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 Compatibility[1]. 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.

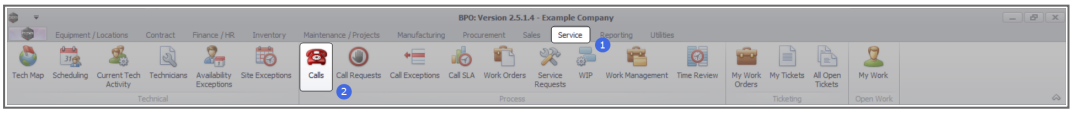
A call can be placed on **Hold** manually in the call centre. If a call is placed on hold, no further processing can be performed until it has been released. The hold history is generate when the call is **Placed on Hold** and **Released from Hold**.

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.

[1] BPO2 v2.5.1.3 or higher

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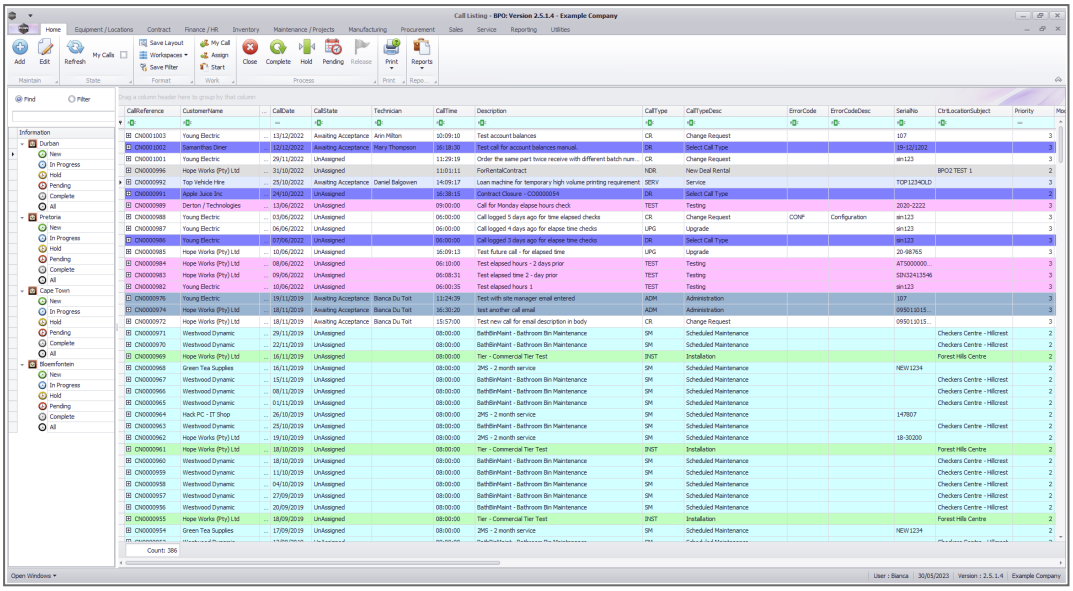
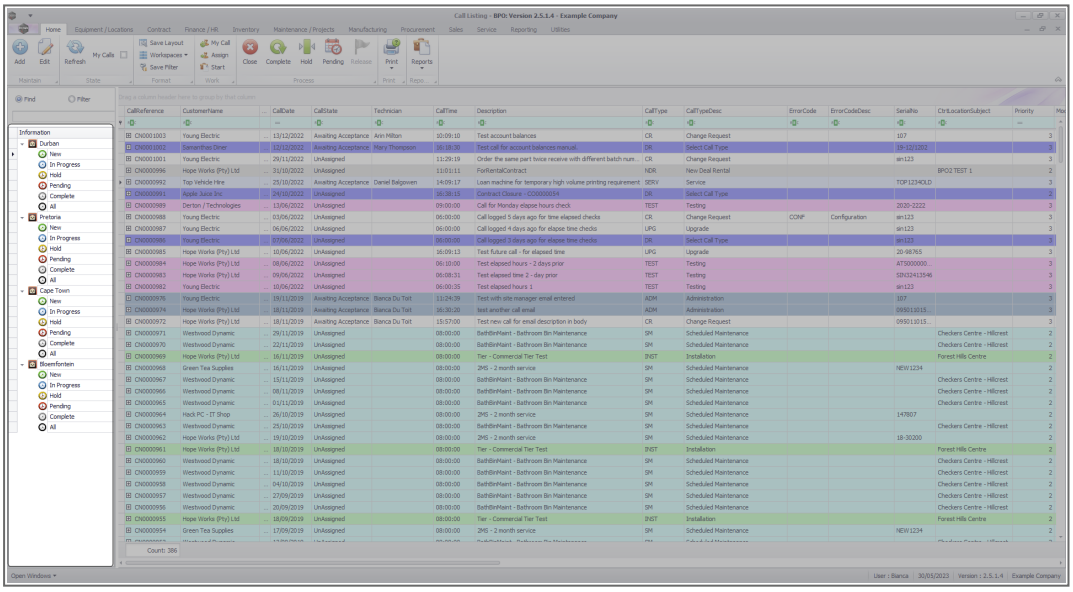


- The Calls are listed by ***Site*** and will display calls for the first Site listed.
- Click on the relevant ***Site*** for the calls you wish to view.



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

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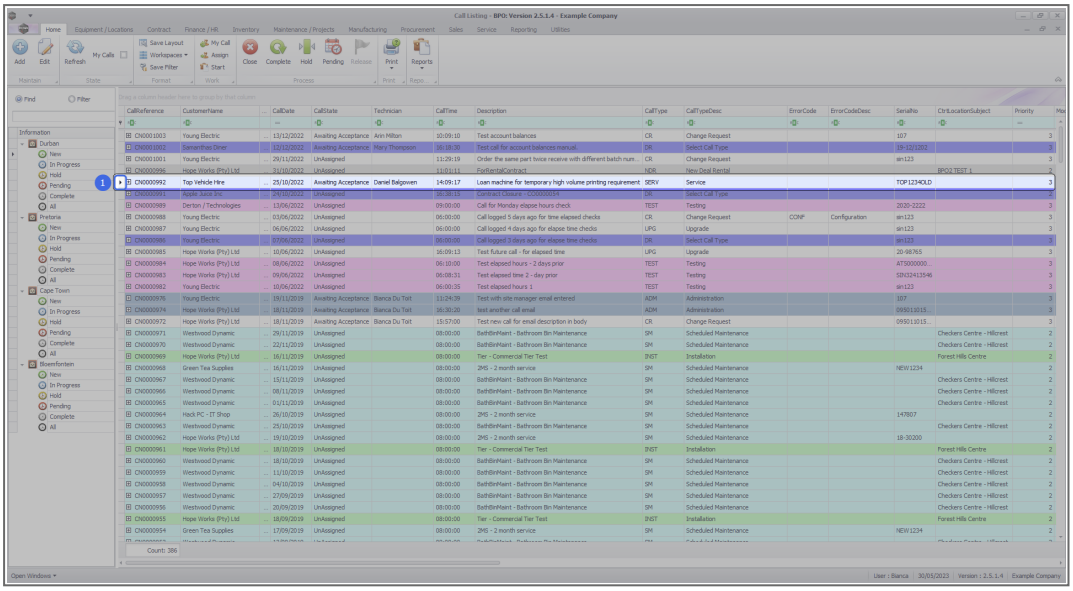
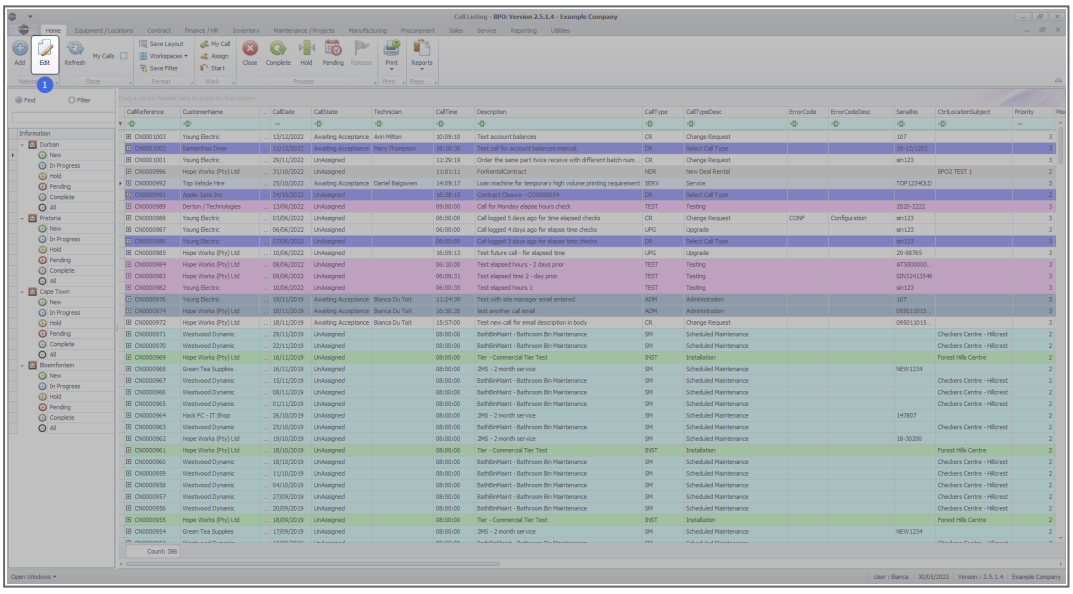


- Click on the ***Edit*** button.



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

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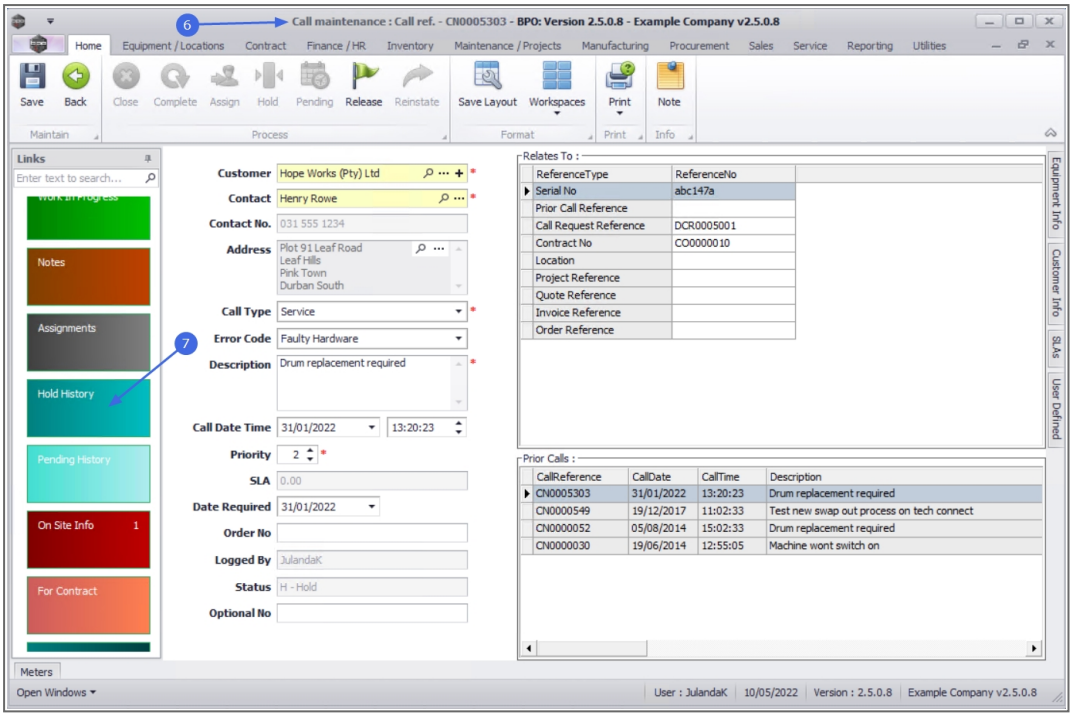

CALL HOLD HISTORY

- 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.

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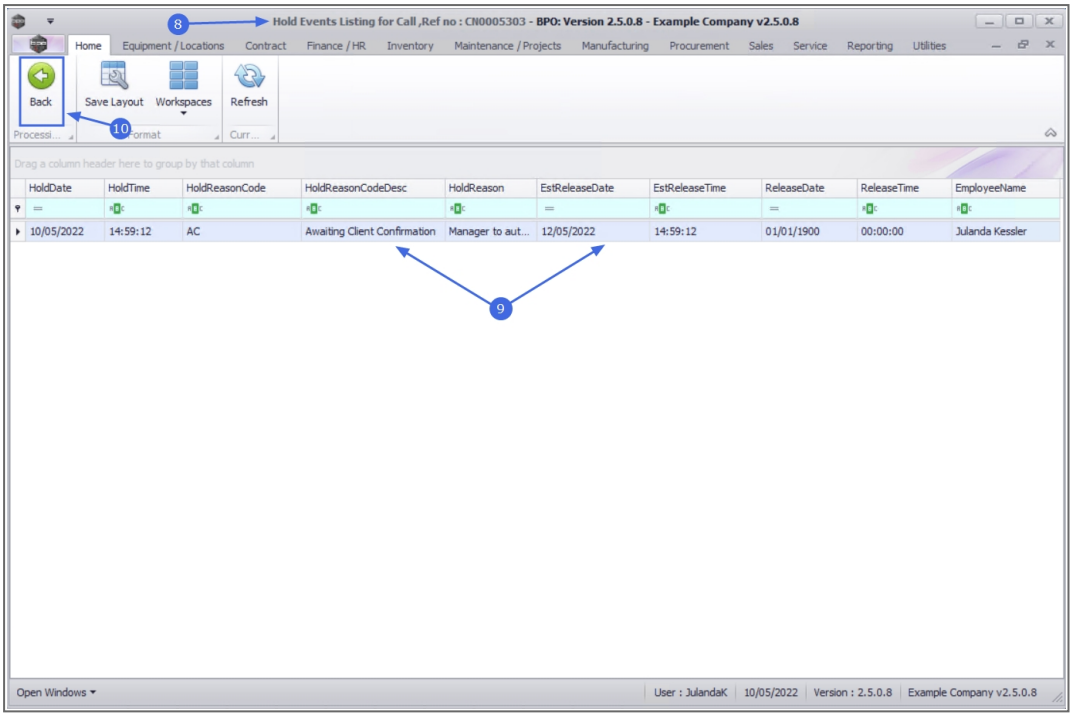

Related Topics

- Calls - Release a Call
- Calls - Place on Hold

NU.122.020

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