

SERVICE

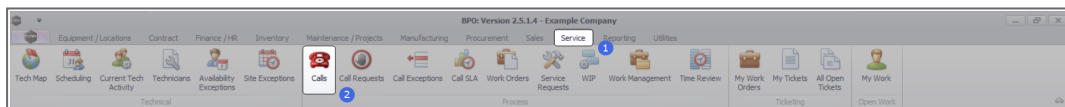
CALLS – SERVICE HISTORY REPORT

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 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.

The machine **Service History Report** can be printed directly from the Call Listing screen, whether a call is open or closed.

The service history report can also be generated per asset from the Asset Listing screen. Refer to [Assets - Print - Service History Report](#)

Ribbon Select **Service > Calls**



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

¹BPO2 v2.5.1.3 or higher

Calls - Service History Report

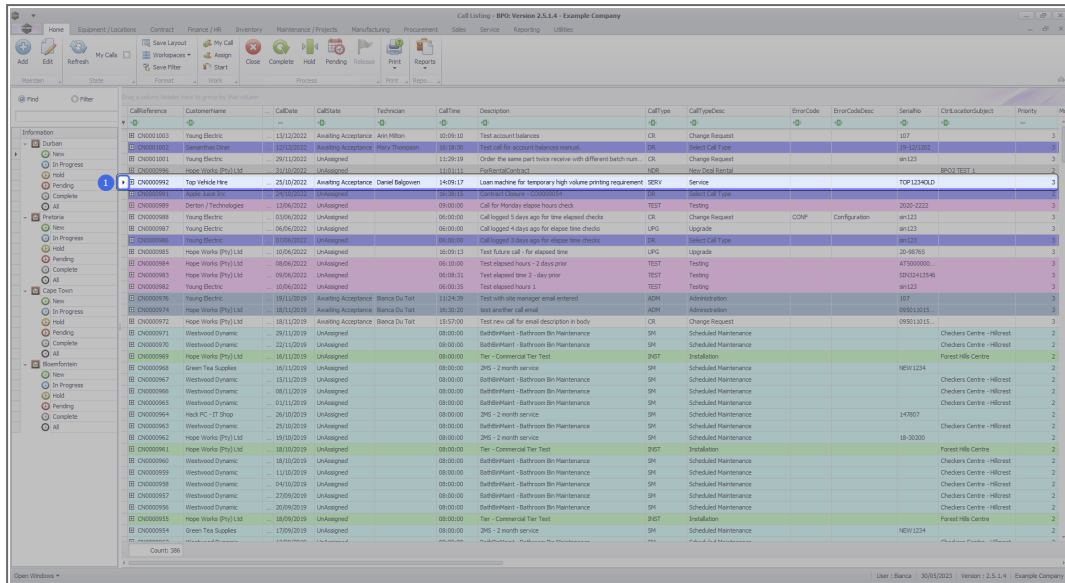
CallReference	CustomerName	CallDate	CallState	Technician	CallTime	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc	SerialNo	ChkLocationSubject	Priority
IB CH0001003	Young Electric	13/12/2022	Awaiting Acceptance	Ann Hilson	09:09:10	Test account balances	CR	Change Request			107		3
IB CH0001002	Salemshire Drive	12/12/2022	Awaiting Acceptance	Mary 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		11:10:11	Order for a new printer	CR	Change Request			AT300000		3
IB CH0000992	Top Valley Hrs	20/10/2022	Awaiting Acceptance	Daniel Balgovan	14:05:17	Loan machine for temporary high volume printing requirement	SRV	Service			TOP1234OLD		3
IB CH0000991	Askle Jada Inc	24/10/2022	Unassigned		05:38:15	Contact Closure - C0000054	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		08:00:00	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			SR02413546		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	Mary 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		11:10:11	Order for a new printer	CR	Change Request			AT300000		3
IB CH0000992	Top Valley Hrs	20/10/2022	Awaiting Acceptance	Daniel Balgovan	14:05:17	Loan machine for temporary high volume printing requirement	SRV	Service			TOP1234OLD		3
IB CH0000991	Askle Jada Inc	24/10/2022	Unassigned		05:38:15	Contact Closure - C0000054	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		08:00:00	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			SR02413546		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

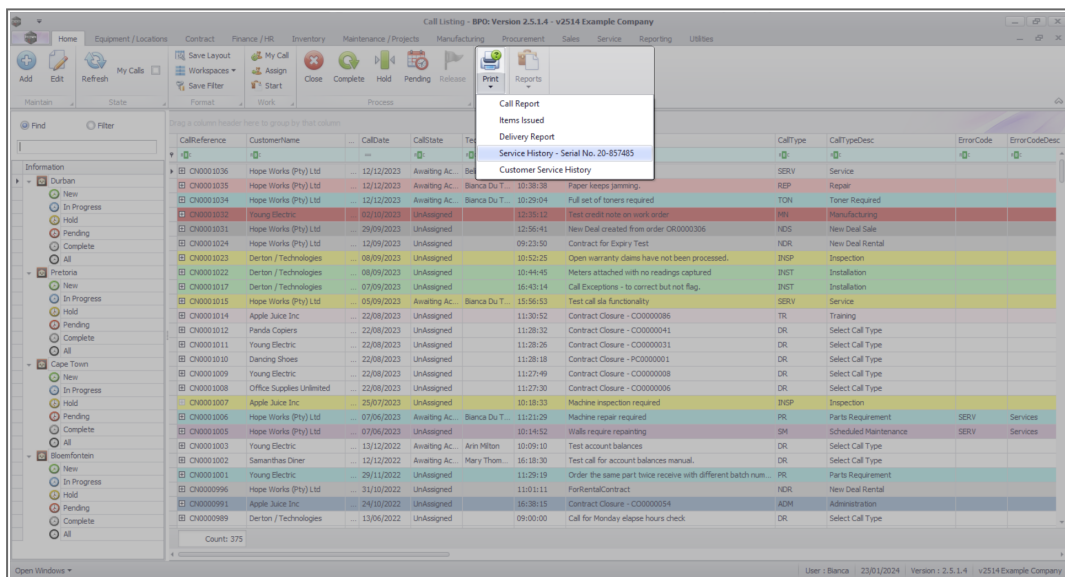
- Select the **Call** you wish to work with.

Calls - Service History Report



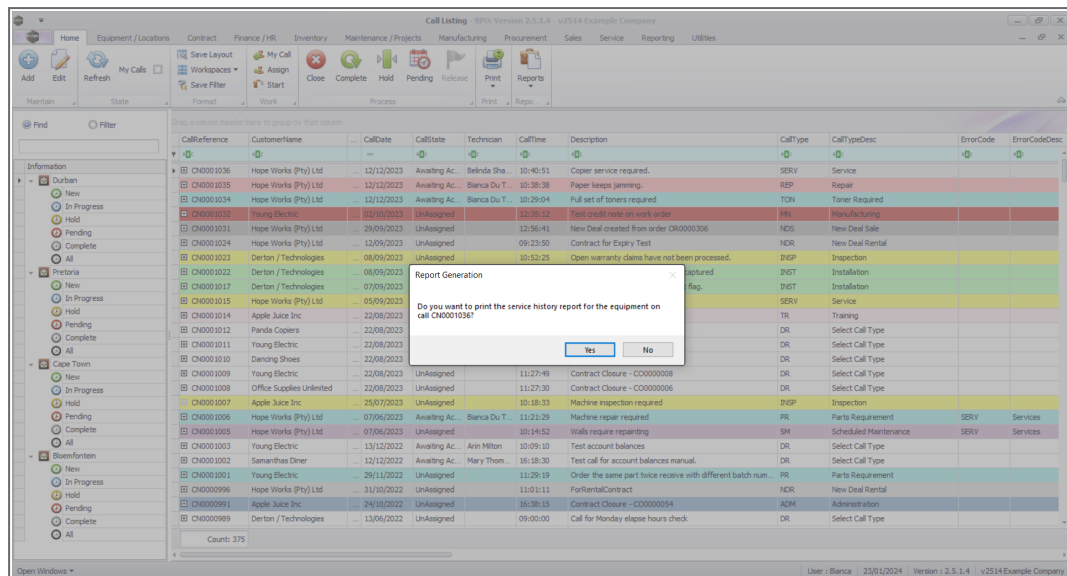
CallReference	CustomerName	CallDate	CallTime	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc	SerialNo	ChkLocationSubject	Priority
IB CH0001003	Young Electric	13/10/2022	Awaiting Acceptance	Ann Milton	CR	Test account balances			107		3
IB CH0001002	Samanthas Diner	12/10/2022	Awaiting Acceptance	Mary Thompson	DR	Test call for account balances manual			107		3
IB CH0001001	Young Electric	29/11/2022	Unassigned		CR	Order the same part twice receive with different batch num.			an123		3
IB CH0000999	Young Electric	24/10/2022	Unassigned		CR	Contract Closure - C00000004			an123		3
IB CH0000992	Top Value-Hite	25/10/2022	Awaiting Acceptance	Daniel Belguen	SRV	Loan machine for temporary high volume printing requirement			TOP123456		3
IB CH0000991	Apple Juice Inc	24/09/2022	Unassigned		DR	Contract Closure - C00000003			an123		3
IB CH0000989	Derton / Technologies	13/04/2022	Unassigned		TEST	Testing			2020-2222		3
IB CH0000988	Young Electric	08/06/2022	Unassigned		CR	Change Request	CONF	Configuration	an123		3
IB CH0000987	Young Electric	06/06/2022	Unassigned		UPG	Upgrade			an123		3
IB CH0000986	Young Electric	07/06/2022	Unassigned		DR	Call logged 5 days ago for elapse time check			an123		3
IB CH0000985	Hope Works (Pty) Ltd	10/06/2022	Unassigned		UPG	Upgrade			20-4690		3
IB CH0000984	Hope Works (Pty) Ltd	08/06/2022	Unassigned		TEST	Test future call - for elapsed time			47300000		3
IB CH0000983	Hope Works (Pty) Ltd	08/06/2022	Unassigned		TEST	Test elapsed time 2 - day prior			5702415946		3
IB CH0000982	Young Electric	08/06/2022	Unassigned		TEST	Test elapsed time 1			an123		3
IB CH0000981	Young Electric	08/06/2022	Unassigned		TEST	Test elapsed time 1			an123		3
IB CH0000980	Young Electric	08/06/2022	Unassigned		ADM	Test with time manager email entered			107		3
IB CH0000979	Hope Works (Pty) Ltd	08/06/2022	Unassigned		ADM	Test another call email			955012515		3
IB CH0000978	Hope Works (Pty) Ltd	18/11/2019	Awaiting Acceptance	Bianca Du Toit	CR	Change Request			09501315		3
IB CH0000977	Westwood Dynamics	29/11/2019	Unassigned		SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
IB CH0000976	Westwood Dynamics	22/11/2019	Unassigned		SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
IB CH0000975	Westwood Dynamics	06/11/2019	Unassigned		INST	Installation				Forest Hills Centre	2
IB CH0000974	Green Tea Supplies	06/11/2019	Unassigned		SM	Scheduled Maintenance			NEW1234		2
IB CH0000973	Westwood Dynamics	15/11/2019	Unassigned		SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
IB CH0000972	Westwood Dynamics	08/11/2019	Unassigned		SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
IB CH0000971	Westwood Dynamics	02/11/2019	Unassigned		SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
IB CH0000970	Westwood Dynamics	02/11/2019	Unassigned		SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
IB CH0000969	Hope Works (Pty) Ltd	26/10/2019	Unassigned		SM	Scheduled Maintenance			147807		2
IB CH0000968	Hope Works (Pty) Ltd	26/10/2019	Unassigned		SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
IB CH0000967	Hope Works (Pty) Ltd	19/10/2019	Unassigned		SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
IB CH0000966	Hope Works (Pty) Ltd	18/10/2019	Unassigned		SM	Scheduled Maintenance				Forest Hills Centre	2
IB CH0000965	Westwood Dynamics	08/10/2019	Unassigned		SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
IB CH0000964	Westwood Dynamics	08/10/2019	Unassigned		SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
IB CH0000963	Westwood Dynamics	08/10/2019	Unassigned		SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
IB CH0000962	Westwood Dynamics	08/10/2019	Unassigned		SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
IB CH0000961	Westwood Dynamics	08/10/2019	Unassigned		SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
IB CH0000960	Westwood Dynamics	08/10/2019	Unassigned		SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
IB CH0000959	Westwood Dynamics	08/10/2019	Unassigned		SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
IB CH0000958	Westwood Dynamics	08/10/2019	Unassigned		SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
IB CH0000957	Westwood Dynamics	08/10/2019	Unassigned		SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
IB CH0000956	Westwood Dynamics	08/10/2019	Unassigned		SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
IB CH0000955	Westwood Dynamics	08/10/2019	Unassigned		SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
IB CH0000954	Green Tea Supplies	08/10/2019	Unassigned		SM	Scheduled Maintenance			NEW1234		2

- Click on the **Print** button to display a list of **Report Options**.
- Click on **Service History - Serial No.**



CallReference	CustomerName	CallDate	CallTime	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc
IB CH0001036	Hope Works (Pty) Ltd	12/12/2023	Awaiting Ac.	Bianca Du T.	SRV	Service		
IB CH0001035	Hope Works (Pty) Ltd	12/12/2023	Awaiting Ac.	Bianca Du T.	REP	Repair		
IB CH0001034	Hope Works (Pty) Ltd	12/12/2023	Awaiting Ac.	Bianca Du T.	TON	Toner Required		
IB CH0001033	Young Electric	29/05/2023	Unassigned	12:56:41	NRD	New Deal Rental		
IB CH0001032	Young Electric	29/05/2023	Unassigned	12:56:41	NRD	New Deal Rental		
IB CH0001031	Young Electric	29/05/2023	Unassigned	12:56:41	NRD	New Deal Rental		
IB CH0001030	Young Electric	29/05/2023	Unassigned	12:56:41	NRD	New Deal Rental		
IB CH0001029	Young Electric	29/05/2023	Unassigned	12:56:41	NRD	New Deal Rental		
IB CH0001028	Young Electric	29/05/2023	Unassigned	12:56:41	NRD	New Deal Rental		
IB CH0001027	Young Electric	29/05/2023	Unassigned	12:56:41	NRD	New Deal Rental		
IB CH0001026	Young Electric	29/05/2023	Unassigned	12:56:41	NRD	New Deal Rental		
IB CH0001025	Young Electric	29/05/2023	Unassigned	12:56:41	NRD	New Deal Rental		
IB CH0001024	Young Electric	29/05/2023	Unassigned	12:56:41	NRD	New Deal Rental		
IB CH0001023	Young Electric	29/05/2023	Unassigned	12:56:41	NRD	New Deal Rental		
IB CH0001022	Young Electric	29/05/2023	Unassigned	12:56:41	NRD	New Deal Rental		
IB CH0001021	Young Electric	29/05/2023	Unassigned	12:56:41	NRD	New Deal Rental		
IB CH0001020	Young Electric	29/05/2023	Unassigned	12:56:41	NRD	New Deal Rental		
IB CH0001019	Young Electric	29/05/2023	Unassigned	12:56:41	NRD	New Deal Rental		
IB CH0001018	Young Electric	29/05/2023	Unassigned	12:56:41	NRD	New Deal Rental		
IB CH0001017	Young Electric	29/05/2023	Unassigned	12:56:41	NRD	New Deal Rental		
IB CH0001016	Young Electric	29/05/2023	Unassigned	12:56:41	NRD	New Deal Rental		
IB CH0001015	Young Electric	29/05/2023	Unassigned	12:56:41	NRD	New Deal Rental		
IB CH0001014	Young Electric	29/05/2023	Unassigned	12:56:41	NRD	New Deal Rental		
IB CH0001013	Young Electric	29/05/2023	Unassigned	12:56:41	NRD	New Deal Rental		
IB CH0001012	Young Electric	29/05/2023	Unassigned	12:56:41	NRD	New Deal Rental		
IB CH0001011	Young Electric	29/05/2023	Unassigned	12:56:41	NRD	New Deal Rental		
IB CH0001010	Young Electric	29/05/2023	Unassigned	12:56:41	NRD	New Deal Rental		
IB CH0001009	Young Electric	29/05/2023	Unassigned	12:56:41	NRD	New Deal Rental		
IB CH0001008	Young Electric	29/05/2023	Unassigned	12:56:41	NRD	New Deal Rental		
IB CH0001007	Young Electric	29/05/2023	Unassigned	12:56:41	NRD	New Deal Rental		
IB CH0001006	Young Electric	29/05/2023	Unassigned	12:56:41	NRD	New Deal Rental		
IB CH0001005	Young Electric	29/05/2023	Unassigned	12:56:41	NRD	New Deal Rental		
IB CH0001004	Young Electric	29/05/2023	Unassigned	12:56:41	NRD	New Deal Rental		
IB CH0001003	Young Electric	29/05/2023	Unassigned	12:56:41	NRD	New Deal Rental		
IB CH0001002	Young Electric	29/05/2023	Unassigned	12:56:41	NRD	New Deal Rental		
IB CH0001001	Young Electric	29/05/2023	Unassigned	12:56:41	NRD	New Deal Rental		

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



- 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.



