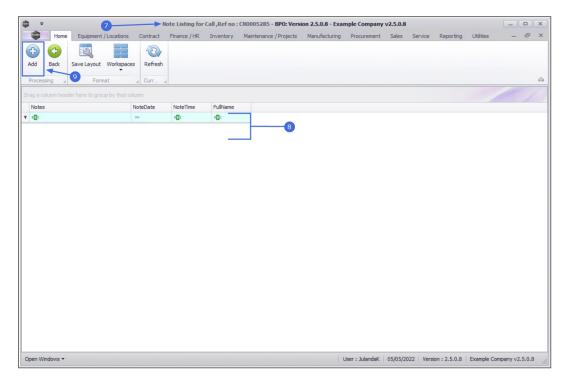
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م	Customer	Hope Works (Pty) Lt	م b	• + •	ReferenceType	Ref	ferenceNo			
	-	Henry Rowe	2	*	Serial No					
unctions					Prior Call Reference					
	Contact No.	031 555 1234			Call Request Refe	rence				
Work Orders 1	Address	Plot 91 Leaf Road	<i></i> م	*	Contract No	-				
		Leaf Hills Pink Town			Location		est Hills Centre			
		Durban South		-	Project Reference Ouote Reference					
Work In Progress	Call Type	Installation		* *	Invoice Reference					
The second se	6			_	Order Reference					
	Error Code			•						
Notes	Description	Tier - Commercial Tie	r Test	*						
				-						
	Call Date Time	16/09/2021 -	08:00:00	*						
Assignments	Call Date Time Priority	16/09/2021 •	08:00:00	▼	Prior Calls :					
Assignments	Priority	2 🛊	08:00:00	÷	Prior Calls :	CallDate	CallTime	Description		
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- 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*.

⊉ ₹	10	Ad	d a new note fo	or Call, Ref no	: CN0005285 - BPO: Ve	rsion 2.5.0.8 - Exa	ample Compan	y v2.5.0.8				_	
Home	Equipment / Locations	Contract	Finance / HR	Inventory	Maintenance / Projects	Manufacturing	Procurement	Sales	Service	Reporting	Utilities	-	8 X
Save Back													
Process 4													~~
Note	Meter readings to be se	ent through e	very Friday after	5 pm	-								
					-								
Note Date / Time	05/05/2022 🔹 1	3:18:48	¢										
Employee	Jade Rivers		•										
									- 1				
Open Windows 🔻						L	Jser : JulandaK	05/05/202	2 Versio	n:2.5.0.8	Example Co	mpany v2.	.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.



Calls - Notes

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

🔹 🔻 Not	e Listing for Call	,Ref no : C	N0005285 - BPO: Versi	on 2.5.0.8 - Exan	nple Company	v2.5.0.8				_	
Home Equipment / Locations Contract F	Finance / HR In	ventory	Maintenance / Projects	Manufacturing	Procurement	Sales :	Service	Reporting	Utilities	-	8 X
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Calls - Notes

MNU.122.006

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