

SERVICE

CALLS - CLOSE A CALL

Note that there are changes to the Call Centre screens due to the Call Centre Performance Enhancements rolled out in part of the Extended Call Centre - Version Compatibility¹. The functionality that is available to you may differ depending on the Call Centre mode configured and your user rights. For more information related to this, refer to the [Call Centre Mode](#) notes.

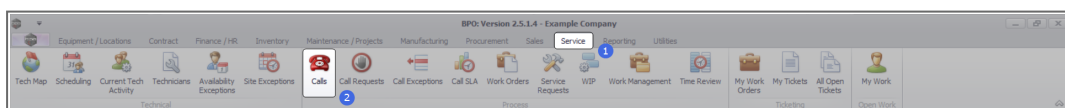
A call that has been closed, can only be viewed in the **All** status.

A Call can be re-instated after it has been closed.

If you need to process something on a work order linked to a closed call, e.g. raise a Credit Note, then the work order will need to be re-instated. The work order can then be close again.

The system will notify you of any outstanding items, e.g. billable items not yet invoiced, for the call. You will have to act on the relevant messages before the call can be closed.

Ribbon Select **Service > Calls**



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

¹BPO2 v2.5.1.3 or higher

Call Listing - RPD Version 2.5.1.4 - Example Company

CallReference	CustomerName	CallDate	CallState	Technician	CallTime	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc	SerialNo	ChkLocationSubject	Priority
IB CH0001003	Young Electric	13/12/2022	Awaiting Acceptance	Ann Hilson	00:09:10	Test account balances	CR	Change Request			107		3
IB CH0001002	Salemshire Drive	12/12/2022	Awaiting Acceptance	Mary Thompson	06:18:30	Test call for account balances manual	SR	Select Call Type			09-12/1202		3
IB CH0001001	Young Electric	26/11/2022	Unassigned		11:29:19	Order the same part twice receive with different batch num.	CR	Change Request			an123		3
IB CH0000996	Hope Works (Pty) Ltd	21/10/2022	Unassigned		11:01:11	Order the same part twice receive with different batch num.	CR	Change Request			an123	BPQZ TEST 1	3
IB CH0000992	Top Velocity Hire	20/10/2022	Awaiting Acceptance	Daniel Balgwyn	14:05:17	Loan machine for temporary high volume printing requirement	SRV	Service			TOP1234OLD		3
IB CH0000991	Askle Judd Inc	24/10/2022	Unassigned		05:38:15	Contact Closure - C00000594	SR	Select Call Type					3
IB CH0000989	Denton / Technologies	13/06/2022	Unassigned		09:00:00	Call for Monday elapse hours check	TEST	Testing			2020-2222		3
IB CH0000988	Young Electric	13/06/2022	Unassigned		08:00:00	Call logged 5 days ago for time elapsed checks	CR	Change Request	CONF	Configuration	an123		3
IB CH0000987	Young Electric	06/06/2022	Unassigned		06:00:00	Call logged 4 days ago for elapse time checks	UPG	Upgrade			an123		3
IB CH0000986	Young Electric	07/06/2022	Unassigned		06:00:00	Call logged 5 days ago for elapse time checks	SR	Select Call Type			an123		3
IB CH0000985	Hope Works (Pty) Ltd	13/06/2022	Unassigned		06:00:13	Test future call - for elapsed time	UPG	Upgrade			20-46765		3
IB CH0000984	Hope Works (Pty) Ltd	08/06/2022	Unassigned		06:10:00	Test elapsed hours - 2 days prior	TEST	Testing			AT300000		3
IB CH0000983	Hope Works (Pty) Ltd	08/06/2022	Unassigned		06:08:31	Test elapsed time 2 - day prior	TEST	Testing			SN23415546		3
IB CH0000982	Young Electric	13/06/2022	Unassigned		06:00:30	Test elapsed hours 1	TEST	Testing			an123		3
IB CH0000976	Young Electric	18/11/2019	Awaiting Acceptance	Bianca Du Toit	11:24:28	Test with site manager email entered	ACH	Administration			107		3
IB CH0000974	Hope Works (Pty) Ltd	18/11/2019	Awaiting Acceptance	Bianca Du Toit	06:30:20	Test another call email	ACH	Administration			09501015		3
IB CH0000972	Hope Works (Pty) Ltd	18/11/2019	Awaiting Acceptance	Bianca Du Toit	15:07:00	Test new call for email description in body	CR	Change Request			09501015		3
IB CH0000971	Westwood Dynamic	26/11/2019	Unassigned		08:00:00	Subfloor/Hall - Bathroom Bin Maintenance	SR	Scheduled Maintenance				Checkers Centre - Hilsonst	2
IB CH0000970	Westwood Dynamic	22/11/2019	Unassigned		08:00:00	Subfloor/Hall - Bathroom Bin Maintenance	SR	Scheduled Maintenance				Checkers Centre - Hilsonst	2
IB CH0000969	Hope Works (Pty) Ltd	16/11/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	INVT	Installation				Forest Hills Centre	2
IB CH0000968	Green Tea Supplies	16/11/2019	Unassigned		08:00:00	2MS - 2 month service	SR	Scheduled Maintenance			NEW1234		2
IB CH0000967	Westwood Dynamic	15/11/2019	Unassigned		08:00:00	Subfloor/Hall - Bathroom Bin Maintenance	SR	Scheduled Maintenance				Checkers Centre - Hilsonst	2
IB CH0000966	Westwood Dynamic	08/11/2019	Unassigned		08:00:00	Subfloor/Hall - Bathroom Bin Maintenance	SR	Scheduled Maintenance				Checkers Centre - Hilsonst	2
IB CH0000965	Westwood Dynamic	01/11/2019	Unassigned		08:00:00	Subfloor/Hall - Bathroom Bin Maintenance	SR	Scheduled Maintenance				Checkers Centre - Hilsonst	2
IB CH0000964	Hack P.C. IT Shop	26/10/2019	Unassigned		08:00:00	2MS - 2 month service	SR	Scheduled Maintenance			147807		2
IB CH0000963	Westwood Dynamic	25/10/2019	Unassigned		08:00:00	Subfloor/Hall - Bathroom Bin Maintenance	SR	Scheduled Maintenance				Checkers Centre - Hilsonst	2
IB CH0000962	Hope Works (Pty) Ltd	19/10/2019	Unassigned		08:00:00	2MS - 2 month service	SR	Scheduled Maintenance			18-30000		2
IB CH0000961	Hope Works (Pty) Ltd	18/10/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	INVT	Installation				Forest Hills Centre	2
IB CH0000960	Westwood Dynamic	18/10/2019	Unassigned		08:00:00	Subfloor/Hall - Bathroom Bin Maintenance	SR	Scheduled Maintenance				Checkers Centre - Hilsonst	2
IB CH0000959	Westwood Dynamic	11/10/2019	Unassigned		08:00:00	Subfloor/Hall - Bathroom Bin Maintenance	SR	Scheduled Maintenance				Checkers Centre - Hilsonst	2
IB CH0000958	Westwood Dynamic	04/10/2019	Unassigned		08:00:00	Subfloor/Hall - Bathroom Bin Maintenance	SR	Scheduled Maintenance				Checkers Centre - Hilsonst	2
IB CH0000957	Westwood Dynamic	27/09/2019	Unassigned		08:00:00	Subfloor/Hall - Bathroom Bin Maintenance	SR	Scheduled Maintenance				Checkers Centre - Hilsonst	2
IB CH0000956	Westwood Dynamic	20/09/2019	Unassigned		08:00:00	Subfloor/Hall - Bathroom Bin Maintenance	SR	Scheduled Maintenance				Checkers Centre - Hilsonst	2
IB CH0000955	Hope Works (Pty) Ltd	18/09/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	INVT	Installation				Forest Hills Centre	2
IB CH0000954	Green Tea Supplies	17/09/2019	Unassigned		08:00:00	2MS - 2 month service	SR	Scheduled Maintenance			NEW1234		2

Count: 386

User : Bianca 30/03/2022 Version : 2.5.1.4 Example Company

- 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 - RPD Version 2.5.1.4 - Example Company

CallReference	CustomerName	CallDate	CallState	Technician	CallTime	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc	SerialNo	ChkLocationSubject	Priority
IB CH0001003	Young Electric	13/12/2022	Awaiting Acceptance	Ann Hilson	00:09:10	Test account balances	CR	Change Request			107		3
IB CH0001002	Salemshire Drive	12/12/2022	Awaiting Acceptance	Mary Thompson	06:18:30	Test call for account balances manual	SR	Select Call Type			09-12/1202		3
IB CH0001001	Young Electric	26/11/2022	Unassigned		11:29:19	Order the same part twice receive with different batch num.	CR	Change Request			an123		3
IB CH0000996	Hope Works (Pty) Ltd	21/10/2022	Unassigned		11:01:11	Order the same part twice receive with different batch num.	CR	Change Request			an123	BPQZ TEST 1	3
IB CH0000992	Top Velocity Hire	20/10/2022	Awaiting Acceptance	Daniel Balgwyn	14:05:17	Loan machine for temporary high volume printing requirement	SRV	Service			TOP1234OLD		3
IB CH0000991	Askle Judd Inc	24/10/2022	Unassigned		05:38:15	Contact Closure - C00000594	SR	Select Call Type					3
IB CH0000989	Denton / Technologies	13/06/2022	Unassigned		09:00:00	Call for Monday elapse hours check	TEST	Testing			2020-2222		3
IB CH0000988	Young Electric	13/06/2022	Unassigned		08:00:00	Call logged 5 days ago for time elapsed checks	CR	Change Request	CONF	Configuration	an123		3
IB CH0000987	Young Electric	06/06/2022	Unassigned		06:00:00	Call logged 4 days ago for elapse time checks	UPG	Upgrade			an123		3
IB CH0000986	Young Electric	07/06/2022	Unassigned		06:00:00	Call logged 5 days ago for elapse time checks	SR	Select Call Type			an123		3
IB CH0000985	Hope Works (Pty) Ltd	13/06/2022	Unassigned		06:00:13	Test future call - for elapsed time	UPG	Upgrade			20-46765		3
IB CH0000984	Hope Works (Pty) Ltd	08/06/2022	Unassigned		06:10:00	Test elapsed hours - 2 days prior	TEST	Testing			AT300000		3
IB CH0000983	Hope Works (Pty) Ltd	08/06/2022	Unassigned		06:08:31	Test elapsed time 2 - day prior	TEST	Testing			SN23415546		3
IB CH0000982	Young Electric	13/06/2022	Unassigned		06:00:30	Test elapsed hours 1	TEST	Testing			an123		3
IB CH0000976	Young Electric	18/11/2019	Awaiting Acceptance	Bianca Du Toit	11:24:28	Test with site manager email entered	ACH	Administration			107		3
IB CH0000974	Hope Works (Pty) Ltd	18/11/2019	Awaiting Acceptance	Bianca Du Toit	06:30:20	Test another call email	ACH	Administration			09501015		3
IB CH0000972	Hope Works (Pty) Ltd	18/11/2019	Awaiting Acceptance	Bianca Du Toit	15:07:00	Test new call for email description in body	CR	Change Request			09501015		3
IB CH0000971	Westwood Dynamic	26/11/2019	Unassigned		08:00:00	Subfloor/Hall - Bathroom Bin Maintenance	SR	Scheduled Maintenance				Checkers Centre - Hilsonst	2
IB CH0000970	Westwood Dynamic	22/11/2019	Unassigned		08:00:00	Subfloor/Hall - Bathroom Bin Maintenance	SR	Scheduled Maintenance				Checkers Centre - Hilsonst	2
IB CH0000969	Hope Works (Pty) Ltd	16/11/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	INVT	Installation				Forest Hills Centre	2
IB CH0000968	Green Tea Supplies	16/11/2019	Unassigned		08:00:00	2MS - 2 month service	SR	Scheduled Maintenance			NEW1234		2
IB CH0000967	Westwood Dynamic	15/11/2019	Unassigned		08:00:00	Subfloor/Hall - Bathroom Bin Maintenance	SR	Scheduled Maintenance				Checkers Centre - Hilsonst	2
IB CH0000966	Westwood Dynamic	08/11/2019	Unassigned		08:00:00	Subfloor/Hall - Bathroom Bin Maintenance	SR	Scheduled Maintenance				Checkers Centre - Hilsonst	2
IB CH0000965	Westwood Dynamic	01/11/2019	Unassigned		08:00:00	Subfloor/Hall - Bathroom Bin Maintenance	SR	Scheduled Maintenance				Checkers Centre - Hilsonst	2
IB CH0000964	Hack P.C. IT Shop	26/10/2019	Unassigned		08:00:00	2MS - 2 month service	SR	Scheduled Maintenance			147807		2
IB CH0000963	Westwood Dynamic	25/10/2019	Unassigned		08:00:00	Subfloor/Hall - Bathroom Bin Maintenance	SR	Scheduled Maintenance				Checkers Centre - Hilsonst	2
IB CH0000962	Hope Works (Pty) Ltd	19/10/2019	Unassigned		08:00:00	2MS - 2 month service	SR	Scheduled Maintenance			18-30000		2
IB CH0000961	Hope Works (Pty) Ltd	18/10/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	INVT	Installation				Forest Hills Centre	2
IB CH0000960	Westwood Dynamic	18/10/2019	Unassigned		08:00:00	Subfloor/Hall - Bathroom Bin Maintenance	SR	Scheduled Maintenance				Checkers Centre - Hilsonst	2
IB CH0000959	Westwood Dynamic	11/10/2019	Unassigned		08:00:00	Subfloor/Hall - Bathroom Bin Maintenance	SR	Scheduled Maintenance				Checkers Centre - Hilsonst	2
IB CH0000958	Westwood Dynamic	04/10/2019	Unassigned		08:00:00	Subfloor/Hall - Bathroom Bin Maintenance	SR	Scheduled Maintenance				Checkers Centre - Hilsonst	2
IB CH0000957	Westwood Dynamic	27/09/2019	Unassigned		08:00:00	Subfloor/Hall - Bathroom Bin Maintenance	SR	Scheduled Maintenance				Checkers Centre - Hilsonst	2
IB CH0000956	Westwood Dynamic	20/09/2019	Unassigned		08:00:00	Subfloor/Hall - Bathroom Bin Maintenance	SR	Scheduled Maintenance				Checkers Centre - Hilsonst	2
IB CH0000955	Hope Works (Pty) Ltd	18/09/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	INVT	Installation				Forest Hills Centre	2
IB CH0000954	Green Tea Supplies	17/09/2019	Unassigned		08:00:00	2MS - 2 month service	SR	Scheduled Maintenance			NEW1234		2

Count: 386

User : Bianca 30/03/2022 Version : 2.5.1.4 Example Company

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

Call Listing - BPO Version 2.5.1.4 - Example Company

CallReference	CustomerName	CallDate	CallTime	Technician	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc	SerialNo	ChkLocationSubject	Priority
BT CHN001003	Young Electric	13/02/2022	10:09:10	Adam Hillen	Test account balance	CR	Change Request			an123		3
BT CHN001002	Silverstone Drive	12/12/2021	08:38:20	Nery Thompson	Test call for account balance manual	SR	Select Call Type			09-10/100		3
BT CHN001001	Young Electric	29/11/2021	11:26:19		Order the same part twice receive with different batch num.	CR	Change Request			an123		3
BT CHN000996	Hope Works (Pty) Ltd	24/06/2022	14:01:44		Test elapsed time	UPG	Upgrade			57300000		3
BT CHN000992	Top Value Hires	25/10/2022	14:08:17	Daniel Belguen	Loan machine for temporary high volume printing requirement	SRV	Service			TOP123456		3
BT CHN000991	Adair Auto Inc	24/02/2022	09:08:02		Contact closure - 100000000	SR	Select Call Type					3
BT CHN000989	Denton / Technologies	13/04/2022	09:00:00		Call for Monday elapse hours check	TEST	Testing			2020-2222		3
BT CHN000988	Young Electric	10/04/2022	08:00:00		Call logged 5 days ago for time elapsed checks	CR	Change Request	CONF	Configuration	an123		3
BT CHN000987	Young Electric	06/04/2022	06:00:00		Call logged 4 days ago for elapse time checks	UPG	Upgrade			an123		3
BT CHN000986	Young Electric	03/04/2022	06:00:00		Call logged 5 days ago for elapse time checks	SR	Select Call Type			an123		3
BT CHN000985	Hope Works (Pty) Ltd	10/04/2022	06:00:13		Test future call - for elapsed time	UPG	Upgrade			20-46905		3
BT CHN000984	Hope Works (Pty) Ltd	08/04/2022	06:00:00		Test elapsed hours - 2 days prior	TEST	Testing			47300000		3
BT CHN000983	Hope Works (Pty) Ltd	06/04/2022	06:00:31		Test elapsed time 2 - day prior	TEST	Testing			5702415546		3
BT CHN000982	Young Electric	18/04/2022	06:00:30		Test elapsed hours 1	TEST	Testing			an123		3
BT CHN000976	Young Electric	18/11/2019	11:24:26		Test with time manager email entered	ADM	Administration			107		3
BT CHN000974	Hope Works (Pty) Ltd	18/11/2019	06:30:20		Test another call email	ADM	Administration			09501015		3
BT CHN000972	Hope Works (Pty) Ltd	18/11/2019	15:07:00		Test new call for email description in body	CR	Change Request			09501015		3
BT CHN000971	Westwood Dynamic	29/11/2019	08:00:00		BedfordHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
BT CHN000970	Westwood Dynamic	22/11/2019	08:00:00		BedfordHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
BT CHN000969	Hope Works (Pty) Ltd	16/11/2019	08:00:00		Tier - Commercial Tier Test	INVT	Installation				Forest Hills Centre	2
BT CHN000968	Green Tea Supplies	16/11/2019	08:00:00		2MS - 2 month service	SM	Scheduled Maintenance			NEW1234		2
BT CHN000967	Westwood Dynamic	15/11/2019	08:00:00		BedfordHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
BT CHN000966	Westwood Dynamic	08/11/2019	08:00:00		BedfordHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
BT CHN000965	Westwood Dynamic	01/11/2019	08:00:00		BedfordHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
BT CHN000964	Hack PC - IT Shop	26/10/2019	08:00:00		2MS - 2 month service	SM	Scheduled Maintenance			147807		2
BT CHN000963	Westwood Dynamic	26/10/2019	08:00:00		BedfordHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
BT CHN000962	Hope Works (Pty) Ltd	19/10/2019	08:00:00		2MS - 2 month service	SM	Scheduled Maintenance			18-30000		2
BT CHN000961	Hope Works (Pty) Ltd	18/10/2019	08:00:00		Tier - Commercial Tier Test	INVT	Installation				Forest Hills Centre	2
BT CHN000960	Westwood Dynamic	18/10/2019	08:00:00		BedfordHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
BT CHN000959	Westwood Dynamic	11/10/2019	08:00:00		BedfordHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
BT CHN000958	Westwood Dynamic	04/10/2019	08:00:00		BedfordHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
BT CHN000957	Westwood Dynamic	27/09/2019	08:00:00		BedfordHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
BT CHN000956	Westwood Dynamic	20/09/2019	08:00:00		BedfordHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
BT CHN000955	Hope Works (Pty) Ltd	18/09/2019	08:00:00		Tier - Commercial Tier Test	INVT	Installation				Forest Hills Centre	2
BT CHN000954	Green Tea Supplies	17/09/2019	08:00:00		2MS - 2 month service	SM	Scheduled Maintenance			NEW1234		2

Count: 306

- Click on the **Close** button.

Call Listing - BPO Version 2.5.1.4 - v2514 Example Company

CallReference	CustomerName	CallDate	CallTime	Technician	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc	SerialNo	ChkLocationSubject	Priority
BT CHN001003	Young Electric	13/02/2022	10:09:10	Adam Hillen	Test account balance	CR	Change Request			an123		3
BT CHN001002	Silverstone Drive	12/12/2021	08:38:20	Nery Thompson	Test call for account balance manual	SR	Select Call Type			09-10/100		3
BT CHN001001	Young Electric	29/11/2021	11:26:19		Order the same part twice receive with different batch num.	CR	Change Request			an123		3
BT CHN000996	Hope Works (Pty) Ltd	24/06/2022	14:01:44		Test elapsed time	UPG	Upgrade			57300000		3
BT CHN000992	Top Value Hires	25/10/2022	14:08:17	Daniel Belguen	Loan machine for temporary high volume printing requirement	SRV	Service			TOP123456		3
BT CHN000991	Adair Auto Inc	24/02/2022	09:08:02		Contact closure - 100000000	SR	Select Call Type					3
BT CHN000989	Denton / Technologies	13/04/2022	09:00:00		Call for Monday elapse hours check	TEST	Testing			2020-2222		3
BT CHN000988	Young Electric	10/04/2022	08:00:00		Call logged 5 days ago for time elapsed checks	CR	Change Request	CONF	Configuration	an123		3
BT CHN000987	Young Electric	06/04/2022	06:00:00		Call logged 4 days ago for elapse time checks	UPG	Upgrade			an123		3
BT CHN000986	Young Electric	03/04/2022	06:00:00		Call logged 5 days ago for elapse time checks	SR	Select Call Type			an123		3
BT CHN000985	Hope Works (Pty) Ltd	10/04/2022	06:00:13		Test future call - for elapsed time	UPG	Upgrade			20-46905		3
BT CHN000984	Hope Works (Pty) Ltd	08/04/2022	06:00:00		Test elapsed hours - 2 days prior	TEST	Testing			47300000		3
BT CHN000983	Hope Works (Pty) Ltd	06/04/2022	06:00:31		Test elapsed time 2 - day prior	TEST	Testing			5702415546		3
BT CHN000982	Young Electric	18/04/2022	06:00:30		Test elapsed hours 1	TEST	Testing			an123		3
BT CHN000976	Young Electric	18/11/2019	11:24:26		Test with time manager email entered	ADM	Administration			107		3
BT CHN000974	Hope Works (Pty) Ltd	18/11/2019	06:30:20		Test another call email	ADM	Administration			09501015		3
BT CHN000972	Hope Works (Pty) Ltd	18/11/2019	15:07:00		Test new call for email description in body	CR	Change Request			09501015		3
BT CHN000971	Westwood Dynamic	29/11/2019	08:00:00		BedfordHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
BT CHN000970	Westwood Dynamic	22/11/2019	08:00:00		BedfordHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
BT CHN000969	Hope Works (Pty) Ltd	16/11/2019	08:00:00		Tier - Commercial Tier Test	INVT	Installation				Forest Hills Centre	2
BT CHN000968	Green Tea Supplies	16/11/2019	08:00:00		2MS - 2 month service	SM	Scheduled Maintenance			NEW1234		2
BT CHN000967	Westwood Dynamic	15/11/2019	08:00:00		BedfordHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
BT CHN000966	Westwood Dynamic	08/11/2019	08:00:00		BedfordHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
BT CHN000965	Westwood Dynamic	01/11/2019	08:00:00		BedfordHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
BT CHN000964	Hack PC - IT Shop	26/10/2019	08:00:00		2MS - 2 month service	SM	Scheduled Maintenance			147807		2
BT CHN000963	Westwood Dynamic	26/10/2019	08:00:00		BedfordHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
BT CHN000962	Hope Works (Pty) Ltd	19/10/2019	08:00:00		2MS - 2 month service	SM	Scheduled Maintenance			18-30000		2
BT CHN000961	Hope Works (Pty) Ltd	18/10/2019	08:00:00		Tier - Commercial Tier Test	INVT	Installation				Forest Hills Centre	2
BT CHN000960	Westwood Dynamic	18/10/2019	08:00:00		BedfordHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
BT CHN000959	Westwood Dynamic	11/10/2019	08:00:00		BedfordHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
BT CHN000958	Westwood Dynamic	04/10/2019	08:00:00		BedfordHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
BT CHN000957	Westwood Dynamic	27/09/2019	08:00:00		BedfordHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
BT CHN000956	Westwood Dynamic	20/09/2019	08:00:00		BedfordHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
BT CHN000955	Hope Works (Pty) Ltd	18/09/2019	08:00:00		Tier - Commercial Tier Test	INVT	Installation				Forest Hills Centre	2
BT CHN000954	Green Tea Supplies	17/09/2019	08:00:00		2MS - 2 month service	SM	Scheduled Maintenance			NEW1234		2

Count: 306

- When you receive the **Input Validation** message to confirm;
 - Are you sure you want to close this call, reference no. CN[ref. number]? It cannot be reopened. Answer 'Yes' to close the call.**
- Click on **Yes**.

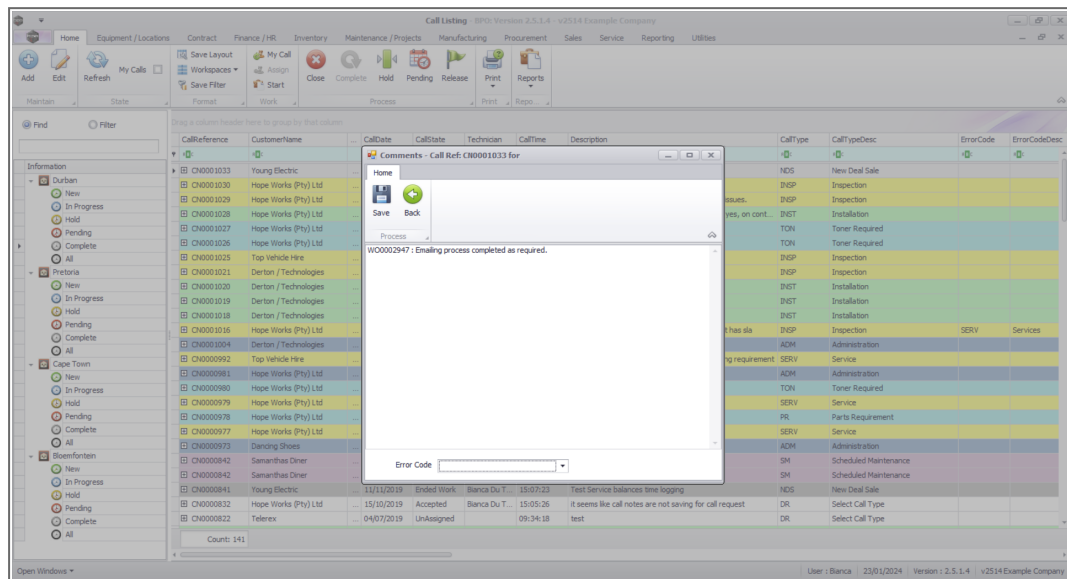
The screenshot shows the 'Call Listing' application interface. A dialog box titled 'Input Validation' is displayed over the call list, asking: 'Are you sure you want to close this call, reference no. CH00010371 cannot be reopened. Answer 'Yes' to close the call.' The dialog has 'Yes' and 'No' buttons. The background call list includes columns for CallReference, CustomerName, CallDate, CallState, Technician, CallTime, Description, CallType, CallTypeDesc, ErrorCode, and ErrorCodeDesc. The list shows various calls with their current states (e.g., Awaiting AC, Unassigned, Ended Work).

- When you receive the **Call Module - Closure** message to confirm;
 - **Please add the action taken to resolve this call?**
- Click on **OK**.

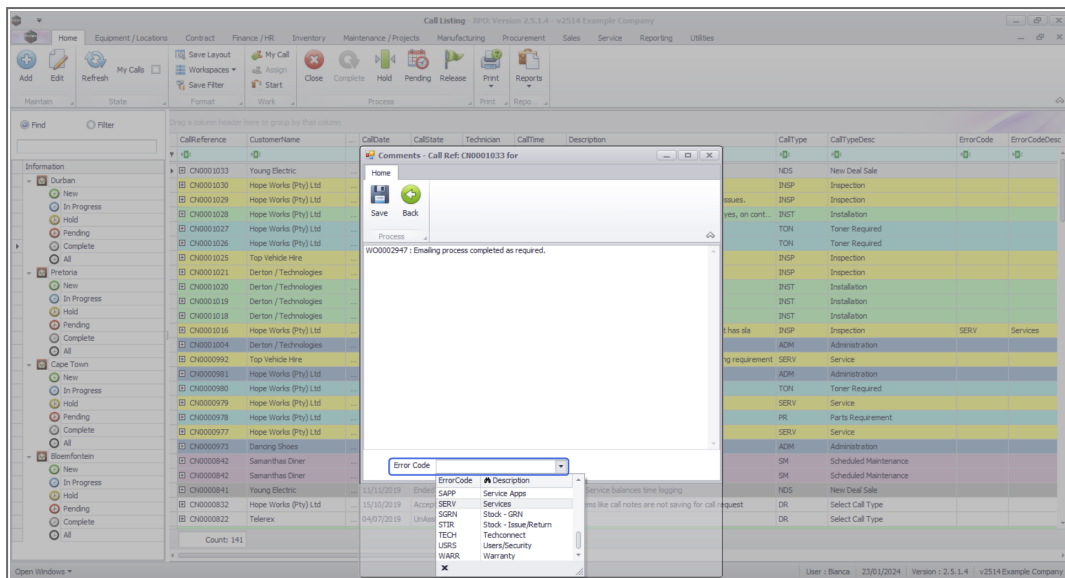
This screenshot shows the same 'Call Listing' application, but the dialog box is titled 'Call Module - Closure' and contains a red 'X' icon. The message reads: 'Please add the action taken to resolve this call?'. Below the message is a text input field for providing details on how the call was resolved. The 'OK' button is visible at the bottom of the dialog. The call list in the background remains the same as in the previous screenshot.

- The **Comments - Call Ref: []** for screen will pop up.
- Any **work orders** linked to this call will be listed in the **text box**.
- Type in the **call closure comments** next to the work order numbers.

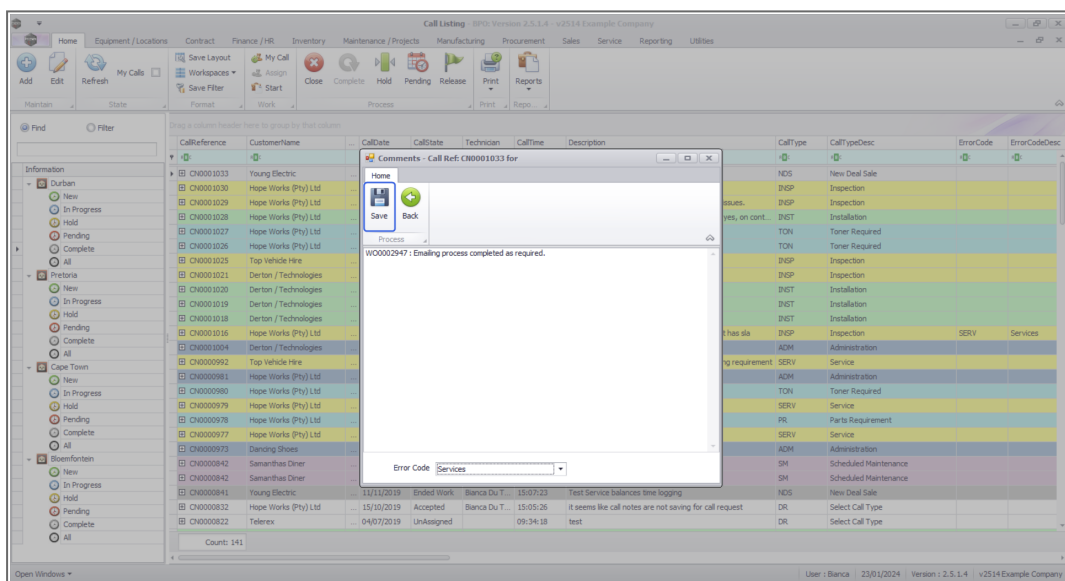
- **Note:** These comments will automatically pull through if you have updated the rectification comments on the work order.



- You have the option to select an **Error Code** at call closure.
- Click on the **drop-down arrow** in the **Error Code** field to display the **Error Code menu**.
 - **Note:** If the company configuration is set so that this is mandatory - then you will have to select an error code before saving.

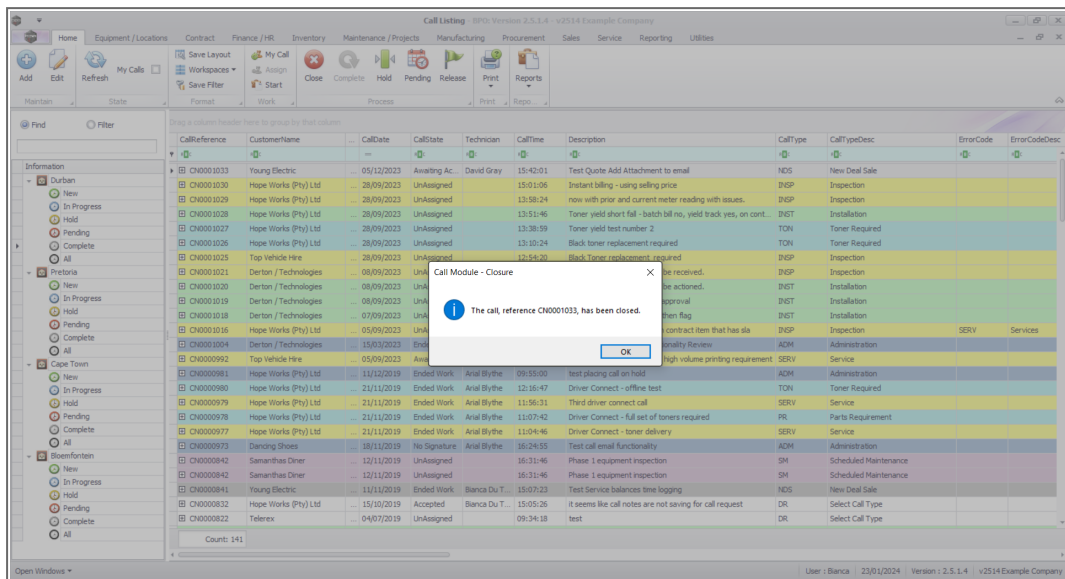


- When you have finished editing this Comments screen, click on **Save**.



- A **Call Module - Closure** message box will pop up, informing you that;
 - **The call, reference [], has been closed.**
- Click on **Ok**.

- **Note:** On close, the system will automatically *close* the linked *work order*.



- You can now view the closed call in the **Call Listing** by searching for the specific call number, which will open the call maintain screen. **Closed** calls have been removed from the Call Screen for performance enhancements.

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