

## SERVICE

## **CALLS - DELIVERY REPORT**

**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 <u>Call Centre Mode</u> notes.

All issues made to a Call has been combined on one Call Delivery Note.

## Ribbon Select Service > Calls



¥.							Cal	Listing - BPO: Version 2.5.1.4 - Example Company							- 6
Horre Equipment / Lo	cations Contract	Finance / HR	Inventory	Maintenance	/Projects Manu	facturing Pro	curement Sales	Service Reporting Utilities							
	Save Lays	xut 💰 My Call	-		L 🛤 🛯	IQ	<u></u>								
🎒 🏑 🐨 My Calls	🗆 📑 Workspac	es = 🚜 Assign	-		r 🛯 🕜 r		•								
dd Edit Refresh	😤 Save Pilte	r 🕄 Start	Close	Complete Ho	ld Pending Rele	ase Print	Reports								
Maintain State	Format	work .		Proce	50	Print	Repp., a								
Find O Filter															
	CalReference	CustomerName		CalDate	CalState	Technician	CalTime	Description	CalType	CallTypeDesc	ErrorCode	ErrorCodeDesc	SeriaNo	Ctrit.ocationSubject	Priority
	* + <b>D</b> :	4 <b>D</b> 4		-	<ul> <li>O:</li> </ul>	×0:	-D:	0	×D:	0	-O-	4 <b>D</b> 4	-O-	4D:	-
nformation	EE CN0001003	Young Electric		. 13/12/2022	Awaiting Acceptar	ce Arin Milton	10:09:10	Test account balances	CR	Change Request			107		
Durban	CN0001002	Samenthas Diner		12/12/2022	Awaiting Acceptar	ce Mary Thomps	on 16:18:30	Test call for account balances manual.	DR.	Select Call Type			19-12/1202		
O New	E CN0001001	Young Electric		. 29/11/2022	UnAssigned		11:29:19	Order the same part twice receive with different batch num.	CR	Change Request			sin123		
In Progress	E CN0000996	Hope Works (Pty) L	. bđ	. 31/10/2022	UnAssigned		11:01:11	ForRentalContract	NDR	New Deal Rental				BPO2 TEST 1	
O Pandon	E CN0000992	Top Vehicle Hire		. 25/10/2022	Awaiting Acceptar	ce Daniel Balgov	en 14:09:17	Loan machine for temporary high volume printing requirement	t SERV	Service			TOP 12340LD		
Complete	E CN0000991	Apple Juice Inc	-	24/10/2022	UnAssigned		16:38:15	Contract Closure - CO0000054	DR	Select Call Type					
O AI	E CN0000989	Derton / Technolog	jes .	. 13/06/2022	UnAssigned		09:00:00	Call for Monday elapse hours check	TEST	Testing			2020-2222		
O Pretoria	E CN0000988	Young Electric		03/06/2022	UnAssigned		05:00:00	Call logged 5 days ago for time elapsed checks	CR	Change Request	CONF	Configuration	sin123		
New	E CN0000987	Young Bectric		06/06/2022	UnAssigned		06:00:00	Call logged 4 days ago for elapse time checks	UPG	Upgrade			sin123		
In Progress	CN0000986	Young Electric		. 07/06/2022	UnAssigned		05:00:00	Call logged 3 days ago for elapse time checks	DR	Select Cal Type			sin123		
Hold	EE CN0000985	Hope Works (Pty) L	ed .	10/06/2022	UnAssigned		16:09:13	Test future call - for elapsed time	UPG	Upprade			20-98765		
Pending	E CN0000984	Hope Works (Pty) L	. bđ	08/06/2022	UnAssigned		05:10:00	Test elapsed hours - 2 days prior	TEST	Testing			AT5000000		
Complete	E CN0000983	Hope Works (Pty) L	sd .	09/06/2022	UnAssigned		05:08:31	Test elapsed time 2 - day prior	TEST	Testing			SIN32413546		
_ O AI	FE (N0000982	Young Rectric		10/06/2022	Unassigned		05:00:35	Test elansed hours 1	TEST	Testing			sin123		
Cape Town	E CN0000935	Young Electric		19/11/2019	Austine Accepter	ce Bianca Du To	+ 11/24/39	Tast with site menaner email entered	ADM	Edministration.			107		
New Contraction	E CN0000974	Hope Works (Ptv)1	M	18/11/2019	Awaiting Acceptar	ce Banca Du To	16-30-20	test arother rail errail	ADM	Edministration			095011015		
0 unitogress	FR CN0000872	Hope Works (Stu) I	M	19/11/2019	Auxition Acceptar	ce Bianca Du To	15:57:00	Text new cell for email description in body	100	Chappe Request			005011015		
O Pandon	E CHOODOTT	Westward Durant		20/11/2010	United synchrony		08-00-00	Relidential Reliance By Maintenance	CM.	Change receptor				Charless Contra Milant	
Complete	E CN0000971	Westwood Dynamic		22(11/2019	Unterimed		00.00.00	PathGeMaint - Bathroom Din Maintenance	CM .	Scheduled Maintenance				Checkers Centre - Hildrest	
Q AI		Mana Marka (Phy) I		16/11/2010	United and		00.00.00	The Commonial Tex Text	D.CT.	Testalation				Encoderal Centre - Hild Esc	
tioemfontein	E 00000909	hope works (exp) o			Universigned		08/00/00	The - Contribution field test	0101	2 State Unit			10010000	Forescrills Colluc	
New	E CNUCCUSOS	Green rea Supplies		10/11/2019	Unixasigned		08:00:00	2PG - 2 Month service	344	Scheduled Heinsenence			NEW 1234		
In Progress	E 010000967	Westwood Dynami	c .	15/11/2019	UnAssigned		08:00:00	Bathermant - Bathroon en Mantenance	5/4	Scheduled Maintenance				Checkers Centre - Hildrest	
Hold	EI CN0000966	westwood Dynami	c .		UnAssigned		08:00:00	BathonMaint - Bathroom bin Maintenance	599	Scheduled Hansenance				Checkers Centre - Micrest	
Pending	EI CN0000965	Westwood Dyname	۰ .	01/11/2019	UnAssigned		08:00:00	SathonMant - Bathroom Bin Mantenance	524	Scheduled Maintenance				Checkers Centre - Hildrest	
Complete	E CN0000964	Hack PC - IT Shop		. 26/10/2019	UnAssigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			147807		
O AI	EI CN0000963	Westwood Dynamic	c .	25/10/2019	UnAssigned		08:00:00	SathSinMaint - Bathroom Bin Maintenance	54	Scheduled Maintenance				Checkers Centre - Hilcrest	
	E CN0000962	Hope Works (Pty) L	.0d .	19/10/2019	UnAssigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			18-30200		
	E CN0000961	Hope Works (Pty) L	. 65	18/10/2019	UnAssigned		03:00:00	Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre	
	E CN0000960	Westwood Dynamic	c .	18/10/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	514	Scheduled Maintenance				Checkers Centre - Hilcrest	
	E CN0000959	Westwood Dynami	c .	11/10/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hildrest	
	E CN0000958	Westwood Dynamic	c .	04/10/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	94	Scheduled Maintenance				Checkers Centre - Hilcrest	
	E CN0000957	Westwood Dynami	с.	27/09/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	
	E CN0000956	Westwood Dynami	с.	. 20/09/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	514	Scheduled Maintenance				Checkers Centre - Hilcrest	
	EE CN0000955	Hope Works (Pty) L	.td .	18/09/2019	UnAssigned		08:00:00	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		
	III cusasara			13/30/3010				Red Robert Red Loss Roberts	-	et al la				And the Annual States	
	Count: 386														
	+														
Modeus #														10000 House - 0.0 4.4	Country of

• The *Call Listing* screen will be displayed.

1BPO2 v2.5.1.3 or higher



• The Calls are listed by *Site* and will display calls for the first Site listed.

						Call	Listing - BPO: Version 2.5.1.4 - Example Company							
Home Equipment /		Finance / HR Invento	ry Maintenance	/ Projects Manufac	turing Procurem	ent Sales	Service Reporting Utilities							
Edit Refresh Hy Ca	Is Save Lay Workspace	sut & My Call es * & Assign Clos	e Complete Ho	d Pending Release	Print Repor	2								
d Ontwo														
	CalReference	CustomerName	CalDate	CalState	Technician	CalTime	Description	Callype	CallTypeDesc	ErrorCode	ErrorCodeDesc	SeriaNo	CtrtLocationSubject	
	Y -D:	(D):		×D:	-0:	10:	0	×D:	-0:	-0:	<d:< td=""><td>-0-</td><td>(D)</td><td></td></d:<>	-0-	(D)	
mation	FE CN0001003	Young Flectric		Awaiting Acceptance	Arin Milton	10:09:10	Test account balances	08	Channe Request			107		
Durban	E CHOOLDOS	Total g Decelic	13/13/2022	Analysis Acceptance	Man Thomas	10.03.10	Test action to an res	00	Colorit Col Turns			10 10/1003		
New	C 00001002	Samericies Units		Antarchig Acceptance	Hary monpoort	10110130	Percentra accontroaances manoa.	UN.	deeu oor rype			19-12/1202		
<ul> <li>In Progress</li> </ul>	E CV0001001	10ung Dectric					Order the same part twice receive with different batch hum	UK	Change kequest			301225		
🕑 Hold	E 0/0000996	Hope works (Pty) Lto		Universigned			Portestaconoact	NUR	New Deal Remai				BPO2 IEST 1	
Pending	▶ @ UN0000992	Top venice nire			Daniel balgowen		Loan machine for temporary righ volume printing requirement	SOKV	Service			1091234000		
Complete	E EN0000991	Apple Juice Inc	24/10/2022	UnAssigned		16:38:15	Contract Closure - CO0000054	DR	Select Call Type					
⊙ A1	E CN0000989	Derton / Technologies	13/06/2022	UnAssigned		09:00:00	Call for Monday elapse hours check	TEST	Testing			2020-2222		
Pretoria	E CN0000988	Young Electric	03/06/2022	UnAssigned		05:00:00	Call logged 5 days ago for time elapsed checks	CR	Change Request	CONF	Configuration	sin123		
O New	E CN0000987	Young Bectric	06/06/2022	UnAssigned		05:00:00	Call logged 4 days ago for elapse time checks	UPG	Upgrade			sin123		
In Progress	CN0000985	Young Electric	07/06/2022	UnAssigned		05:00:00	Call logged 3 days ago for elapse time checks	DR.	Select Call Type			sin 123		
December 1	E CN0000985	Hope Works (Pty) Ltd	10/06/2022	UnAssigned		16:09:13	Test future call - for elapsed time	LIPG	Upgrade			20-98765		
Conclete	E CN0000984	Hope Works (Pty) Ltd	08/06/2022	UnAssigned		05:10:00	Test elapsed hours - 2 days prior	TEST	Testing			AT5000000		
	E CN0000983	Hope Works (Pty) Ltd	09/06/2022	UnAssigned		05:08:31	Test elapsed time 2 - day prior	TEST	Testing			SIN32413546		
Cape Town	E CN0000982	Young Electric	10/06/2022	UnAssigned		05:00:35	Test elapsed hours 1	TEST	Testing			sin123		
O New		Young Electric	19/11/2019	Awaiting Acceptance	Bianca Du Tolt	11:24:39	Test with site manager email entered	ADM	Administration			107		
In Progress	E CN0000974	Hope Works (Pty) Ltd	18/11/2019	Amaiting Acceptance	Bianca Du Toit	16:30:20	test another call email	ADM	Administration			095011015		
() Hold	E CN0000972	Hope Works (Pty) Ltd	18/11/2019	Awaiting Acceptance	Bianca Du Toit	15:57:00	Test new call for email description in body	CR	Change Request			095011015		
Pending	E CN0000971	Westwood Dynamic	29/11/2019	UnAssigned		03:00:00	BathSinMaint - Bathroom Bin Maintenance	94	Scheduled Maintenance				Checkers Centre - Hilcrest	ŝ
Complete	EE CN0000970	Westwood Dynamic	22/11/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hildrest	ŝ
O A1	E CN0000969	Hone Works (Ptv) Ltd	16/11/2019	Unissigned		03:00:00	Ter - Commercial Ter Test	INST	Installation				Forest Hils Centre	
tioemfontein	FE CN0000958	Green Tea Survives	16/11/2019	Unterimed		08-00-00	3MS - 2 month service	94	Scherk led Maintenance			NFW1234		
New	ER CN0000067	Westwood Dupamic	15/11/2019	Unterimed		09:00:00	RathGinMaint - Rathouse Bin Maintenance	CM .	Crited and Maintenance				Checkers Centre - Milcred	
In Progress		Westwood Dynamic	08/11/2010	United		00.00.00	Relieffeddaint Balances Be Maintennes	-	Falsad and Maintenance				Charless Canton Millional	i
Hold	E CN0000005		01/11/2019	Unteriored		09-00-00	OsthQipMaint - Dathouse Ris Maintenance	CM CM					Checkers Centre - Hildred	
Pending	E CHOODIGS	Had DC TT fires		United		00.00.00	2007 Discrete reside	-	Colored and Maintenance			147207	CIRCULTS CETTER THIS EST	
Complete	E 0/0000904	Hourse - Li prop	20/10/2019			03100700	2no - 2 monuti service	011	Scheduled Hamenarice			14/60/		
3 AI	E UN000965	westwood Dynamic	25/10/2019	UnAssigned		03:00:00	bemonreant - bemoon bin Meintenence	244	Scheduled Maintenance				Uneovers Centre - Hiscrest	ŝ
	E CN0000962	Hope Works (Pty) Ltd	19/10/2019	UnAssigned		03:00:00	2Pt5 - 2 month service	574	Scheduled Maintenance			18-30200		
	E CN0000961	Hope Works (Pty) Ltd	18/10/2019	Unilosigned		03:00:00	Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre	
	EE EN0000960	Westwood Dynamic	18/10/2019	UnAssigned		03:00:00	BathsinMaint - Bathroom Bin Maintenance	524	Scheduled Manitenance				Checkers Centre - Hildrest	
	EE CN0000959	Westwood Dynamic	11/10/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	ł
	E CN0000958	Westwood Dynamic	04/10/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	94	Scheduled Maintenance				Checkers Centre - Hilcrest	ł
	E CN0000957	Westwood Dynamic	27/09/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	ŝ
	E CN0000936	Westwood Dynamic	20/09/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	ŝ
	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		
	III management													

• Click on the relevant *Site* for the calls you wish to view.

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

						Call	Listing - BPO: Version 2.5.1.4 - Example Company							
Home Equipment / Loc		Finance / HR Invent	tory Maintenance	/ Projects Manufa	cturing Procureme	nt Sales	Service Reporting Utilities							
Edit Refresh Hy Calls	Save Lays     Workspace     Save Pilte     Econst	sut & My Call es * & Assign Clo	3 Complete H	ki Pending Releas	e Print Report	s								
O Pilter														
	CallReference	CustomerName	CalDate	CalState	Technician	CalTime	Description	CalType	CallTypeDesc	ErrorCode	ErrorCodeDesc	SeriaNo	CtrtLocationSubject	Priori
	Y +□:	4 <b>0</b> 4		1 <b>0</b> :	× <b>O</b> :	×0:	·0:	×0:	·0:	1 <b>0</b> 1	4 <b>D</b> 4	·0:	4 <b>D</b> :	
nation	EE CN0001003	Young Electric	13/12/2022	Awaiting Acceptance	a Arin Milton	10:09:10	Test account balances	CR	Change Request			107		
Durban	CN0001002	Samanthas Diner		Awaiting Acceptance	Mary Thompson	16:18:30	Test call for account balances manual.	DR	Select Call Type			19-12/1202		
O fa Durana	E CN0001001	Young Electric	29/11/2022	UnAssigned		11:29:19	Order the same part twice receive with different batch num	CR	Change Request			sin123		
O will a c	E CN0000995	Hope Works (Pty) Ltd	31/10/2022	UnAssigned		\$1:01:11	ForRentalContract	NDR	New Deal Rental				BPO2 TEST 1	
O Prodoc	E CN0000992	Top Vehicle Hire	25/10/2022	Awaiting Acceptance	Daniel Balgowen	14:09:17	Loan machine for temporary high volume printing requirement	t SERV	Service			TOP 12340LD		
Complete	E CN0000991	Apple Juice Inc	24/10/2022	UnAssigned		16:38:15	Contract Closure - CC0000054	DR	Select Call Type					
O AI	E CN0000989	Derton / Technologies	13/06/2022	UnAssigned		09:00:00	Call for Monday elapse hours check	TEST	Testing			2020-2222		
Pretoria	E CN0000988	Young Electric	03/06/2022	UnAssigned		05:00:00	Call logged 5 days ago for time elapsed checks	CR	Change Request	CONF	Configuration	sin123		
New	E CN0000987	Young Electric	06/06/2022	UnAssigned		05:00:00	Call logged 4 days ago for elapse time checks	UPG	Upgrade			sin123		
In Progress	CN0000986     CN000098     CN0000986     CN000098     CN0000986     CN000098     CN00009     CN00098     CN00098     CN00098     CN00098     CN00098     CN0009     CN00098     CN0009     CN009     CN009     CN009     CN009	Young Electric	07/06/2022	UnAssigned		05:00:00	Call logged 3 days ago for elapse time checks	DR	Select Call Type			sin123		
3 Hold	E CN0000985	Hope Works (Pty) Ltd				16:09:13	Test future call - for elapsed time	UPG	Upprade					
Pending	E CN0000984	Hope Works (Ptv) Ltd	08/06/2022	Unissigned		05:10:00	Test elansed hours - 2 days minr	TEST	Testing			AT5000000		
Complete	E CN0000983	Home Works (Phy) Ltd	09/06/2022	Unterimed		05-08-31	Tast alamari tima 2 , day reine	TEST	Testing			SIN32413545		
) Al	E CN0000092		10/06/2022			05:00:25	Test alread bours 1	TECT				dia 122		
Cape Town			19/11/2019	Availing Acceptance	Bacca Du Tolt	11:24:39	Test with rite menaner anal entered	ADM				107		
New	E 010000976													
in mogress	0 CH0000074	Hape Works (Pay) Ltd	10/11/2010	Analy Acceptance	Diseas Du Telà	10.00.00	Test and all for small description is hade.	CD.	Changes Descent			005010015		
Duradas	E 0/0000972	Hope works (Pty) Lto	10/11/2019	Analong Acceptance	e bianca do Torc	13(37)00	rescrievical or enal description in body	UR .	Change Nequest			095012015		
Consists	E CN0000971	westwood Dynamic	29/11/2019	Universigned		08:00:00	bambineant - bathroom bin Maintenance	344	Scheduled Haintenance				Checkers Centre - micrest	
D AL	E CN0000970	Westwood Dynamic	22/11/2019	UnAssigned		03:00:00	BathsinMant - Bathroom Bin Mantenance	574	Scheduled Maintenance				Checkers Centre - Hildrest	1
formfrotein	E CN0000969	Hope Works (Pty) Ltd	16/11/2019	UnAssigned		03:00:00	Tier - Commercial Tier Test	DIST	Installation				Forest Hills Centre	
D New	E CN0000968	Green Tea Supplies	16/11/2019	UnAssigned		03:00:00	2MS - 2 month service	524	Scheduled Maintenance			NEW1234		
In Progress	E CN0000967	Westwood Dynamic	15/11/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hildrest	¢
D Hold	E CN0000966	Westwood Dynamic	08/11/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	514	Scheduled Maintenance				Checkers Centre - Hilcrest	¢
Pending	EE CN0000965	Westwood Dynamic	01/11/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	¢
Complete		Hack PC - IT Shop	25/10/2019	UnAssigned		03:00:00	2MS - 2 month service	SM	Scheduled Maintenance			147807		
) AI	E CN0000963	Westwood Dynamic	25/10/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	574	Scheduled Maintenance				Checkers Centre - Hilcrest	6
	E CN0000962	Hope Works (Pty) Ltd	19/10/2019	UnAssigned		03:00:00	2MS - 2 month service	SM	Scheduled Maintenance			18-30200		
	E CN0000961	Hope Works (Pty) Ltd	18/10/2019	UnAssigned		03:00:00	Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre	
	EE CN0000960	Westwood Dynamic	18/10/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	ŧ.
	E CN0000959	Westwood Dynamic	11/10/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hildrest	t
	E CN0000958	Westwood Dynamic	04/10/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	\$24	Scheduled Maintenance				Checkers Centre - Hilcrest	t
	E CN0000957	Westwood Dynamic	27/09/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	t
	E CN0000956	Westwood Dynamic	20/09/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	514	Scheduled Maintenance				Checkers Centre - Hilcrest	t
	E CN0000955	Hope Works (Pty) Ltd	18/09/2019	UnAssigned		03:00:00	Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre	
	E CN0000954	Green Tea Supplies	17/09/2019	UnAssigned		03:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW 1234		
						00-00-00	Redefinition Redecor for Maintenance						Charless Carles Allered	

- Click on the *Print* button to display a list of *Report Options*.
- Click on *Delivery Report*.



) v				Call Listin	g - BPO: Versi	on 2.5.1.4 - 1	2514 Example Company				- 8
Home Equipment / Location	Contract Fin	iance / HR Inventory	Maintenance / Proje	ects Manufa	acturing Pro	curement	Sales Service Reporting Utilities				- 8
Add Edit Refresh My Calls	I     Save Layout       I     Workspaces ▼       I     Save Filter		Creation Participation of the second	Pending Release	Print	Reports					
					- Cal	Report					
@ Find O Filter					Iter	ns Issued					
	CalReference	CustomerName	CallDate	CallState	Ter Del	ivery Report		CallType	CallTypeDesc	ErrorCode	ErrorCodel
	Y (0:	-O:		(D):	-D Ser	vice History -	Serial No. 20-857485	10:	0:	();	×0<
Information	▶ E CN0001036	Hope Works (Ptv) Ltd		Awaiting Ac	Bel Cu	tomer Servio	e History	SERV	Service		
+ 🖸 Durban	E CN0001035	Hope Works (Ptv) Ltd		Awaiting Ac	Bianca Du T	10:38:38	Paper keeps tamming.	REP	Repair		
O New	E CN0001034	Hope Works (Pty) Ltd		Awaiting Ac	Bianca Du T	10:29:04	Full set of toners required	TON	Toner Required		
In Progress	CN0001032	Young Electric	02/10/2023	UnAssigned		12:35:12	Test credit note on work order	MN	Manufacturing		
O Peodeo	E CN0001031	Hope Works (Pty) Ltd		UnAssigned		12:56:41	New Deal created from order OR0000306	NDS	New Deal Sale		
Complete	E CN0001024	Hope Works (Pty) Ltd		UnAssigned		09:23:50	Contract for Expiry Test	NDR	New Deal Rental		
() Al	E CN0001023	Derton / Technologies	08/09/2023	UnAssigned		10:52:25	Open warranty daims have not been processed.	INSP	Inspection		
- O Pretoria	E CN0001022	Derton / Technologies	08/09/2023	UnAssigned		10:44:45	Meters attached with no readings captured	INST	Installation		
O New	E CN0001017	Derton / Technologies	07/09/2023	UnAssigned		16:43:14	Call Exceptions - to correct but not flag.	INST	Installation		
<ul> <li>In Progress</li> </ul>	E CN0001015	Hope Works (Pty) Ltd	05/09/2023	Awaiting Ac	Bianca Du T	15:56:53	Test call sla functionality	SERV	Service		
() Hold	E CN0001014	Apple Juice Inc	22/08/2023	UnAssigned		11:30:52	Contract Closure - CO0000086	TR	Training		
Pending	E CN0001012	Panda Copiers	22/08/2023	UnAssigned		11:28:32	Contract Closure - CO0000041	DR	Select Call Type		
Complete	E CN0001011	Young Electric	22/08/2023	UnAssigned		11:28:26	Contract Closure - CO0000031	DR	Select Call Type		
	E CN0001010	Dancing Shoes	22/08/2023	UnAssigned		11:28:18	Contract Closure - PC0000001	DR	Select Call Type		
Cape rown     O New	E CN0001009	Young Electric	22/08/2023	UnAssigned		11:27:49	Contract Closure - CO000008	DR	Select Call Type		
In Progress	E CN0001008	Office Supplies Unlimited	22/08/2023	UnAssigned		11:27:30	Contract Closure - CO0000006	DR.	Select Call Type		
() Hold	E CN0001007	Apple Juice Inc	25/07/2023	UnAssigned		10:18:33	Machine inspection required	INSP	Inspection		
Pending		Hope Works (Pty) Ltd	07/06/2023	Awaiting Ac	Bianca Du T	11:21:29	Machine repair required	PR	Parts Requirement	SERV	Services
O Complete		Hope Works (Pty) Ltd	07/06/2023	UnAssigned		10:14:52	Walls require repainting	SM	Scheduled Maintenance	SERV	Services
O Al	E CN0001003	Young Electric	13/12/2022	Awaiting Ac	Arin Milton	10:09:10	Test account balances	DR	Select Call Type		
- D Bloemfontein	⊞ CN0001002	Samanthas Diner	12/12/2022	Awaiting Ac	Mary Thom	16:18:30	Test call for account balances manual.	DR	Select Call Type		
O New	E CN0001001	Young Electric	29/11/2022	UnAssigned		11:29:19	Order the same part twice receive with different batch num	PR	Parts Requirement		
In Progress	E CN0000996	Hope Works (Pty) Ltd	31/10/2022	UnAssigned		11:01:11	ForRentalContract	NDR	New Deal Rental		
Peodeo	CN0000991     CN0000991	Apple Juice Inc	24/10/2022	UnAssigned		16:38:15	Contract Closure - CO0000054	ADM	Administration		
C Complete	E CN0000989	Derton / Technologies	13/06/2022	UnAssigned		09:00:00	Call for Monday elapse hours check	DR	Select Call Type		
O AI	Count: 375										
	Count: 375										

- When you receive the *Report Generation* message to confirm;
  - Do you want to print the call delivery report for call CN[number]?
- Click on Yes.

ф. т			Call Listing	- BPO: Versi						- BX
Home Equipment / Locations Contract Fi	nance / HR Inventory	Maintenance / Proje	ects Manufa	cturing Pro	curement	Sales Service Reporting Utilities				_ & ×
Image: Constraint of the second se	My Call Close C	Complete Hold P	ending Release	Print	Reports					
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Find     O Filter     Drag a column header										
CalReference	CustomerName	CalDate	CallState	Technician	CallTime	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc
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Information + E CN0001036	Hope Works (Pty) Ltd	12/12/2023	Awaiting Ac	Belinda Sha	10:40:51	Copier service required.	SERV	Service		
	Hope Works (Pty) Ltd	12/12/2023	Awaiting Ac	Bianca Du T	10:38:38	Paper keeps jamming.	REP	Repair		
O New	Hope Works (Pty) Ltd	12/12/2023	Awaiting Ac	Bianca Du T	10:29:04	Full set of toners required	TON	Toner Required		
CN0001032	Young Electric	02/10/2023	UnAssigned		12:35:12	Test credit note on work order	MN	Manufacturing		
Rendag     Ecolog     Ecolog     Ecolog	Hope Works (Pty) Ltd	29/09/2023	UnAssigned		12:56:41	New Deal created from order OR0000306	NDS	New Deal Sale		
Complete E CN0001024	Hope Works (Pty) Ltd	12/09/2023	UnAssigned		09:23:50	Contract for Expiry Test	NDR	New Deal Rental		
O All ⊞ CN0001023	Derton / Technologies	08/09/2023	UnAssigned		10:52:25	Open warranty claims have not been processed.	INSP	Inspection		
- 😨 Pretoria 🖽 CN0001022	Derton / Technologies	08/09/2023	4			is captured	INST	Installation		
⊘ New	Derton / Technologies	07/09/2023	Report Ger	eration		× not flag.	INST	Installation		
③ In Progress	Hope Works (Pty) Ltd	05/09/2023	A				SERV	Service		
Hold	Apple Juice Inc	22/08/2023	L Do you wa	nt to print the	e call delivery	report for call CN0001036?	TR	Training		
Pending E CN0001012	Panda Copiers	22/08/2023	L				DR	Select Call Type		
Complete	Young Electric	22/08/2023	U.		1	Ves No	DR	Select Call Type		
O AI     E CN0001010	Dancing Shoes	22/08/2023	1				DR	Select Call Type		
Cape Town E CN0001009	Young Electric	22/08/2023	UnAssigned		11:27:49	Contract Closure - CO000008	DR	Select Call Type		
In Progress E CN0001008	Office Supplies Unlimited	22/08/2023	UnAssigned		11:27:30	Contract Closure - CO0000006	DR	Select Call Type		
() Hold CN0001007	Apple Juice Inc	25/07/2023	UnAssigned		10:18:33	Machine inspection required	INSP	Inspection		
Pending E CN000 1006	Hope Works (Pty) Ltd	07/06/2023	Awaiting Ac	Bianca Du T	11:21:29	Machine repair required	PR	Parts Requirement	SERV	Services
○ Complete	Hope Works (Pty) Ltd	07/06/2023	UnAssigned		10:14:52	Walls require repainting	SM	Scheduled Maintenance	SERV	Services
O All	Young Electric		Awaiting Ac	Arin Milton	10:09:10	Test account balances	DR	Select Call Type		
- Bloemfontein El CN0001002	Samanthas Diner	12/12/2022	Awaiting Ac	Mary Thom	16:18:30	Test call for account balances manual.	DR	Select Call Type		
O New	Young Electric	29/11/2022	UnAssigned		11:29:19	Order the same part twice receive with different batch num	PR	Parts Requirement		
CN0000996	Hope Works (Pty) Ltd		UnAssigned			ForRentalContract	NDR	New Deal Rental		
CN0000991	Apple Juice Inc	24/10/2022	UnAssigned		16:38:15	Contract Closure - CO0000054	ADM	Administration		
Complete E CN0000989	Derton / Technologies	13/06/2022	UnAssigned		09:00:00	Call for Monday elapse hours check	DR	Select Call Type		
O All Count: 37	5									· · · ·
Open Windows 👻							Use	r : Bianca   23/01/2024   Version : 2	5.1.4 v2514	Example Company

• The selected Report will display in the Reports *Preview* screen.



- From this screen you can make cosmetic changes to the document, as well as *Save*, *Zoom*, *Add a Watermark*, *Export* or *Email* the Call Report.
- Close the *Preview* screen when done.



MNU.122.028