

# SERVICE

## **CALLS - MOVE TO PENDING**

**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.

A call can be placed in a **Pending** status by the Call Centre.

Pending differs from Hold, in that work will be stopped to resolve a **company** issue e.g. there is no stock available to complete the work. The <u>SLA Monitor</u> will continue to run. Refer to <u>Calls</u> - <u>Release</u> a <u>Call</u> for information on how to release a call from pending.

Using <u>Tech Connect</u>, the call will be placed in the **Pending** status when the technician selects <u>End Work</u> on his device, with the <u>Resolution Action</u> as *Unresolved*.

Ribbon Select Service > Calls



• The *Call Listing* screen will be displayed.

#### 1BPO2 v2.5.1.3 or higher



### Calls - Move to Pending Status

						Call	Listing - BPO: Version 2.5.1.4 - Example Company							
Home Equipment / Lo	ocations Contract	Finance / HR Invents	ory Maintenance	/ Projects Manufac	turing Procureme	nt Sales	Service Reporting Utilities							-
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Durban	E CN0001003	Young Bectric	13/12/2022	Awaiting Acceptance	Ann Milton	50:09:10	Test account balances	DR .	Change Request	_		107		-
New	L 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 Electric	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	▶ E CN0000992	Top Vehicle Hire	25/10/2022	Assaiting Acceptance	Daniel Balgowen	14:09:17	Loan machine for temporary high volume printing requirement	SURV	Service			TOP12340LD		-
Complete	E CN0000991	Apple Juce Inc	24/10/2022	UnAssigned		10:38:15	Contract Cosure - CO0000054	DR	Select Call Type					
O Al	E CN0000989	Derton / Technologies	13/06/2022	UnAssigned		09:00:00	Call for Monday elapse hours check	TEST	Testing			2020-2222		
Pretoria	EI CN0000988	Young Bectric	03/06/2022	UnAssigned		05:00:00	Call logged 5 days ago for time elapsed checks	CR	Change Request	CONF	Configuration	sin123		
O 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	Young Electric	07/06/2022	UnAssigned		05:00:00	Call logged 3 days ago for elapse time checks	DR	Select Call Type			sin123		
O Dending	E CN0000985	Hope Works (Pty) Ltd	10/06/2022	UnAssigned		16:09:13	Test future call - for elapsed time	UPG	Upgrade			20-98765		
O Consiste	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	Blanca Du Tolt	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			095010015		
🕑 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	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 - 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	
tiloemfontein	E CN0000968	Green Tea Supplies	16/11/2019	UnAssigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW 1234		
O 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	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	514	Scheduled Maintenance				Checkers Centre - Hildrest	
O Pandan	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		
Q AI	E CN0000963	Westwood Dynamic	25/10/2019	UnAssigned		08:00:00	BathBinNaint - Bathroom Bin Maintenance	\$24	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	514	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		08:00:00	SathSinNaint - Bathroom Bin Maintenance	514	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 - Hildrest	
	E CN0000956	Westwood Dynamic	20/09/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	54	Scheduled Maintenance				Checkers Centre - Hildrest	
	E 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 Calls are listed by *Site* and will display calls for the first Site listed.
- Click on the relevant *Site* for the calls you wish to view.

						Call	Listing - BPO: Version 2.5.1.4 - Example Company							
Home Equipment / Lo		Finance / HR Invento	xy Maintenance	/ Projects Manufa		nt Sales	Service Reporting Utilities							
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Pretoria	EI CN0000988	Young Electric	03/06/2022	UnAssigned		05:00:00	Call logged 5 days ago for time elapsed checks	CR	Change Request	CONP	Configuration	sin123		
O New	E CN0000987	Young Bectric	06/06/2022	UnAssigned		05:00:00	Call logged 4 days ago for elapse time chedis	UPG	Upgrade			sin123		
Un Progress	E 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		
O Develop	E CN0000985	Hope Works (Pty) Ltd		UnAssigned		16:09:13	Test future call - for elapsed time	UPG	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 Electric	10/06/2022	UnAssigned		05:00:35	Test elapsed hours 1	TEST	Testing			sin123		
O New		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	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	514	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 - Hildrest	
O Al	E CN0000969	Hope Works (Pty) Ltd	16/11/2019	UnAssigned		03:00:00	Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre	
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O New	E CN0000967	Westwood Dynamic	15/11/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hildrest	
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	E CN0000962	Hope Works (Pty) Ltd	19/10/2019	UnAssigned		03:00:00	2MS - 2 month service	SM	Scheduled Maintenance			18-30200		
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Note that call must be in either the *New*, *In Progress* or *Complete* status to be moved to *Pending*.



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

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O Al	E 010000983	Hope Works (PTY) Ltd	09/06/2022	Universigned		06:08:31	rest eapsed time 2 - day prior		Testing			51/132413540		
Cape Town	E CN0000982					06:00:35						90123		
New	E 010000976				Bianca DU Toit	11:24:39	Test with site manager email entered	ADM						
<ul> <li>In Progress</li> </ul>	E EN0000974	Hope Works (Pty) Ltd	18/11/2019	Awaiting Acceptance	Bianca Du Toit	26:30:20	test another call email	ADM	Administration			095010015		
U Hold	EE CN0000972	Hope Works (Pty) Ltd	18/11/2019	Awaiting Acceptance	Bianca Du Toit	15(57)00	Test new call for enail description in body	CR	Change kequest			099019015		
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	EE CN0000970	Westwood Dynamic	22/11/2019	UnAssigned		08:00:00	BathbinMant - Bathroom Bin Mantenance	574	Scheduled Maintenance				Checkers Centre - Hildrest	
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O New	EE CN0000968	Green Tea Supplies	16/11/2019	UnAssigned		05:00:00	2MS - 2 month service	524	Scheduled Maintenance			NEW 1234		
<ul> <li>In Progress</li> </ul>	E CN0000967	Westwood Dynamic	15/11/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilorest	
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Pending	E CN0000965	Westwood Dynamic	01/11/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilorest	
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O AI	EE CN0000963	Westwood Dynamic	25/10/2019	UnAssigned		03:00:00	SathSinMaint - Bathroom Bin Maintenance	24	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	Mope Works (Pty) Ltd	18/10/2019	Unitssigned		03:00:00	Tier - Commercial Tier Test	DAST .	Installation				Forest Hills Centre	
	EE CN0000960	Westwood Dynamic	18/10/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	524	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		03:00:00	BathBinMaint - Bathroom Bin Maintenance	594	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	SM	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		03:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW 1234		
	III management													
	Counti 38													

• Click on the *Pending* button.



- The *Call in Pending: [call ref. number]* screen will be displayed.
  - Pending 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.
  - **Reason Code:** Click on the down *arrow* to select a reason code from the drop-down list.

Refer to <u>Call Pending Reason Code</u> to configure reason codes, if necessary.



- **Reason:** Type in the details as to the reason for having to placed the call in the Pending status.
- Estimated Release Date: The estimated release date will auto populate with a system generated date, usually 2 days after the Pending Date.
  - 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.
- **Employee:** The employee currently logged on to the system will be displayed in this field. Click on the down *arrow* to select an alternative name, if required.
- When you have finished adding details to this screen, click on *Save*.

	0-		Call in Pending : CN0005298 - BPO: Version 2.5.0.4 - Example Company v2.5.0.0										
Home Eq	uipment / Locations	Contract	Finance / HR	Inventory	Maintenance / Projects	Manufacturing	Procurement	Sales Si	ervice Reporting	Utilities	-	₽ x	
Save Back													
Process 8												$\Diamond$	
Danafara Data	14/01/2022 -	10:07:01	•										
Pending Date	14/01/2022 +	10:07:01	•										
Reason Code	Requires Senior Tec	n	•										
Reason	Senior Technician re	quired for init	tia site inspection		<u>^</u>								
					-								
Estimated Release Date	16/01/2022 -	10:07:01	\$										
Employee	Mary Thompson	1	•										
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Open Windows -						l	Jser : JulandaK	14/01/2022	Version : 2.5.0.4	Example Con	npany v2.	5.0.0	



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

<del>ب</del> ا	Call Listing - B/O: Version 2.5.1.4 - v2514 brample Company												
	Home Equipment / Location	ns Contract Fin	ance / HR Inventory	Maintenance / Proje	cts Manufa	acturing Pr	ocurement	Sales Service Reportin	g Utilities				_ & ×
Add	Edt Refresh My Calls	Image: Save Layout       Image: Save Layout       Image: Save Filter	<sup>45</sup> My Call <sup>45</sup> Assign <sup>16</sup> Start <sup>17</sup> Start <sup>17</sup> <sup>1</sup> <sup>17</sup> <sup>1</sup> <sup>17</sup> <sup>1</sup> <sup></sup>	Complete Hold P	ending Releas	se Print	Reports						
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@ Fin	d 🔘 Filter												
		CalReference	CustomerName	CalDate	CallState	Technician	CallTime	Description		CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc
		Y (0)	4 <b>0</b> 0		* <b>0</b> 0	1 <b>0</b> :	( <b>0</b> ):	4 <b>0</b> 0		4 <b>0</b> 0	(I):	<ul> <li>(1)</li> </ul>	* <b>D</b> ¢
Infor	mation	▶ E CN0001030	Hope Works (Pty) Ltd	28/09/2023	UnAssigned		15:01:06	Instant biling - using seling pr	ice	INSP	Inspection		
5	Durban	E CN0001029	Hope Works (Pty) Ltd	28/09/2023	UnAssigned		13:58:24	now with prior and current me	ter reading with issues.	INSP	Inspection		
-	O New	E CN0001028	Hope Works (Pty) Ltd	28/09/2023	UnAssigned		13:51:46	Toner yield short fall - batch b	Il no, yield track yes, on cont	INST	Installation		
-	In Progress	E CN0001027	Hope Works (Pty) Ltd	28/09/2023	UnAssigned		13:38:59	Toner yield test number 2		TON	Toner Required		
-	O Readen	E CN0001026	Hope Works (Pty) Ltd	28/09/2023	UnAssigned		13:10:24	Black toner replacement requir	ed	TON	Toner Required		
•	Complete	E CN0001025	Top Vehicle Hire	28/09/2023	UnAssigned		12:54:20	Black Toner replacement requ	ired	INSP	Inspection		
-	() All	E CN0001021	Derton / Technologies	08/09/2023	UnAssigned		10:36:15	Open sub contracts need to b	e received.	INSP	Inspection		
- 5	Pretoria	E CN0001020	Derton / Technologies	08/09/2023	Ur Call Proc	essing		×	e actioned.	INST	Installation		
	O New	E CN0001019	Derton / Technologies	08/09/2023	Un				proval	INST	Installation		
	<ul> <li>In Progress</li> </ul>	E CN0001018	Derton / Technologies	07/09/2023	Un 👝				en flag	INST	Installation		
	() Hold	E CN0001016	Hope Works (Pty) Ltd	05/09/2023	Un U	Call No : CN	0000842 has b	een placed into pending.	ontract item that has sla	INSP	Inspection	SERV	Services
	Pending	E CN0001004	Derton / Technologies	15/03/2023	En	nality Review				ADM	Administration		
-	Complete	E CN0000992	Top Vehide Hire	05/09/2023	Ax		gh volume printing requirement		SERV	Service			
	O Al	E CN0000981	Hope Works (Pty) Ltd	11/12/2019	En			OK		ADM	Administration		
- * <b>B</b>	A New	E CN0000980	Hope Works (Pty) Ltd	21/11/2019	Ended Work	Arial Blythe	12:16:47	Driver Connect - offline test		TON	Toner Required		
	In Progress	E CN0000979	Hope Works (Pty) Ltd	21/11/2019	Ended Work	Arial Blythe	11:56:31	Third driver connect call		SERV	Service		
	() Hold	E CN0000978	Hope Works (Pty) Ltd	21/11/2019	Ended Work	Arial Blythe	11:07:42	Driver Connect - full set of tor	iers required	PR	Parts Requirement		
	O Pending	E CN0000977	Hope Works (Pty) Ltd	21/11/2019	Ended Work	Arial Blythe	11:04:46	Driver Connect - toner deliver	y.	SERV	Service		
	O Complete	E CN0000973	Dancing Shoes	18/11/2019	No Signature	Arial Blythe	16:24:55	Test call email functionality		ADM	Administration		
	II 🕥		Young Electric	11/11/2019	Ended Work	Bianca Du T		Test Service balances time log	aina	NDS	New Deal Sale		
~ E	Bloemfontein	E CN0000832	Hope Works (Pty) Ltd	15/10/2019	Accepted	Blanca Du T	15:05:26	it seems like call notes are not	saving for call request	DR	Select Call Type		
	O New	E CN0000822	Telerex	04/07/2019	UnAssigned		09:34:18	test		DR	Select Call Type		
-	In Progress	E CN0000815	Dancing Shoes	13/05/2019	UnAssigned		08:22:02	test another call for overflow	error	INST	Installation		
-	Rending	E CN0000814	Dancing Shoes	13/05/2019	UnAssigned		08:19:44	test call for overflow error		INST	Installation		
	Complete	CN0000812	Hope Works (Pty) Ltd	03/05/2019	Ended Work	Bianca Du T	11:53:56	Test call for warranties		IT	IT Requirement		
	O Al												
		Count: 139											
Open W	ndows *									Use	r:Bianca 23/01/2024 Version:	: 2.5.1.4 v2514	Example Company

 The Call can <u>no longer</u> be viewed in the current list. Change the *Status* to *Pending*, to view the Call.

<b>\$</b> •				Call Listi	ng - BPO: Vers	ion 2.5.1.4 ·	v2514 Example Company				- 8 ×
Home Equipment / Location	s Contract Fir	nance / HR Inventory	Maintenance / Proj	ects Manuf	acturing Pr	ocurement	Sales Service Reporting Utilities				_ & ×
Add Edit Refresh My Calls	Image: Save Layout       Image: Workspaces ▼       Image: Save Filter		Complete Hold H	Pending Relea	se Print	Reports					
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	CalReference	CustomerName	CalDate	CallState	Technician	CallTime	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc
	Y 10:	A C	-	* <b>D</b> ¢	1 <b>0</b> 0	1 <b>0</b> 0	10°	100	(D)	(D)	4 <b>0</b> 4
Information	★ CN0000842	Samanthas Diner	12/11/2019	UnAssigned		16:31:46	Phase 1 equipment inspection	SERV	Service		
Durban		Samanthas Diner	12/11/2019	UnAssigned		16:31:46	Phase 1 equipment inspection	SERV	Service		
O In Program		Bothas Networking inc	23/02/2017	Ended Work	Bianca Du T	08:00:00	3MS - 3 Month Service	NDS	New Deal Sale		
() Hold		Samanthas Diner	04/07/2017	UnAssigned		11:39:55	End work in My work Screen	REP	Repair	PJ	Paper Jam
Pending		Office Supplies Unlimited	04/05/2017	UnAssigned		10:27:13	new work order to test locations	NDR	New Deal Rental		
C Complete		Derton / Technologies	20/04/2017	Rejected by.	. Bianca Du T	13:39:15	retest	NDS	New Deal Sale		
O Al	E CN0000441	Derton / Technologies	13/04/2017	UnAssigned		13:31:58	Return all from short term contract STC0000019.	DR.	Select Call Type		
👻 💽 Pretoria		Derton / Technologies	29/03/2017	UnAssigned		09:08:25	My work - work orer linke to a call (client location)	REP	Repair	PJ	Paper Jam
New	E CN0000424	Derton / Technologies	29/03/2017	UnAssigned		09:08:25	My work - work orer linke to a call (client location)	REP	Repair	PJ	Paper Jam
<ul> <li>In Progress</li> </ul>	E CN0000047	Titan Group	47 31/07/2014	Awaiting Ac	George Jam	. 14:13:49	Service required	SERV	Service		
() Hold	E CN0000039	Office Supplies Unlimited	39 21/07/2014	UnAssigned		13:01:23	Machine error code - service - 1250	SERV	Service		
Pending											
Complete											
Cape Town											
() Hold											
() Pending											
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Onen Windows *								110	r · Bianca 23/01/2024	areion - 2 5 1 4 v2514	Example Company



#### **Related Topics**

• Calls - Release a Call

MNU.122.007