

SERVICE

CALLS – HOLD HISTORY

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.

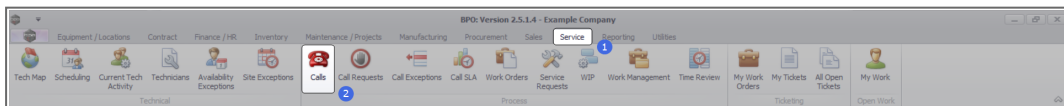
A call can be placed on **Hold** manually in the call centre. If a call is placed on hold, no further processing can be performed until it has been released. The hold history is generate when the call is **Placed on Hold** and **Released from Hold**.

There can be many reasons to place a call on Hold, but these reasons are based on a delay from the client's side, for example:

- Awaiting client quote confirmation
- Awaiting client response
- Client unreachable
- Account in arrears

The Call Hold History can be viewed from the **Call Maintenance** screen.

Ribbon Select **Service > Calls**



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

¹BPO2 v2.5.1.3 or higher

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	09:09:10	Test account balances	CR	Change Request			107		3
IB CH0001002	Salemshire Drive	12/12/2022	Awaiting Acceptance	Nery 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 - C00000054	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		09:00:00	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	10/06/2022	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	10/06/2022	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	20/11/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SR	Scheduled Maintenance				Checkers Centre - Hilsonst	2
IB CH0000970	Westwood Dynamic	22/11/2019	Unassigned		08:00:00	SubfloorHart - 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	SubfloorHart - Bathroom Bin Maintenance	SR	Scheduled Maintenance				Checkers Centre - Hilsonst	2
IB CH0000966	Westwood Dynamic	08/11/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SR	Scheduled Maintenance				Checkers Centre - Hilsonst	2
IB CH0000965	Westwood Dynamic	01/11/2019	Unassigned		08:00:00	SubfloorHart - 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	20/10/2019	Unassigned		08:00:00	SubfloorHart - 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	SubfloorHart - Bathroom Bin Maintenance	SR	Scheduled Maintenance				Checkers Centre - Hilsonst	2
IB CH0000959	Westwood Dynamic	11/10/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SR	Scheduled Maintenance				Checkers Centre - Hilsonst	2
IB CH0000958	Westwood Dynamic	04/10/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SR	Scheduled Maintenance				Checkers Centre - Hilsonst	2
IB CH0000957	Westwood Dynamic	27/09/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SR	Scheduled Maintenance				Checkers Centre - Hilsonst	2
IB CH0000956	Westwood Dynamic	20/09/2019	Unassigned		08:00:00	SubfloorHart - 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

- 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	CallState	Technician	CallTime	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc	SerialNo	ChkLocationSubject	Priority
IB CH0001003	Young Electric	13/12/2022	Awaiting Acceptance	Ann Hilson	09:09:10	Test account balances	CR	Change Request			107		3
IB CH0001002	Salemshire Drive	12/12/2022	Awaiting Acceptance	Nery 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 - C00000054	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		09:00:00	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	10/06/2022	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	10/06/2022	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	20/11/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SR	Scheduled Maintenance				Checkers Centre - Hilsonst	2
IB CH0000970	Westwood Dynamic	22/11/2019	Unassigned		08:00:00	SubfloorHart - 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	SubfloorHart - Bathroom Bin Maintenance	SR	Scheduled Maintenance				Checkers Centre - Hilsonst	2
IB CH0000966	Westwood Dynamic	08/11/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SR	Scheduled Maintenance				Checkers Centre - Hilsonst	2
IB CH0000965	Westwood Dynamic	01/11/2019	Unassigned		08:00:00	SubfloorHart - 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	20/10/2019	Unassigned		08:00:00	SubfloorHart - 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	SubfloorHart - Bathroom Bin Maintenance	SR	Scheduled Maintenance				Checkers Centre - Hilsonst	2
IB CH0000959	Westwood Dynamic	11/10/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SR	Scheduled Maintenance				Checkers Centre - Hilsonst	2
IB CH0000958	Westwood Dynamic	04/10/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SR	Scheduled Maintenance				Checkers Centre - Hilsonst	2
IB CH0000957	Westwood Dynamic	27/09/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SR	Scheduled Maintenance				Checkers Centre - Hilsonst	2
IB CH0000956	Westwood Dynamic	20/09/2019	Unassigned		08:00:00	SubfloorHart - 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

- 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	CallDesc	ErrorCode	ErrorCodeDesc	SerialNo	ChkLocationSubject	Priority
BI CH0001003	Young Electric	12/12/2022	12:09:10	Awaiting Acceptance - Ann Hilborn	Test account balance	CR	Change Request			107		3
BI CH0001002	Semaphore Drive	12/12/2022	09:38:20	Awaiting Acceptance - Nery Thompson	Test call for account balance manual	SR	Select Call Type			SR-12/12/22		3
BI CH0001001	Young Electric	26/11/2022	11:26:19	Unassigned	Order the same part twice receive with different batch num.	CR	Change Request			an123		3
BI CH0000998	Hope Works (Pty) Ltd	24/06/2022	14:08:17	Awaiting Acceptance - Danel Balgoven	Loan machine for temporary high volume printing requirement	SRV	Service			TOP1234OLD		3
BI CH0000991	Apple Juice Inc	24/06/2022	09:36:15	Unassigned	Contact Closure - C0000055	SR	Select Call Type					3
BI CH0000989	Derton / Technologies	13/06/2022	09:00:00	Unassigned	Call for Monday elapse hours check	TEST	Testing			2020-2222		3
BI CH0000988	Young Electric	01/06/2022	09:00:00	Unassigned	Call logged 5 days ago for time elapsed checks	CR	Change Request	CONF	Configuration	an123		3
BI CH0000987	Young Electric	06/06/2022	09:00:00	Unassigned	Call logged 4 days ago for elapse time checks	UPG	Upgrade			an123		3
BI CH0000986	Young Electric	07/06/2022	09:00:00	Unassigned	Call logged 5 days ago for elapse time checks	SR	Select Call Type			an123		3
BI CH0000985	Hope Works (Pty) Ltd	10/06/2022	15:09:13	Unassigned	Test future call - for elapsed time	UPG	Upgrade			20-96765		3
BI CH0000984	Hope Works (Pty) Ltd	06/06/2022	09:00:00	Unassigned	Test elapsed hours - 2 day prior	TEST	Testing			47300000		3
BI CH0000983	Hope Works (Pty) Ltd	06/06/2022	09:08:31	Unassigned	Test elapsed time 2 - day prior	TEST	Testing			SR02413546		3
BI CH0000982	Young Electric	10/06/2022	09:00:35	Unassigned	Test elapsed hours 1	TEST	Testing			an123		3
BI CH0000976	Young Electric	18/11/2019	11:24:29	Awaiting Acceptance - Bianca Du Toit	Test with site manager email entered	ADM	Administration			107		3
BI CH0000974	Hope Works (Pty) Ltd	18/11/2019	06:36:20	Awaiting Acceptance - Bianca Du Toit	Test another call email	ADM	Administration			09501915		3
BI CH0000972	Hope Works (Pty) Ltd	18/11/2019	15:57:00	Awaiting Acceptance - Bianca Du Toit	Test new call for email description in body	CR	Change Request			09501915		3
BI CH0000971	Westwood Dynamic	29/11/2019	09:00:00	Unassigned	Subfillment - Bathroom Bin Maintenance	SR	Scheduled Maintenance				Checkers Centre - Hilbert	2
BI CH0000970	Westwood Dynamic	22/11/2019	09:00:00	Unassigned	Subfillment - Bathroom Bin Maintenance	SR	Scheduled Maintenance				Checkers Centre - Hilbert	2
BI CH0000969	Hope Works (Pty) Ltd	16/11/2019	09:00:00	Unassigned	Tier - Commercial Tier Test	SRVT	Installation				Forest Hills Centre	2
BI CH0000968	Green Tea Supplies	16/11/2019	09:00:00	Unassigned	SRV - 2 month service	SR	Scheduled Maintenance			NEW1234		2
BI CH0000967	Westwood Dynamic	15/11/2019	09:00:00	Unassigned	Subfillment - Bathroom Bin Maintenance	SR	Scheduled Maintenance				Checkers Centre - Hilbert	2
BI CH0000966	Westwood Dynamic	08/11/2019	09:00:00	Unassigned	Subfillment - Bathroom Bin Maintenance	SR	Scheduled Maintenance				Checkers Centre - Hilbert	2
BI CH0000965	Westwood Dynamic	01/11/2019	09:00:00	Unassigned	Subfillment - Bathroom Bin Maintenance	SR	Scheduled Maintenance				Checkers Centre - Hilbert	2
BI CH0000964	Hack PC - IT Shop	26/10/2019	09:00:00	Unassigned	SRV - 2 month service	SR	Scheduled Maintenance			147807		2
BI CH0000963	Westwood Dynamic	21/10/2019	09:00:00	Unassigned	Subfillment - Bathroom Bin Maintenance	SR	Scheduled Maintenance				Checkers Centre - Hilbert	2
BI CH0000962	Hope Works (Pty) Ltd	19/10/2019	09:00:00	Unassigned	SRV - 2 month service	SR	Scheduled Maintenance			1B-30300		2
BI CH0000961	Hope Works (Pty) Ltd	18/10/2019	09:00:00	Unassigned	Tier - Commercial Tier Test	SRVT	Installation				Forest Hills Centre	2
BI CH0000960	Westwood Dynamic	18/10/2019	09:00:00	Unassigned	Subfillment - Bathroom Bin Maintenance	SR	Scheduled Maintenance				Checkers Centre - Hilbert	2
BI CH0000959	Westwood Dynamic	11/10/2019	09:00:00	Unassigned	Subfillment - Bathroom Bin Maintenance	SR	Scheduled Maintenance				Checkers Centre - Hilbert	2
BI CH0000958	Westwood Dynamic	04/10/2019	09:00:00	Unassigned	Subfillment - Bathroom Bin Maintenance	SR	Scheduled Maintenance				Checkers Centre - Hilbert	2
BI CH0000957	Westwood Dynamic	27/09/2019	09:00:00	Unassigned	Subfillment - Bathroom Bin Maintenance	SR	Scheduled Maintenance				Checkers Centre - Hilbert	2
BI CH0000956	Westwood Dynamic	20/09/2019	09:00:00	Unassigned	Subfillment - Bathroom Bin Maintenance	SR	Scheduled Maintenance				Checkers Centre - Hilbert	2
BI CH0000955	Hope Works (Pty) Ltd	18/09/2019	09:00:00	Unassigned	Tier - Commercial Tier Test	SRVT	Installation				Forest Hills Centre	2
BI CH0000954	Green Tea Supplies	17/09/2019	09:00:00	Unassigned	SRV - 2 month service	SR	Scheduled Maintenance			NEW1234		2

Count: 306

- Click on the **Edit** button.

Call Listing - BPO Version 2.5.1.4 - Example Company

CallReference	CustomerName	CallDate	CallTime	Technician	Description	CallType	CallDesc	ErrorCode	ErrorCodeDesc	SerialNo	ChkLocationSubject	Priority
BI CH0001003	Young Electric	12/12/2022	12:09:10	Awaiting Acceptance - Ann Hilborn	Test account balance	CR	Change Request			107		3
BI CH0001002	Semaphore Drive	12/12/2022	09:38:20	Awaiting Acceptance - Nery Thompson	Test call for account balance manual	SR	Select Call Type			SR-12/12/22		3
BI CH0001001	Young Electric	26/11/2022	11:26:19	Unassigned	Order the same part twice receive with different batch num.	CR	Change Request			an123		3
BI CH0000998	Hope Works (Pty) Ltd	24/06/2022	14:08:17	Awaiting Acceptance - Danel Balgoven	Loan machine for temporary high volume printing requirement	SRV	Service			TOP1234OLD		3
BI CH0000991	Apple Juice Inc	24/06/2022	09:36:15	Unassigned	Contact Closure - C0000055	SR	Select Call Type					3
BI CH0000989	Derton / Technologies	13/06/2022	09:00:00	Unassigned	Call for Monday elapse hours check	TEST	Testing			2020-2222		3
BI CH0000988	Young Electric	01/06/2022	09:00:00	Unassigned	Call logged 5 days ago for time elapsed checks	CR	Change Request	CONF	Configuration	an123		3
BI CH0000987	Young Electric	06/06/2022	09:00:00	Unassigned	Call logged 4 days ago for elapse time checks	UPG	Upgrade			an123		3
BI CH0000986	Young Electric	07/06/2022	09:00:00	Unassigned	Call logged 5 days ago for elapse time checks	SR	Select Call Type			an123		3
BI CH0000985	Hope Works (Pty) Ltd	10/06/2022	15:09:13	Unassigned	Test future call - for elapsed time	UPG	Upgrade			20-96765		3
BI CH0000984	Hope Works (Pty) Ltd	06/06/2022	09:00:00	Unassigned	Test elapsed hours - 2 day prior	TEST	Testing			47300000		3
BI CH0000983	Hope Works (Pty) Ltd	06/06/2022	09:08:31	Unassigned	Test elapsed time 2 - day prior	TEST	Testing			SR02413546		3
BI CH0000982	Young Electric	10/06/2022	09:00:35	Unassigned	Test elapsed hours 1	TEST	Testing			an123		3
BI CH0000976	Young Electric	18/11/2019	11:24:29	Awaiting Acceptance - Bianca Du Toit	Test with site manager email entered	ADM	Administration			107		3
BI CH0000974	Hope Works (Pty) Ltd	18/11/2019	06:36:20	Awaiting Acceptance - Bianca Du Toit	Test another call email	ADM	Administration			09501915		3
BI CH0000972	Hope Works (Pty) Ltd	18/11/2019	15:57:00	Awaiting Acceptance - Bianca Du Toit	Test new call for email description in body	CR	Change Request			09501915		3
BI CH0000971	Westwood Dynamic	29/11/2019	09:00:00	Unassigned	Subfillment - Bathroom Bin Maintenance	SR	Scheduled Maintenance				Checkers Centre - Hilbert	2
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BI CH0000969	Hope Works (Pty) Ltd	16/11/2019	09:00:00	Unassigned	Tier - Commercial Tier Test	SRVT	Installation				Forest Hills Centre	2
BI CH0000968	Green Tea Supplies	16/11/2019	09:00:00	Unassigned	SRV - 2 month service	SR	Scheduled Maintenance			NEW1234		2
BI CH0000967	Westwood Dynamic	15/11/2019	09:00:00	Unassigned	Subfillment - Bathroom Bin Maintenance	SR	Scheduled Maintenance				Checkers Centre - Hilbert	2
BI CH0000966	Westwood Dynamic	08/11/2019	09:00:00	Unassigned	Subfillment - Bathroom Bin Maintenance	SR	Scheduled Maintenance				Checkers Centre - Hilbert	2
BI CH0000965	Westwood Dynamic	01/11/2019	09:00:00	Unassigned	Subfillment - Bathroom Bin Maintenance	SR	Scheduled Maintenance				Checkers Centre - Hilbert	2
BI CH0000964	Hack PC - IT Shop	26/10/2019	09:00:00	Unassigned	SRV - 2 month service	SR	Scheduled Maintenance			147807		2
BI CH0000963	Westwood Dynamic	21/10/2019	09:00:00	Unassigned	Subfillment - Bathroom Bin Maintenance	SR	Scheduled Maintenance				Checkers Centre - Hilbert	2
BI CH0000962	Hope Works (Pty) Ltd	19/10/2019	09:00:00	Unassigned	SRV - 2 month service	SR	Scheduled Maintenance			1B-30300		2
BI CH0000961	Hope Works (Pty) Ltd	18/10/2019	09:00:00	Unassigned	Tier - Commercial Tier Test	SRVT	Installation				Forest Hills Centre	2
BI CH0000960	Westwood Dynamic	18/10/2019	09:00:00	Unassigned	Subfillment - Bathroom Bin Maintenance	SR	Scheduled Maintenance				Checkers Centre - Hilbert	2
BI CH0000959	Westwood Dynamic	11/10/2019	09:00:00	Unassigned	Subfillment - Bathroom Bin Maintenance	SR	Scheduled Maintenance				Checkers Centre - Hilbert	2
BI CH0000958	Westwood Dynamic	04/10/2019	09:00:00	Unassigned	Subfillment - Bathroom Bin Maintenance	SR	Scheduled Maintenance				Checkers Centre - Hilbert	2
BI CH0000957	Westwood Dynamic	27/09/2019	09:00:00	Unassigned	Subfillment - Bathroom Bin Maintenance	SR	Scheduled Maintenance				Checkers Centre - Hilbert	2
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BI CH0000955	Hope Works (Pty) Ltd	18/09/2019	09:00:00	Unassigned	Tier - Commercial Tier Test	SRVT	Installation				Forest Hills Centre	2
BI CH0000954	Green Tea Supplies	17/09/2019	09:00:00	Unassigned	SRV - 2 month service	SR	Scheduled Maintenance			NEW1234		2

Count: 306

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

Call maintenance : Call ref. - CN0005303 - BPO: Version 2.5.0.8 - Example Company v2.5.0.8

Home Equipment / Locations Contract Finance / HR Inventory Maintenance / Projects Manufacturing Procurement Sales Service Reporting Utilities

Save Back Close Complete Assign Hold Pending Release Reinstate Save Layout Workspaces Print Note

Maintain Process Format Print Info

Links

Enter text to search...

Hold History

Notes

Assignments

Hold History

Pending History

On Site Info 1

For Contract

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: Service

Error Code: Faulty Hardware

Description: Drum replacement required

Call Date Time: 31/01/2022 13:20:23

Priority: 2

SLA: 0.00

Date Required: 31/01/2022

Order No:

Logged By: JulandaK

Status: H - Hold

Optional No:

Relates To:

ReferenceType	ReferenceNo
Serial No	abc147a
Prior Call Reference	
Call Request Reference	DCR0005001
Contract No	CO0000010
Location	
Project Reference	
Quote Reference	
Invoice Reference	
Order Reference	

Prior Calls:

CallReference	CallDate	CallTime	Description
CN0005303	31/01/2022	13:20:23	Drum replacement required
CN0000549	19/12/2017	11:02:33	Test new swap out process on tech connect
CN0000052	05/08/2014	15:02:33	Drum replacement required
CN0000030	19/06/2014	12:55:05	Machine wont switch on

Meters

Open Windows

User : JulandaK 10/05/2022 Version : 2.5.0.8 Example Company v2.5.0.8

CALL HOLD HISTORY

- The **Hold Events Listing for Call, Ref no: - [call ref. number]** screen will be displayed.
- Here you can **view** the Hold History for this call.
- Click on **Back** to return to the **Call maintenance** screen.

Hold Events Listing for Call, Ref no : CN0005303 - BPO: Version 2.5.0.8 - Example Company v2.5.0.8

Home Equipment / Locations Contract Finance / HR Inventory Maintenance / Projects Manufacturing Procurement Sales Service Reporting Utilities

Back Save Layout Workspaces Refresh

Process... Format Curr...

Drag a column header here to group by that column

HoldDate	HoldTime	HoldReasonCode	HoldReasonCodeDesc	HoldReason	EstReleaseDate	EstReleaseTime	ReleaseDate	ReleaseTime	EmployeeName
10/05/2022	14:59:12	AC	Awaiting Client Confirmation	Manager to aut...	12/05/2022	14:59:12	01/01/1900	00:00:00	Julanda Kessler

Open Windows User : JulandaK 10/05/2022 Version : 2.5.0.8 Example Company v2.5.0.8

Related Topics

- [Calls - Release a Call](#)
- [Calls - Place on Hold](#)

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