

# SERVICE

## **CALLS - PENDING 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<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 Call Centre Mode notes.

A call can be placed manually in the **Pending** status in the call centre. The pending history is generated as the customer is **Placed on Pending** and

#### Released from Pending.

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

- Spares must first be purchased before the work can commence.
- Awaiting loan machine to be returned.
- Requires senior Technician

The Call Pending 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



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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.

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



### Calls - View Pending History

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O 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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	E CN0000936	Westwood Dynamic	20/09/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hildrest	t
	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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III PARAMANAN	III managements						RobRobbick Roberry Robbicson	194.4					Martine Parker Alberta	

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



### Calls - View Pending History

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### **CALL PENDING HISTORY**

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





#### **Related Topics**

- Calls Release a Call
- Calls Move to Pending Status

MNU.122.021