

SERVICE

CALLS - ASSIGNMENTS

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.

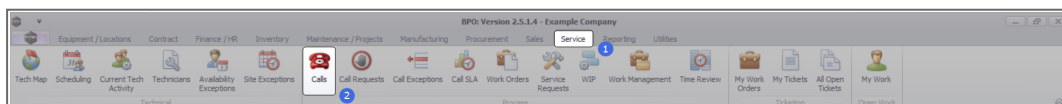
A **Call Assignment** is work that is given to a technician to do. This could be handled differently on the system depending on whether [Tech Connect](#) is used.

On Tech Connect, the Technician will see the list of assignments and [Accept the Assignment](#) when about to travel to the client. Work and resources can be logged as the technician performs the required job. He may need to [Reject the Assignment](#) if the client is not available or out of his logistical route.

The work can be Accepted on behalf of the Technician using the Force Accept option in the Call Assignments listing, or Rejected on behalf of the Technician.

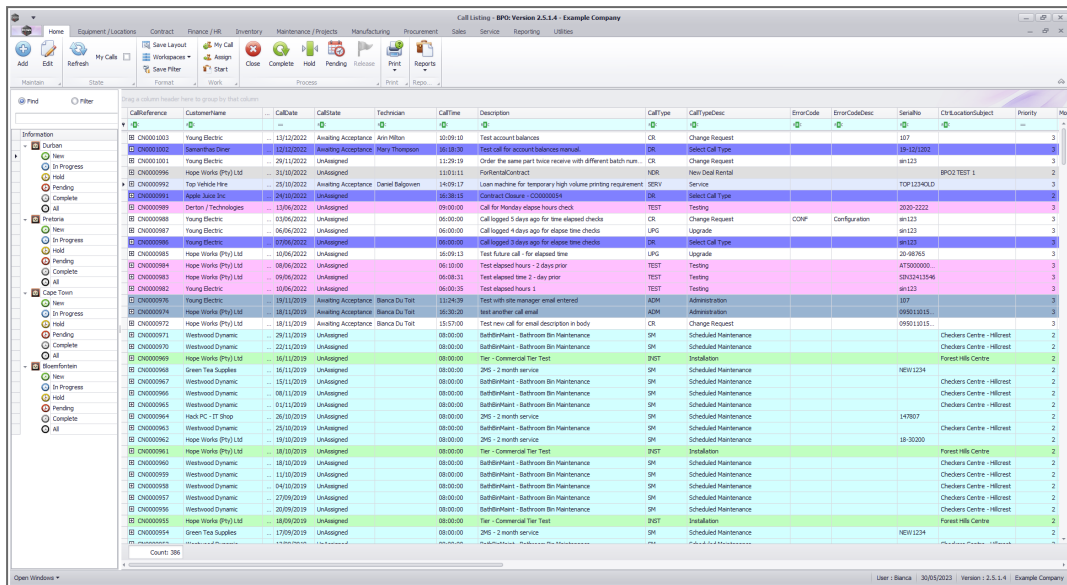
If not using Tech Connect, work assignments are automatically accepted by the system. However, the current assignments can be viewed and additional assignments added. In the case of calls, one assignment is done at a time - with another assignment following a [prior resolution](#).

Ribbon Select *Service > Calls*



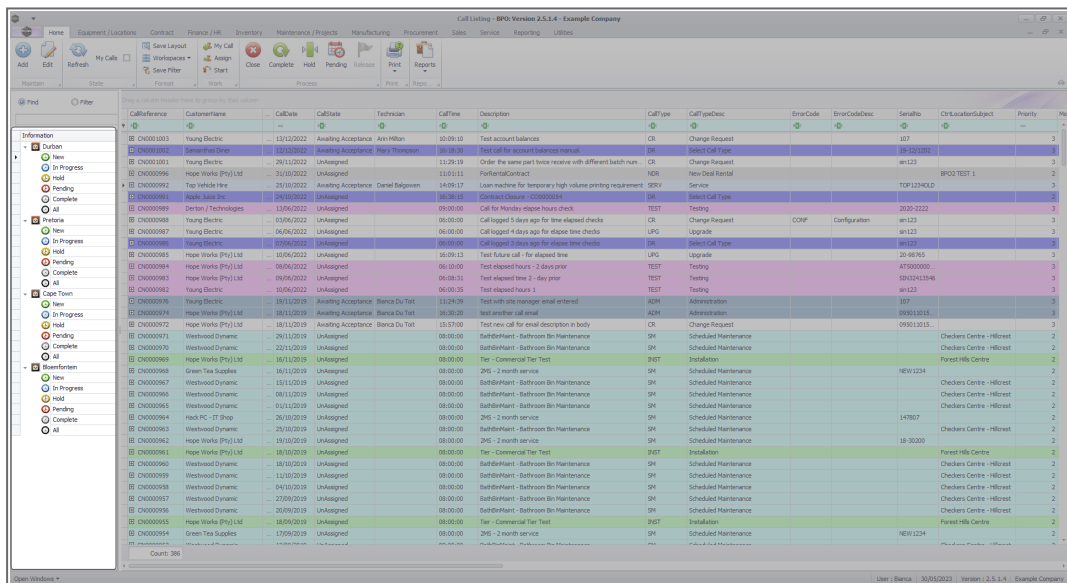
¹BPO2 v2.5.1.3 or higher

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



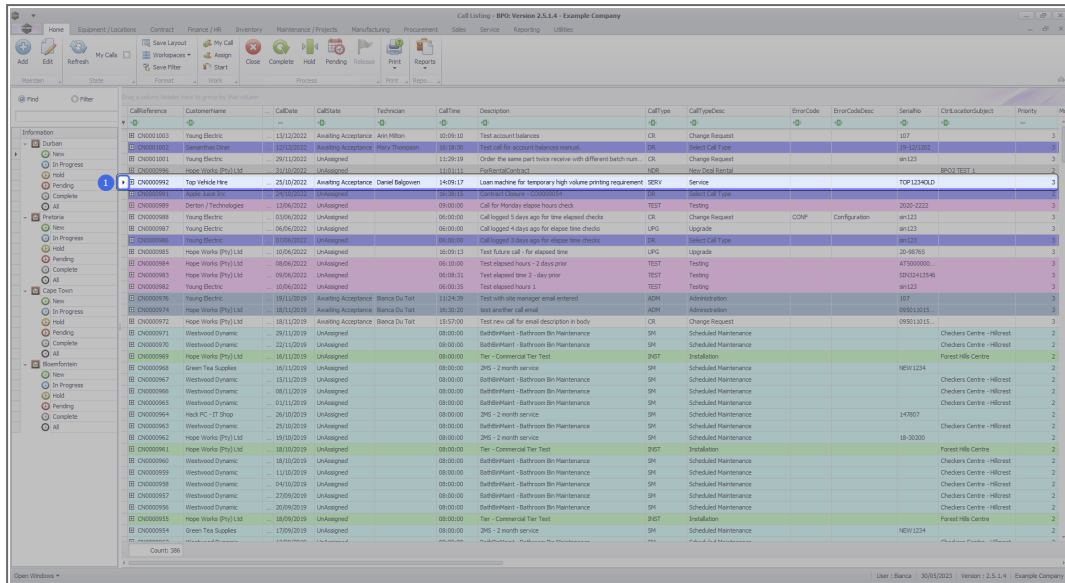
CallReference	CustomerName	CallDate	CallStatus	Technician	CallTime	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc	SerialNo	ChkLocationSubject	Priority
BT CH0001003	Young Electric	13/12/2022	Awaiting Acceptance	Ann Hilan	20:09:10	Test account balances	CR	Change Request			107		3
BT CH0001002	Semaphore Drive	12/12/2022	Awaiting Acceptance	Mary Thompson	09:18:30	Test call for account balances manual	SR	Select Call Type			19-121202		3
BT CH0001001	Young Electric	26/11/2022	Unassigned		11:25:19	Order the same part twice receive with different batch num.	CR	Change Request			an123	BPO2 TEST 1	3
BT CH0000996	Hope Works (Pty) Ltd	21/10/2022	Unassigned		11:01:11	ForfeitContract	NCR	New Deal Rental					2
BT CH0000992	Top Vehicle Hire	25/10/2022	Awaiting Acceptance	Daniel Balgoven	14:09:17	Loan machine for temporary high volume printing requirement	SRV	Service			TOP1234567		3
BT CH0000991	Ashe Jara Inc	24/10/2022	Unassigned		09:36:15	Contract Closure - C0000054	SR	Select Call Type					3
BT CH0000989	Derby Technologies	11/06/2022	Unassigned		09:00:00	Call for Monday elapsed hours check	TEST	Testing			2025-2222		3
BT CH0000988	Young Electric	03/06/2022	Unassigned		06:00:00	Call logged 5 days ago for time elapsed checks	CR	Change Request	CONF	Configuration	an123		3
BT CH0000987	Young Electric	06/06/2022	Unassigned		06:00:00	Call logged 4 days ago for elapsed time checks	UPG	Upgrade			an123		3
BT CH0000986	Young Electric	07/06/2022	Unassigned		06:00:00	Call logged 3 days ago for elapsed time checks	SR	Select Call Type			an123		3
BT CH0000985	Hope Works (Pty) Ltd	06/06/2022	Unassigned		06:00:00	Test future call - for elapsed time	UPG	Upgrade			20-06765		3
BT CH0000984	Hope Works (Pty) Ltd	06/06/2022	Unassigned		06:10:00	Test elapsed hours - 2 days prior	TEST	Testing			AT000000		3
BT CH0000983	Hope Works (Pty) Ltd	06/06/2022	Unassigned		06:08:31	Test elapsed time 2 - day prior	TEST	Testing			SR123415946		3
BT CH0000982	Young Electric	05/06/2022	Unassigned		06:00:00	Test elapsed hours 1	TEST	Testing			an123		3
BT CH0000976	Young Electric	09/11/2019	Awaiting Acceptance	Bianca Du Toit	11:24:39	Test with site manager email entered	ACM	Administration			107		3
BT CH0000974	Hope Works (Pty) Ltd	18/11/2019	Awaiting Acceptance	Bianca Du Toit	16:30:25	Test another call email	ACM	Administration			09501015		3
BT CH0000972	Hope Works (Pty) Ltd	18/11/2019	Awaiting Acceptance	Bianca Du Toit	15:37:00	Test new call for email description in body	CR	Change Request			09501015		3
BT CH0000971	Westwood Dynamic	22/11/2019	Unassigned		08:00:00	SubBnHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	2
BT CH0000970	Westwood Dynamic	22/11/2019	Unassigned		08:00:00	SubBnHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	2
BT CH0000969	Hope Works (Pty) Ltd	16/11/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	INVT	Installation				Forest Hills Centre	2
BT CH0000968	Green Tea Supplies	16/11/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW1234		2
BT CH0000967	Westwood Dynamic	15/11/2019	Unassigned		08:00:00	SubBnHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	2
BT CH0000966	Westwood Dynamic	08/11/2019	Unassigned		08:00:00	SubBnHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	2
BT CH0000965	Westwood Dynamic	01/11/2019	Unassigned		08:00:00	SubBnHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	2
BT CH0000964	Hock PC - IT Shop	26/10/2019	Unassigned		09:00:00	2MS - 2 month service	SM	Scheduled Maintenance			147807		2
BT CH0000963	Westwood Dynamic	25/10/2019	Unassigned		08:00:00	SubBnHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	2
BT CH0000962	Hope Works (Pty) Ltd	19/10/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			18-30300		2
BT CH0000961	Hope Works (Pty) Ltd	18/10/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	INVT	Installation				Forest Hills Centre	2
BT CH0000960	Westwood Dynamic	18/10/2019	Unassigned		08:00:00	SubBnHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	2
BT CH0000959	Westwood Dynamic	11/10/2019	Unassigned		08:00:00	SubBnHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	2
BT CH0000958	Westwood Dynamic	04/10/2019	Unassigned		08:00:00	SubBnHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	2
BT CH0000957	Westwood Dynamic	27/09/2019	Unassigned		08:00:00	SubBnHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	2
BT CH0000956	Westwood Dynamic	20/09/2019	Unassigned		08:00:00	SubBnHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	2
BT CH0000955	Hope Works (Pty) Ltd	18/09/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	INVT	Installation				Forest Hills Centre	2
BT CH0000954	Green Tea Supplies	17/09/2019	Unassigned		08:00:00	2MS - 2 month service	SM	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.



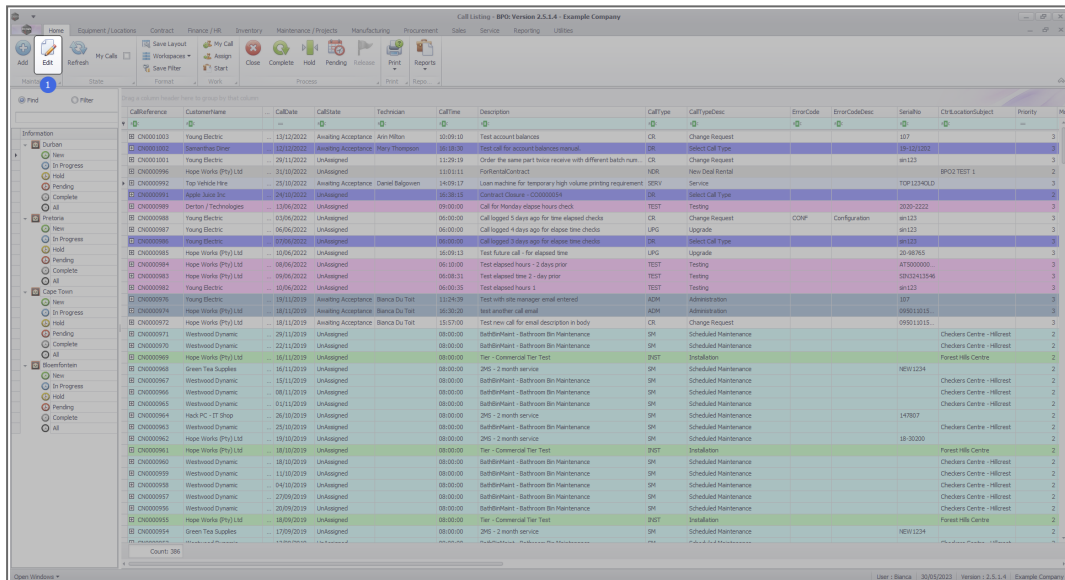
CallReference	CustomerName	CallDate	CallStatus	Technician	CallTime	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc	SerialNo	ChkLocationSubject	Priority
BT CH0001003	Young Electric	13/12/2022	Awaiting Acceptance	Ann Hilan	20:09:10	Test account balances	CR	Change Request			107		3
BT CH0001002	Semaphore Drive	12/12/2022	Awaiting Acceptance	Mary Thompson	09:18:30	Test call for account balances manual	SR	Select Call Type			19-121202		3
BT CH0001001	Young Electric	26/11/2022	Unassigned		11:25:19	Order the same part twice receive with different batch num.	CR	Change Request			an123	BPO2 TEST 1	3
BT CH0000996	Hope Works (Pty) Ltd	21/10/2022	Unassigned		11:01:11	ForfeitContract	NCR	New Deal Rental					2
BT CH0000992	Top Vehicle Hire	25/10/2022	Awaiting Acceptance	Daniel Balgoven	14:09:17	Loan machine for temporary high volume printing requirement	SRV	Service			TOP1234567		3
BT CH0000991	Ashe Jara Inc	24/10/2022	Unassigned		09:36:15	Contract Closure - C0000054	SR	Select Call Type					3
BT CH0000989	Derby Technologies	11/06/2022	Unassigned		09:00:00	Call for Monday elapsed hours check	TEST	Testing			2025-2222		3
BT CH0000988	Young Electric	03/06/2022	Unassigned		06:00:00	Call logged 5 days ago for time elapsed checks	CR	Change Request	CONF	Configuration	an123		3
BT CH0000987	Young Electric	06/06/2022	Unassigned		06:00:00	Call logged 4 days ago for elapsed time checks	UPG	Upgrade			an123		3
BT CH0000986	Young Electric	07/06/2022	Unassigned		06:00:00	Call logged 3 days ago for elapsed time checks	SR	Select Call Type			an123		3
BT CH0000985	Hope Works (Pty) Ltd	06/06/2022	Unassigned		06:10:00	Test future call - for elapsed time	UPG	Upgrade			20-06765		3
BT CH0000984	Hope Works (Pty) Ltd	06/06/2022	Unassigned		06:10:00	Test elapsed hours - 2 days prior	TEST	Testing			AT000000		3
BT CH0000983	Hope Works (Pty) Ltd	06/06/2022	Unassigned		06:08:31	Test elapsed time 2 - day prior	TEST	Testing			SR123415946		3
BT CH0000982	Young Electric	05/06/2022	Unassigned		06:00:00	Test elapsed hours 1	TEST	Testing			an123		3
BT CH0000976	Young Electric	09/11/2019	Awaiting Acceptance	Bianca Du Toit	11:24:39	Test with site manager email entered	ACM	Administration			107		3
BT CH0000974	Hope Works (Pty) Ltd	18/11/2019	Awaiting Acceptance	Bianca Du Toit	16:30:25	Test another call email	ACM	Administration			09501015		3
BT CH0000972	Hope Works (Pty) Ltd	18/11/2019	Awaiting Acceptance	Bianca Du Toit	15:37:00	Test new call for email description in body	CR	Change Request			09501015		3
BT CH0000971	Westwood Dynamic	22/11/2019	Unassigned		08:00:00	SubBnHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	2
BT CH0000970	Westwood Dynamic	22/11/2019	Unassigned		08:00:00	SubBnHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	2
BT CH0000969	Hope Works (Pty) Ltd	16/11/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	INVT	Installation				Forest Hills Centre	2
BT CH0000968	Green Tea Supplies	16/11/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW1234		2
BT CH0000967	Westwood Dynamic	15/11/2019	Unassigned		08:00:00	SubBnHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	2
BT CH0000966	Westwood Dynamic	08/11/2019	Unassigned		08:00:00	SubBnHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	2
BT CH0000965	Westwood Dynamic	01/11/2019	Unassigned		08:00:00	SubBnHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	2
BT CH0000964	Hock PC - IT Shop	26/10/2019	Unassigned		09:00:00	2MS - 2 month service	SM	Scheduled Maintenance			147807		2
BT CH0000963	Westwood Dynamic	25/10/2019	Unassigned		08:00:00	SubBnHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	2
BT CH0000962	Hope Works (Pty) Ltd	19/10/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			18-30300		2
BT CH0000961	Hope Works (Pty) Ltd	18/10/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	INVT	Installation				Forest Hills Centre	2
BT CH0000960	Westwood Dynamic	18/10/2019	Unassigned		08:00:00	SubBnHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	2
BT CH0000959	Westwood Dynamic	11/10/2019	Unassigned		08:00:00	SubBnHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	2
BT CH0000958	Westwood Dynamic	04/10/2019	Unassigned		08:00:00	SubBnHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	2
BT CH0000957	Westwood Dynamic	27/09/2019	Unassigned		08:00:00	SubBnHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	2
BT CH0000956	Westwood Dynamic	20/09/2019	Unassigned		08:00:00	SubBnHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	2
BT CH0000955	Hope Works (Pty) Ltd	18/09/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	INVT	Installation				Forest Hills Centre	2
BT CH0000954	Green Tea Supplies	17/09/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW1234		2

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



CallReference	CustomerName	CallDate	CallTime	Technician	Description	CallType	CallDesc	ErrorCode	ErrorDesc	SerialNo	ChkLocationSubject	Priority
BI CH000103	Young Electric	12/12/2022	09:09:10	Awaiting Acceptance - Ann Hilborn	Test account balance	CR	Change Request			an123	Checkers Centre - Hilborn	3
BI CH000102	Semantic Drive	12/12/2022	08:38:20	Awaiting Acceptance - Nery Thompson	Test call for account balance manual	SR	Select Call Type			BP-12/12/22	Checkers Centre - Hilborn	3
BI CH000101	Young Electric	26/11/2022	11:26:19	Unassigned	Order the same part twice receive with different batch num.	CR	Change Request			an123	Checkers Centre - Hilborn	3
BI CH000092	Top Value Hire	25/10/2022	14:08:17	Awaiting Acceptance - Daniel Balgoveen	Loan machine for temporary high volume printing requirement	SRV	Service			TOP1234OLD	Forest Hills Centre	2
BI CH000091	Apple Juice Inc	24/09/2022	09:36:15	Unassigned	Contact Closure - C00000059	SR	Select Call Type					3
BI CH000089	Derton / Technologies	13/04/2022	09:00:00	Unassigned	Call for Monday elapse hours check	TEST	Testing			2020-2222	Checkers Centre - Hilborn	3
BI CH000088	Young Electric	10/04/2022	09:00:00	Unassigned	Call logged 5 days ago for time elapsed checks	CR	Change Request	CONF	Configuration	an123	Checkers Centre - Hilborn	3
BI CH000087	Young Electric	06/04/2022	09:00:00	Unassigned	Call logged 4 days ago for elapse time checks	UPG	Upgrade			an123	Checkers Centre - Hilborn	3
BI CH000086	Young Electric	07/04/2022	09:00:00	Unassigned	Call logged 5 days ago for elapse time checks	SR	Select Call Type			an123	Checkers Centre - Hilborn	3
BI CH000085	Hope Works (Pty) Ltd	10/04/2022	15:09:13	Unassigned	Test future call - for elapsed time	UPG	Upgrade			20-96765	Checkers Centre - Hilborn	3
BI CH000084	Hope Works (Pty) Ltd	06/04/2022	09:00:00	Unassigned	Test elapsed hours - 2 day prior	TEST	Testing			47300000	Checkers Centre - Hilborn	3
BI CH000083	Hope Works (Pty) Ltd	06/04/2022	09:08:31	Unassigned	Test elapsed time 2 - day prior	TEST	Testing			SN02413546	Checkers Centre - Hilborn	3
BI CH000082	Young Electric	10/04/2022	09:00:35	Unassigned	Test elapsed hours 1	TEST	Testing			an123	Checkers Centre - Hilborn	3
BI CH000081	Young Electric	18/11/2019	11:24:29	Awaiting Acceptance - Bianca Du Toit	Test with site manager email entered	ADM	Administration			107	Checkers Centre - Hilborn	3
BI CH000074	Hope Works (Pty) Ltd	30/11/2019	06:36:20	Awaiting Acceptance - Bianca Du Toit	Test another call email	ADM	Administration			095013015	Checkers Centre - Hilborn	3
BI CH000072	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			095013015	Checkers Centre - Hilborn	3
BI CH000071	Westwood Dynamic	29/11/2019	09:00:00	Unassigned	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilborn	2
BI CH000070	Westwood Dynamic	22/11/2019	09:00:00	Unassigned	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilborn	2
BI CH000069	Hope Works (Pty) Ltd	16/11/2019	09:00:00	Unassigned	Tier - Commercial Tier Test	INVT	Installation				Forest Hills Centre	2
BI CH000068	Green Tea Supplies	16/11/2019	09:00:00	Unassigned	2MS - 2 month service	SM	Scheduled Maintenance			NEW1234	Checkers Centre - Hilborn	2
BI CH000067	Westwood Dynamic	15/11/2019	09:00:00	Unassigned	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilborn	2
BI CH000066	Westwood Dynamic	08/11/2019	09:00:00	Unassigned	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilborn	2
BI CH000065	Westwood Dynamic	01/11/2019	09:00:00	Unassigned	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilborn	2
BI CH000064	Hack PC - IT Shop	26/10/2019	09:00:00	Unassigned	2MS - 2 month service	SM	Scheduled Maintenance			147807	Checkers Centre - Hilborn	2
BI CH000063	Westwood Dynamic	25/10/2019	09:00:00	Unassigned	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilborn	2
BI CH000062	Hope Works (Pty) Ltd	19/10/2019	09:00:00	Unassigned	2MS - 2 month service	SM	Scheduled Maintenance			1B-30300	Checkers Centre - Hilborn	2
BI CH000061	Hope Works (Pty) Ltd	18/10/2019	09:00:00	Unassigned	Tier - Commercial Tier Test	INVT	Installation				Forest Hills Centre	2
BI CH000060	Westwood Dynamic	18/10/2019	09:00:00	Unassigned	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilborn	2
BI CH000059	Westwood Dynamic	11/10/2019	09:00:00	Unassigned	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilborn	2
BI CH000058	Westwood Dynamic	04/10/2019	09:00:00	Unassigned	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilborn	2
BI CH000057	Westwood Dynamic	27/09/2019	09:00:00	Unassigned	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilborn	2
BI CH000056	Westwood Dynamic	20/09/2019	09:00:00	Unassigned	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilborn	2
BI CH000055	Hope Works (Pty) Ltd	16/09/2019	09:00:00	Unassigned	Tier - Commercial Tier Test	INVT	Installation				Forest Hills Centre	2
BI CH000054	Green Tea Supplies	17/09/2019	09:00:00	Unassigned	2MS - 2 month service	SM	Scheduled Maintenance			NEW1234	Checkers Centre - Hilborn	2

- Click on the **Edit** button.



CallReference	CustomerName	CallDate	CallTime	Technician	Description	CallType	CallDesc	ErrorCode	ErrorDesc	SerialNo	ChkLocationSubject	Priority
BI CH000103	Young Electric	12/12/2022	09:09:10	Awaiting Acceptance - Ann Hilborn	Test account balance	CR	Change Request			an123	Checkers Centre - Hilborn	3
BI CH000102	Semantic Drive	12/12/2022	08:38:20	Awaiting Acceptance - Nery Thompson	Test call for account balance manual	SR	Select Call Type			BP-12/12/22	Checkers Centre - Hilborn	3
BI CH000101	Young Electric	26/11/2022	11:26:19	Unassigned	Order the same part twice receive with different batch num.	CR	Change Request			an123	Checkers Centre - Hilborn	3
BI CH000092	Top Value Hire	25/10/2022	14:08:17	Awaiting Acceptance - Daniel Balgoveen	Loan machine for temporary high volume printing requirement	SRV	Service			TOP1234OLD	Forest Hills Centre	2
BI CH000091	Apple Juice Inc	24/09/2022	09:36:15	Unassigned	Contact Closure - C00000059	SR	Select Call Type					3
BI CH000089	Derton / Technologies	13/04/2022	09:00:00	Unassigned	Call for Monday elapse hours check	TEST	Testing			2020-2222	Checkers Centre - Hilborn	3
BI CH000088	Young Electric	10/04/2022	09:00:00	Unassigned	Call logged 5 days ago for time elapsed checks	CR	Change Request	CONF	Configuration	an123	Checkers Centre - Hilborn	3
BI CH000087	Young Electric	06/04/2022	09:00:00	Unassigned	Call logged 4 days ago for elapse time checks	UPG	Upgrade			an123	Checkers Centre - Hilborn	3
BI CH000086	Young Electric	07/04/2022	09:00:00	Unassigned	Call logged 5 days ago for elapse time checks	SR	Select Call Type			an123	Checkers Centre - Hilborn	3
BI CH000085	Hope Works (Pty) Ltd	10/04/2022	15:09:13	Unassigned	Test future call - for elapsed time	UPG	Upgrade			20-96765	Checkers Centre - Hilborn	3
BI CH000084	Hope Works (Pty) Ltd	06/04/2022	09:00:00	Unassigned	Test elapsed hours - 2 day prior	TEST	Testing			47300000	Checkers Centre - Hilborn	3
BI CH000083	Hope Works (Pty) Ltd	06/04/2022	09:08:31	Unassigned	Test elapsed time 2 - day prior	TEST	Testing			SN02413546	Checkers Centre - Hilborn	3
BI CH000082	Young Electric	10/04/2022	09:00:35	Unassigned	Test elapsed hours 1	TEST	Testing			an123	Checkers Centre - Hilborn	3
BI CH000081	Young Electric	18/11/2019	11:24:29	Awaiting Acceptance - Bianca Du Toit	Test with site manager email entered	ADM	Administration			107	Checkers Centre - Hilborn	3
BI CH000074	Hope Works (Pty) Ltd	30/11/2019	06:36:20	Awaiting Acceptance - Bianca Du Toit	Test another call email	ADM	Administration			095013015	Checkers Centre - Hilborn	3
BI CH000072	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			095013015	Checkers Centre - Hilborn	3
BI CH000071	Westwood Dynamic	29/11/2019	09:00:00	Unassigned	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilborn	2
BI CH000070	Westwood Dynamic	22/11/2019	09:00:00	Unassigned	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilborn	2
BI CH000069	Hope Works (Pty) Ltd	16/11/2019	09:00:00	Unassigned	Tier - Commercial Tier Test	INVT	Installation				Forest Hills Centre	2
BI CH000068	Green Tea Supplies	16/11/2019	09:00:00	Unassigned	2MS - 2 month service	SM	Scheduled Maintenance			NEW1234	Checkers Centre - Hilborn	2
BI CH000067	Westwood Dynamic	15/11/2019	09:00:00	Unassigned	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilborn	2
BI CH000066	Westwood Dynamic	08/11/2019	09:00:00	Unassigned	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilborn	2
BI CH000065	Westwood Dynamic	01/11/2019	09:00:00	Unassigned	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilborn	2
BI CH000064	Hack PC - IT Shop	26/10/2019	09:00:00	Unassigned	2MS - 2 month service	SM	Scheduled Maintenance			147807	Checkers Centre - Hilborn	2
BI CH000063	Westwood Dynamic	25/10/2019	09:00:00	Unassigned	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilborn	2
BI CH000062	Hope Works (Pty) Ltd	19/10/2019	09:00:00	Unassigned	2MS - 2 month service	SM	Scheduled Maintenance			1B-30300	Checkers Centre - Hilborn	2
BI CH000061	Hope Works (Pty) Ltd	18/10/2019	09:00:00	Unassigned	Tier - Commercial Tier Test	INVT	Installation				Forest Hills Centre	2
BI CH000060	Westwood Dynamic	18/10/2019	09:00:00	Unassigned	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilborn	2
BI CH000059	Westwood Dynamic	11/10/2019	09:00:00	Unassigned	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilborn	2
BI CH000058	Westwood Dynamic	04/10/2019	09:00:00	Unassigned	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilborn	2
BI CH000057	Westwood Dynamic	27/09/2019	09:00:00	Unassigned	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilborn	2
BI CH000056	Westwood Dynamic	20/09/2019	09:00:00	Unassigned	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilborn	2
BI CH000055	Hope Works (Pty) Ltd	16/09/2019	09:00:00	Unassigned	Tier - Commercial Tier Test	INVT	Installation				Forest Hills Centre	2
BI CH000054	Green Tea Supplies	17/09/2019	09:00:00	Unassigned	2MS - 2 month service	SM	Scheduled Maintenance			NEW1234	Checkers Centre - Hilborn	2



Short cut Key: **Double click** in the **row** of the call you wish to edit.

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

Call maintenance : Call ref. - CN0005298 - BPO: Version 2.5.0.4 - Example Company v2.5.0.0

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...

Functions
Work Orders 1
Work In Progress
Notes
Assignments
Hold History
Pending History
On Site Info 1

Customer: Hope Works (Pty) Ltd
Contact: Kelly Jones
Contact No.: 031 123 4567
Address: Plot 91 Leaf Road, Leaf Hills, Pink Town, Durban South
Call Type: Repair
Error Code: Paper Jam
Description: Paper not feeding through rollers
Call Date Time: 14/12/2021 10:23:41
Priority: 3
SLA:
Date Required: 14/12/2021
Order No: PO12345
Logged By: JulandaK
Status: N - New
Optional No: ACCT5002

Relates To :

ReferenceType	ReferenceNo
Serial No	1020-10101
Prior Call Reference	
Call Request Reference	
Contract No	CO0000050
Location	
Project Reference	
Quote Reference	
Invoice Reference	
Order Reference	

Prior Calls :

CallReference	CallDate	CallTime	Description
CN0005298	14/12/2021	10:23:41	Paper not feeding through rollers
CN0000543	17/11/2017	13:15:48	test call swap out po status
CN0000519	07/08/2017	14:19:10	Full set of toners required
CN0000516	03/08/2017	15:21:01	Test all functions on the copier
CN0000510	13/07/2017	08:45:37	Test call for invoice and transaction processing checks
CN0000501	29/06/2017	16:14:01	Loan unit - Alternate Issue
CN0000647	23/05/2017	08:00:00	TT010 - Daily, Colour 1000 - Call per WO

Meters
Open Windows

User : JulandaK 13/01/2022 Version : 2.5.0.4 Example Company v2.5.0.0

VIEW ASSIGNMENTS

The **Call Assignments** listing displays any call assignments that have been created.

Assignment Listing for Call Ref no : CN0001004 - BPO: Version 2.5.1.4 - v2514 Example Company

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

Add Delete Force Accept Save Layout Workspaces Refresh

Processing Format Curr

Drag a column header here to group by that column

AssigneeName	AssignorName	AssignDate	AssignTime	Comments	GPSLongitude	GPSLatitude	Status
Bianca Du Toit	Bianca Du Toit	17/05/2023	11:49:12		30.78	-29.80	A

Open Windows

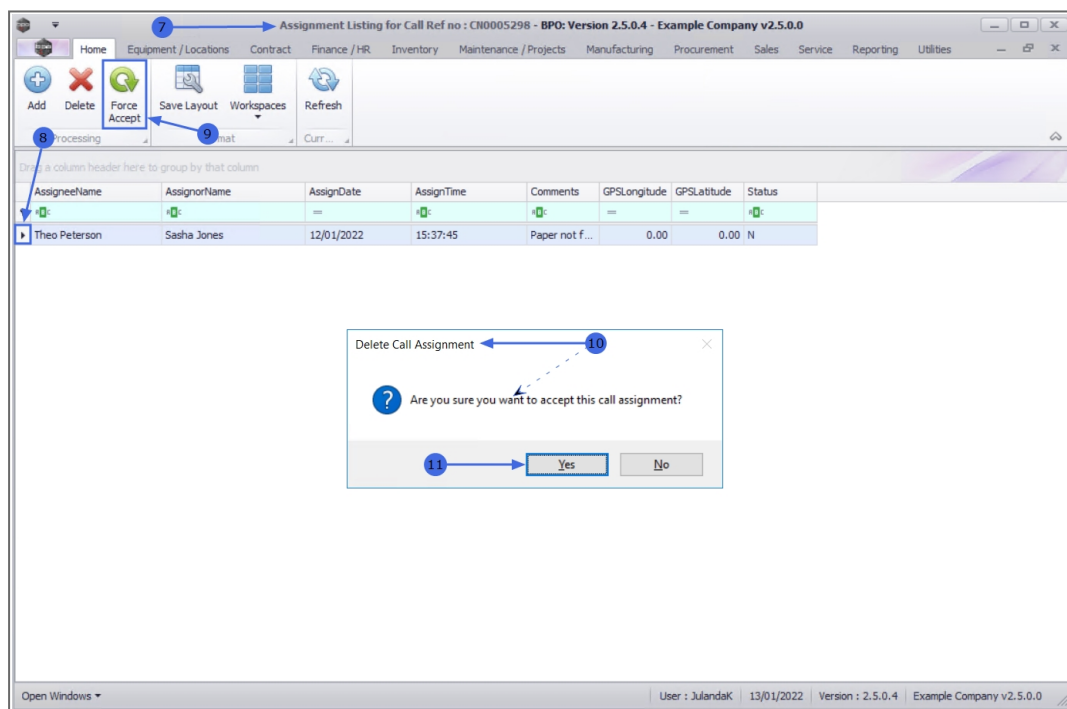
User : Bianca 05/12/2023 Version : 2.5.1.4 v2514 Example Company

FORCE ACCEPT

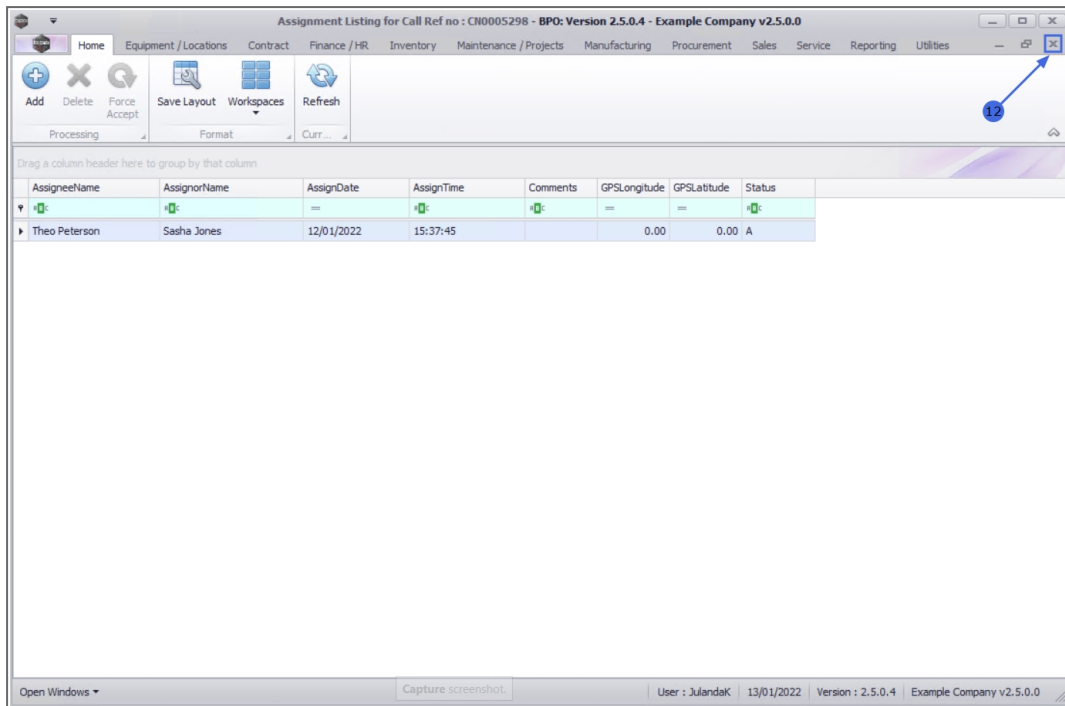
This feature is solely for companies using the Tech Connect Mobile Device System.

If the technician *is* using Tech Connect, he will accept the call on his device. Force Accept is used when the technician, does not accept the call, then call centre will accept the call on his behalf, by issuing a force accept.

- The **Assignment Listing for Call, Ref no: [call ref number]** screen will be displayed.
- Click on the **row** of the **technician** you wish to **accept** the call for.
- Click on **Force Accept**.
- A **Delete Call Assignment** message box will display to confirm;
 - **Are you sure you want to accept this call assignment?**
- Click on **Yes**.



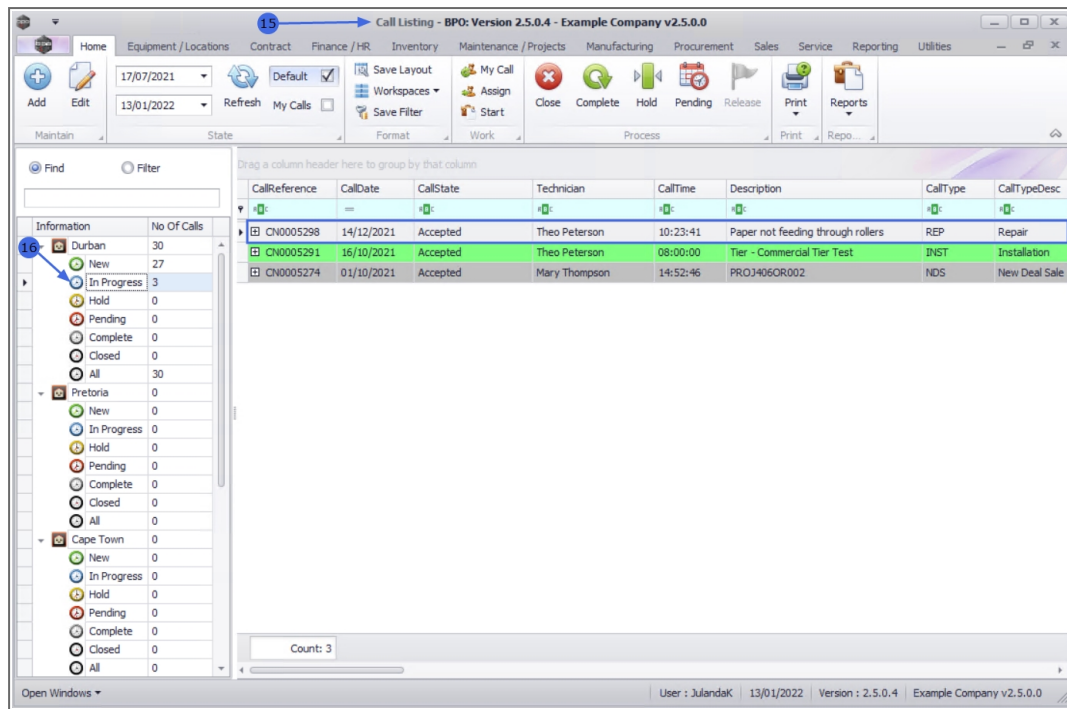
- **Close** the *Assignment Listing for Call* screen.



- You will return to the *Call Listing* screen.
- Change the **Status** to *In Progress*, to view the call.



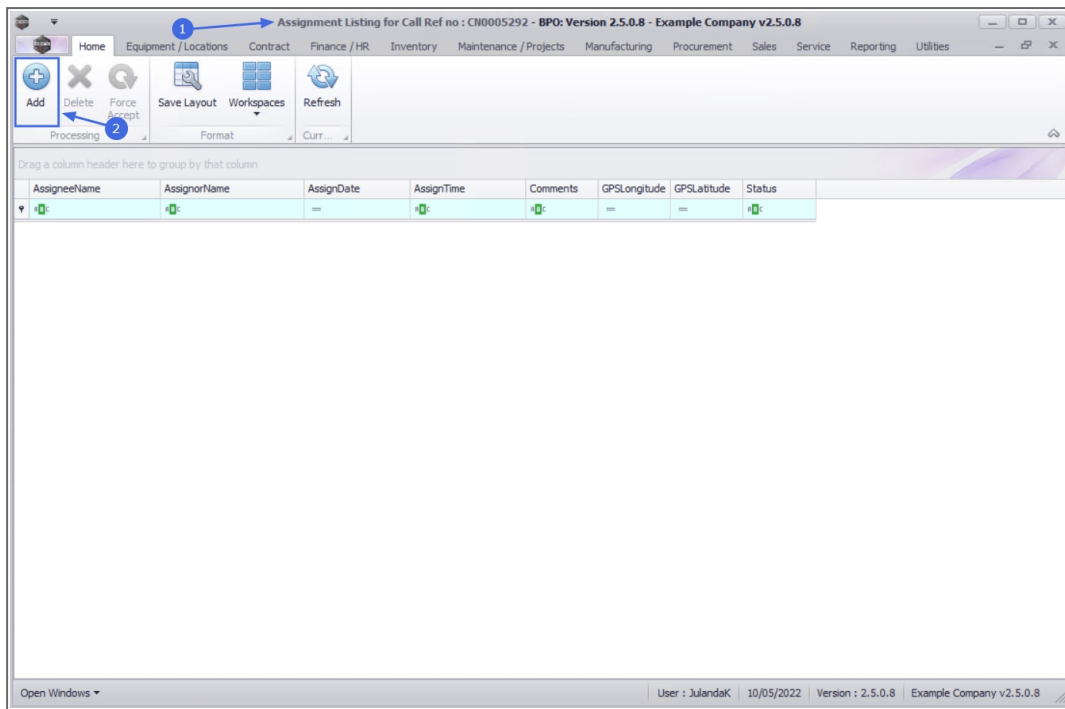
Note that the *Call State* has changed to *Accepted*.



CallReference	CallDate	CallState	Technician	CallTime	Description	CallType	CallTypeDesc
CH0005298	14/12/2021	Accepted	Theo Peterson	10:23:41	Paper not feeding through rollers	REP	Repair
CH0005291	16/10/2021	Accepted	Theo Peterson	08:00:00	Tier - Commercial Tier Test	INST	Installation
CH0005274	01/10/2021	Accepted	Mary Thompson	14:52:46	PROJ406OR002	NDS	New Deal Sale

ASSIGN CALL ASSIGNMENT

- From the *Assignment Listing for Call Ref no : [call ref. number]* screen.
- Click on **Add**.



- The **Call Assignment** maintain screen will come up, with the following fields populated:
 - **Detail:** The Call Description.
 - **Assignment Date and Time:** 2 days from current date and time.
 - **Assigned By:** The employee who is currently logged on.
- Complete the details as follows:
 - **Assigned To:** Select the employee who will be doing this work.
 - **Detail:** This is pre-populated with the call description, but the detail can be added to for further instruction to the technician.

WORK ORDER ASSIGNMENT LINK

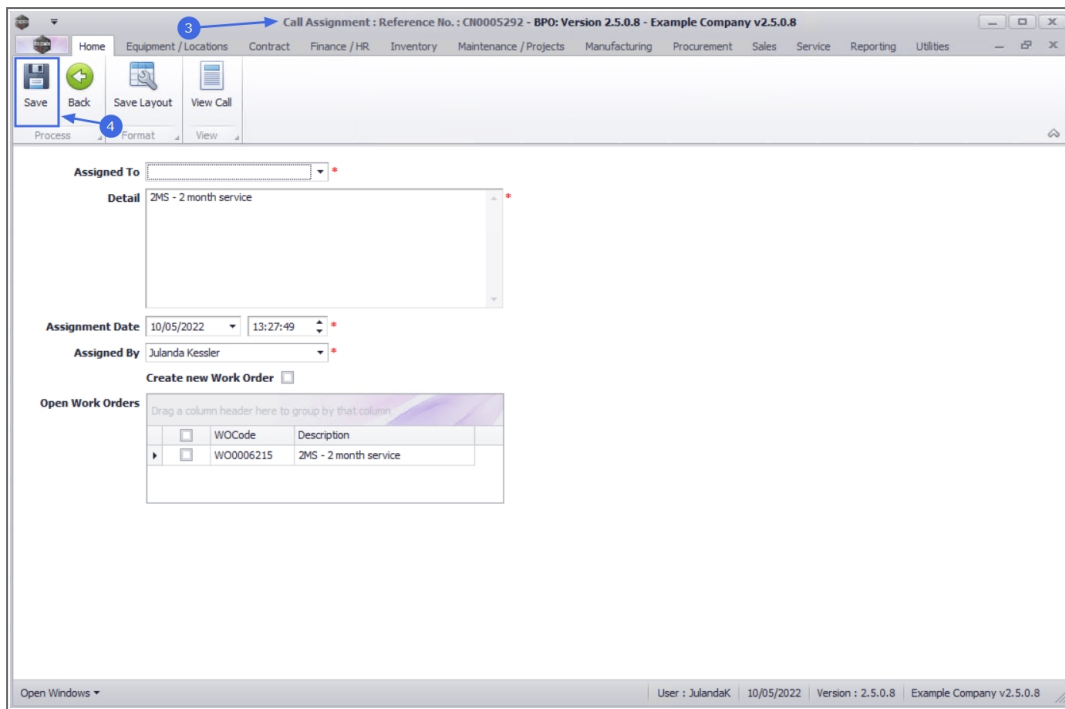
- Next you will select to either link the assignment to the existing open work order or create a new work order. Do not select both flags.

Link to Open Work Order

- For new calls, you will be linking the assignment to the existing **Open Work Order**.
- Click on the check box in front of the relevant **Open Work Order**.

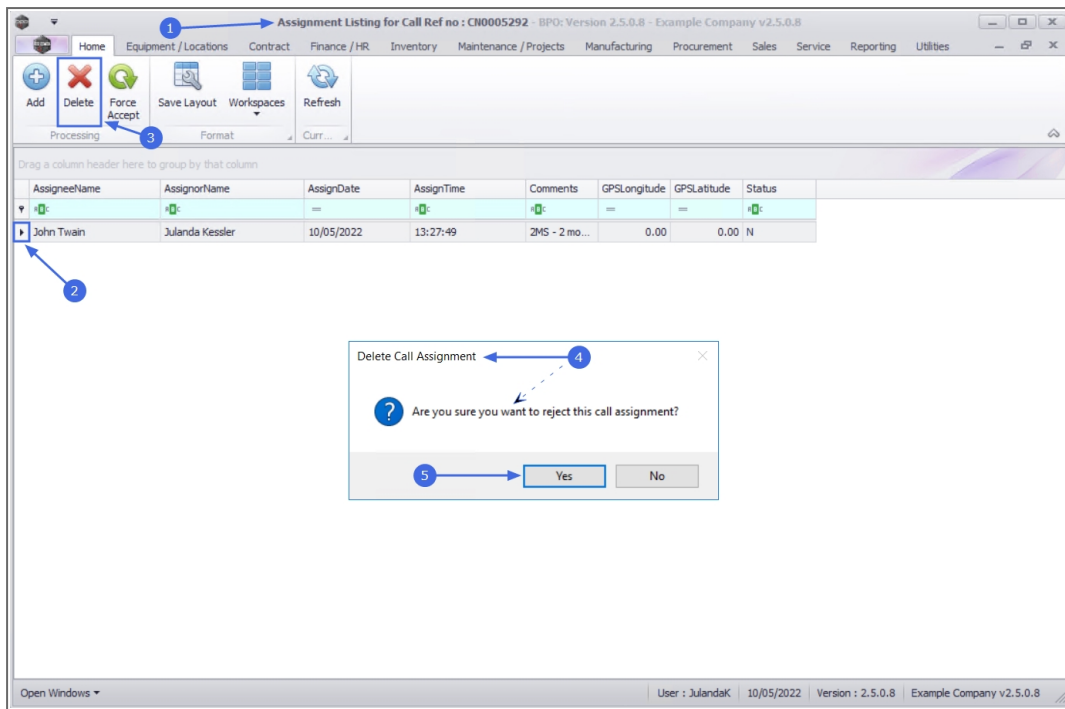
Create New Work Order

- This feature is used if the technician needs to follow up on the same call, but for a different task, for instance when a call has been re-assigned. The assignment detail needs to be changed accordingly.
- Click on the **Create new Work Order** check box.
- Click on the **Save** button.

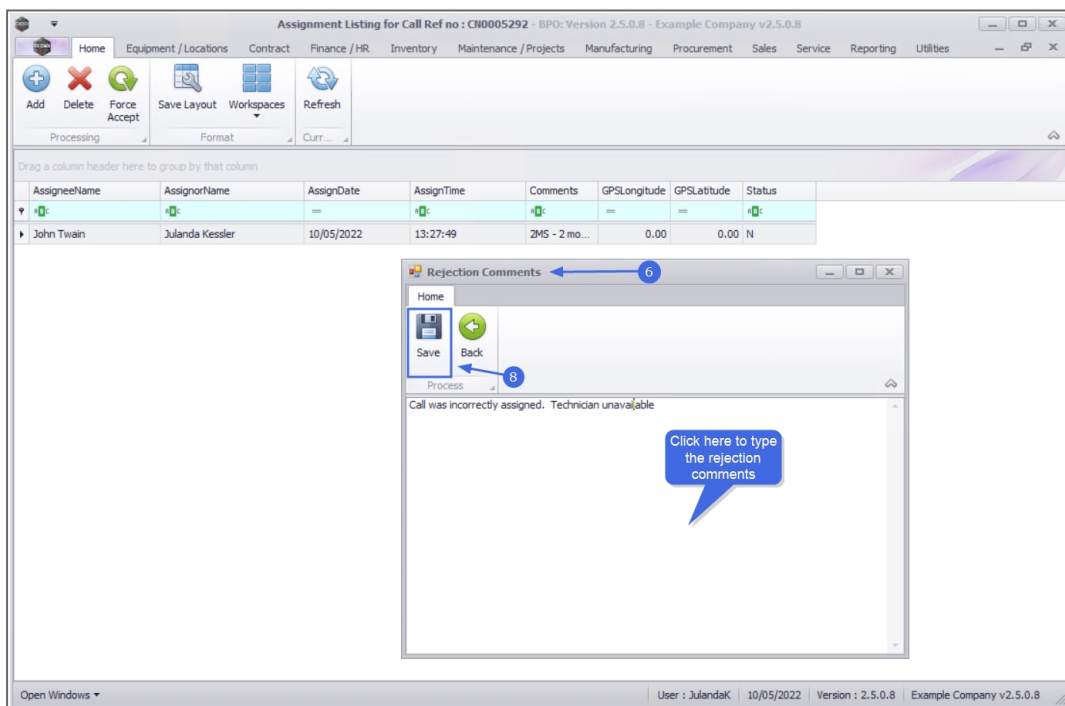


REJECT CALL ASSIGNMENT

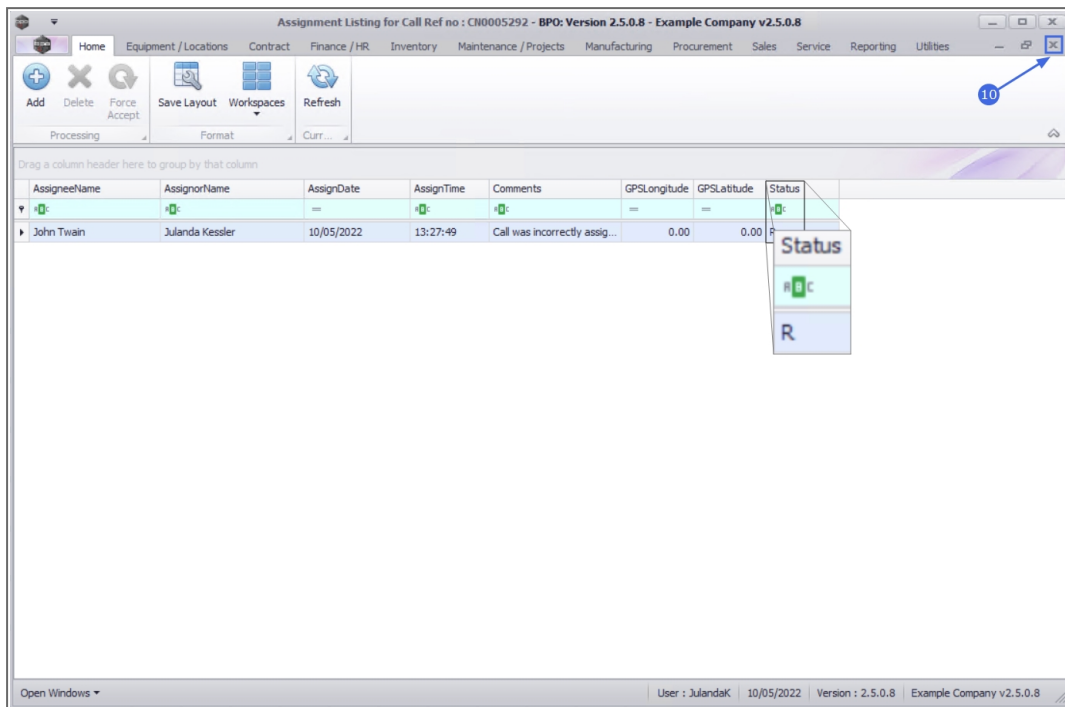
- From the *Assignment Listing for Call Ref no : [call ref number]* screen,
- Click on the **row** of the assignment you wish to remove.
- Click on **Delete**.
- When you receive the *Delete Call Assignment* message to confirm;
 - *Are you sure you want to reject this call assignment?*
- Click on **Yes**.



- Next you will receive the **Rejection Comments** screen.
- Click in the comments section and type the rejection comments.
- Click on **Save**.



- The Status has been updated to **R** - Rejected.
- **Close** the screen to return to the Call maintenance screen



MNU.122.022