

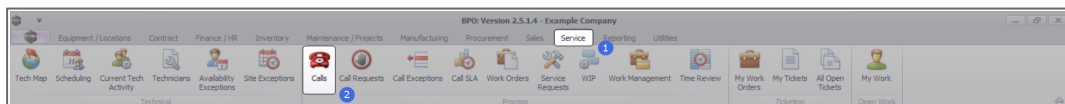
## SERVICE

### CALLS - CUSTOMER 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 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.

When a call has been linked to a Serial Number, then the Customer Service History option will be available for generation. The Customer Service History Report is available on the call listing, call maintain and asset listing screen, this report can be generated from each screen's respective print button. The report will display all calls relating to a customer, the related asset, along with all parts issued, meter readings and work order information that was captured.

**Ribbon** Select **Service > Calls**



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

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<sup>1</sup>BPO2 v2.5.1.3 or higher

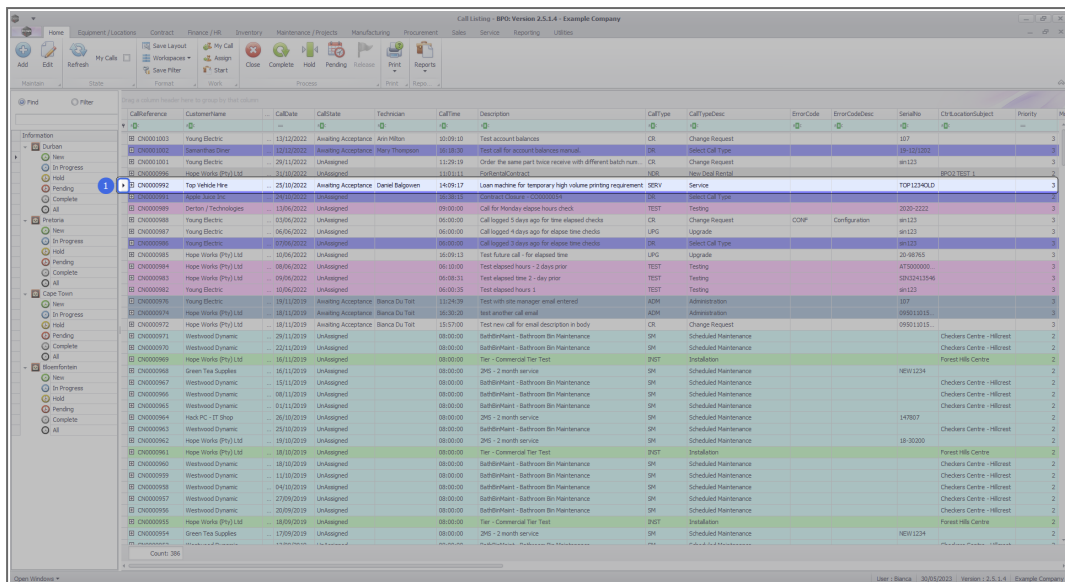
# Calls - Customer Service History Report

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	00:09:10	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			107-12/12/22		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			107-12/12/22		3
IB CH0000996	Hope Works (Pty) Ltd	21/10/2022	Unassigned		11:10:11	Order the same part twice receive with different batch num.	CR	Change Request			107-12/12/22		3
IB CH0000992	Top Value Hire	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 Judd 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	107		3
IB CH0000987	Young Electric	06/06/2022	Unassigned		06:00:00	Call logged 4 days ago for elapse time checks	UPG	Upgrade			107		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			107		3
IB CH0000985	Hope Works (Pty) Ltd	13/06/2022	Unassigned		06:00:13	Test future call - for elapsed time	UPG	Upgrade			20-40765		3
IB CH0000984	Hope Works (Pty) Ltd	08/06/2022	Unassigned		06:10:00	Test elapsed hours - 2 days prior	TEST	Testing			47300000		3
IB CH0000983	Hope Works (Pty) Ltd	08/06/2022	Unassigned		06:08:31	Test elapsed time 2 - day prior	TEST	Testing			5202413546		3
IB CH0000982	Young Electric	13/06/2022	Unassigned		06:00:00	Test elapsed hours 1	TEST	Testing			107		3
IB CH0000976	Young Electric	18/11/2019	Awaiting Acceptance	Bianca Du Toit	11:24:28	Test with site manager email entered	ACH	Administration			09501015		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 - Hilson	2
IB CH0000970	Westwood Dynamic	22/11/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SR	Scheduled Maintenance				Checkers Centre - Hilson	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 - Hilson	2
IB CH0000966	Westwood Dynamic	08/11/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SR	Scheduled Maintenance				Checkers Centre - Hilson	2
IB CH0000965	Westwood Dynamic	01/11/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SR	Scheduled Maintenance				Checkers Centre - Hilson	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 - Hilson	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 - Hilson	2
IB CH0000959	Westwood Dynamic	11/10/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SR	Scheduled Maintenance				Checkers Centre - Hilson	2
IB CH0000958	Westwood Dynamic	04/10/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SR	Scheduled Maintenance				Checkers Centre - Hilson	2
IB CH0000957	Westwood Dynamic	27/09/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SR	Scheduled Maintenance				Checkers Centre - Hilson	2
IB CH0000956	Westwood Dynamic	20/09/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SR	Scheduled Maintenance				Checkers Centre - Hilson	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.

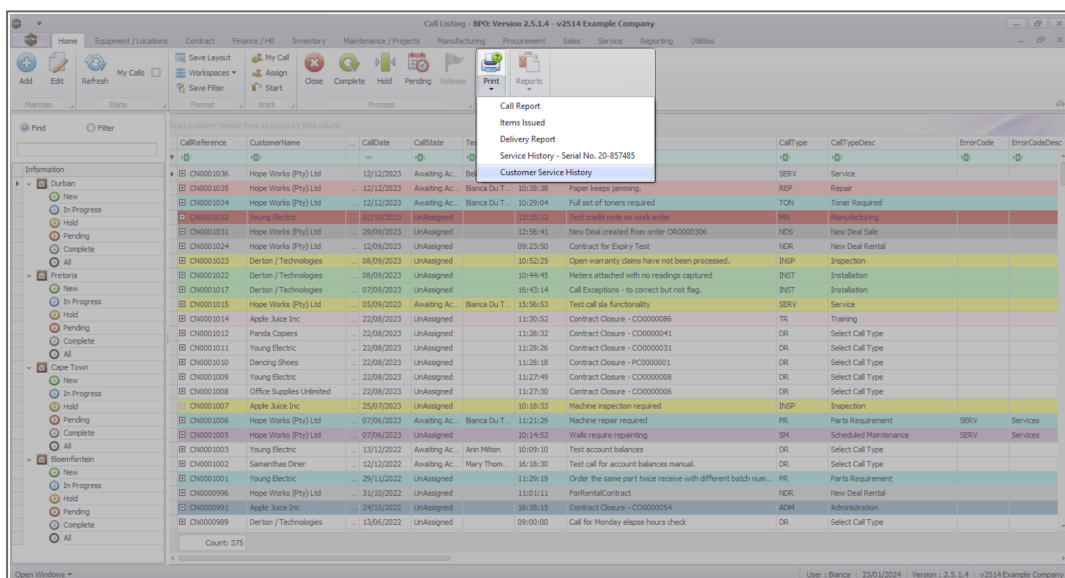
CallReference	CustomerName	CallDate	CallState	Technician	CallTime	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc	SerialNo	ChkLocationSubject	Priority
IB CH0001003	Young Electric	13/12/2022	Awaiting Acceptance	Ann Hilson	00:09:10	Test account balances	CR	Change Request			107		3
IB CH0001002	Salemshire Drive	12/12/2022	Awaiting Acceptance	Mary Thompson	06:18:30	Test call for account balances manual	SR	Select Call Type			107-12/12/22		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			107-12/12/22		3
IB CH0000996	Hope Works (Pty) Ltd	21/10/2022	Unassigned		11:10:11	Order the same part twice receive with different batch num.	CR	Change Request			107-12/12/22		3
IB CH0000992	Top Value Hire	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 Judd 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	107		3
IB CH0000987	Young Electric	06/06/2022	Unassigned		06:00:00	Call logged 4 days ago for elapse time checks	UPG	Upgrade			107		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			107		3
IB CH0000985	Hope Works (Pty) Ltd	13/06/2022	Unassigned		06:00:13	Test future call - for elapsed time	UPG	Upgrade			20-40765		3
IB CH0000984	Hope Works (Pty) Ltd	08/06/2022	Unassigned		06:10:00	Test elapsed hours - 2 days prior	TEST	Testing			47300000		3
IB CH0000983	Hope Works (Pty) Ltd	08/06/2022	Unassigned		06:08:31	Test elapsed time 2 - day prior	TEST	Testing			5202413546		3
IB CH0000982	Young Electric	13/06/2022	Unassigned		06:00:00	Test elapsed hours 1	TEST	Testing			107		3
IB CH0000976	Young Electric	18/11/2019	Awaiting Acceptance	Bianca Du Toit	11:24:28	Test with site manager email entered	ACH	Administration			09501015		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 - Hilson	2
IB CH0000970	Westwood Dynamic	22/11/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SR	Scheduled Maintenance				Checkers Centre - Hilson	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 - Hilson	2
IB CH0000966	Westwood Dynamic	08/11/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SR	Scheduled Maintenance				Checkers Centre - Hilson	2
IB CH0000965	Westwood Dynamic	01/11/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SR	Scheduled Maintenance				Checkers Centre - Hilson	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 - Hilson	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 - Hilson	2
IB CH0000959	Westwood Dynamic	11/10/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SR	Scheduled Maintenance				Checkers Centre - Hilson	2
IB CH0000958	Westwood Dynamic	04/10/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SR	Scheduled Maintenance				Checkers Centre - Hilson	2
IB CH0000957	Westwood Dynamic	27/09/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SR	Scheduled Maintenance				Checkers Centre - Hilson	2
IB CH0000956	Westwood Dynamic	20/09/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SR	Scheduled Maintenance				Checkers Centre - Hilson	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.



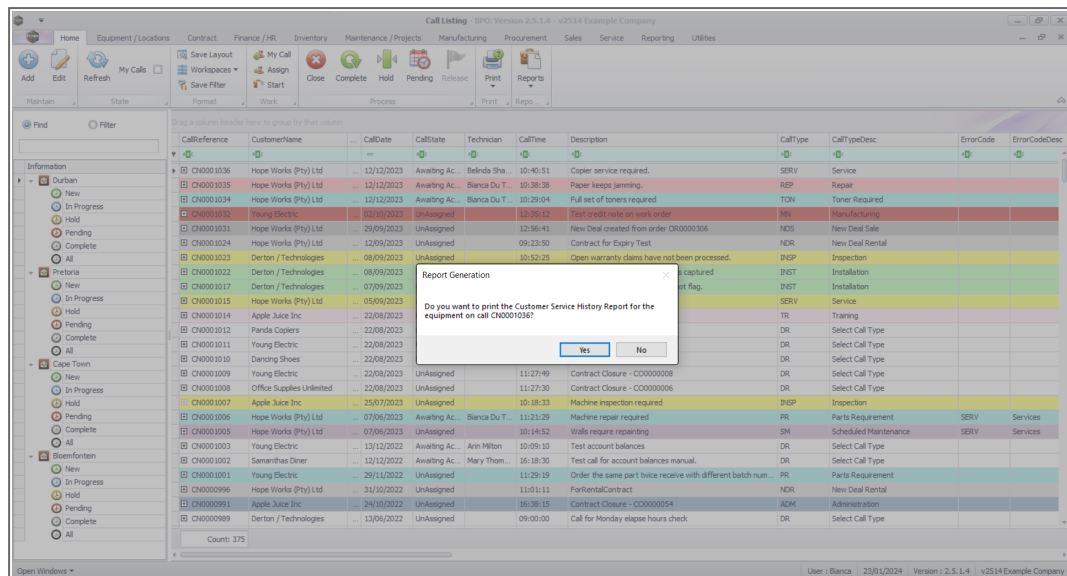
CallReference	CustomerName	CallDate	CallState	Technician	CallTime	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc	SerialNo	ChkLocationSubject	Priority
IB CH0001003	Young Electric	13/10/2022	Awaiting Acceptance	Ann Milton	10:09:10	Test account balances	CR	Change Request			an123		3
IB CH0001002	Samantha's Diner	12/10/2022	Awaiting Acceptance	Mary Thompson	08:38:20	Test call for account balances manual.	DR	Select Call Type			09-10/1002		3
IB CH0001001	Young Electric	29/11/2022	Unassigned		11:29:19	Order the same part twice receive with different batch num.	CR	Change Request			an123		3
IB CH0000999	Top Value Hire	25/10/2022	Awaiting Acceptance	Daniel Balgwyn	14:08:17	Loan machine for temporary high volume printing requirement	SERV	Service			TOP123456		3
IB CH0000991	Apple Juice Inc	24/09/2022	Unassigned		09:00:00	Contract Closure - C000000091	DR	Select Call Type					3
IB CH0000989	Derton / Technologies	13/04/2022	Unassigned		09:00:00	Call for Monday elapse hours check	TEST	Testing			2020-2222		3
IB CH0000988	Young Electric	12/10/2022	Unassigned		08:00:00	Call logged 4 days ago for elapse time checks	CR	Change Request	CONF	Configuration	an123		3
IB CH0000987	Young Electric	06/06/2022	Unassigned		06:00:00	Call logged 5 days ago for elapse time checks	DR	Select Call Type			an123		3
IB CH0000986	Hope Works (Pty) Ltd	10/04/2022	Unassigned		06:00:13	Test future call - for elapsed time	UPG	Upgrade			20-9890		3
IB CH0000985	Hope Works (Pty) Ltd	08/06/2022	Unassigned		06:00:00	Test elapsed time - 2 day prior	TEST	Testing			47300000		3
IB CH0000983	Hope Works (Pty) Ltd	06/06/2022	Unassigned		06:00:31	Test elapsed time 2 - day prior	TEST	Testing			5202415546		3
IB CH0000982	Young Electric	10/06/2022	Unassigned		06:00:35	Test elapsed time 1	TEST	Testing			an123		3
IB CH0000976	Young Electric	18/11/2019	Awaiting Acceptance	Bianca Du Toit	11:24:36	Test with the manager email entered	ADM	Administration			107		3
IB CH0000974	Hope Works (Pty) Ltd	30/11/2019	Awaiting Acceptance	Bianca Du Toit	16:30:20	Test another call email	ADM	Administration			095019151		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			095019151		3
IB CH0000971	Westwood Dynamics	29/11/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
IB CH0000969	Westwood Dynamics	22/11/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
IB CH0000968	Hope Works (Pty) Ltd	16/11/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre	2
IB CH0000967	Green Tea Supplies	16/11/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW1234		2
IB CH0000965	Westwood Dynamics	15/11/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
IB CH0000964	Westwood Dynamics	08/11/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
IB CH0000963	Westwood Dynamics	01/11/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
IB CH0000962	Westwood Dynamics	26/10/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			147807		2
IB CH0000961	Westwood Dynamics	20/10/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
IB CH0000960	Hope Works (Pty) Ltd	19/10/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			18-30300		2
IB CH0000959	Westwood Dynamics	18/10/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre	2
IB CH0000958	Westwood Dynamics	18/10/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
IB CH0000957	Westwood Dynamics	11/10/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
IB CH0000956	Westwood Dynamics	08/10/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
IB CH0000955	Westwood Dynamics	01/10/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
IB CH0000954	Green Tea Supplies	17/09/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW1234		2

- Click on the **Print** button to display a list of **Report Options**.
- Click on **Customer Service History**.



CallReference	CustomerName	CallDate	CallState	Technician	CallTime	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc	SerialNo	ChkLocationSubject	Priority
IB CH0001036	Hope Works (Pty) Ltd	12/12/2023	Awaiting Ac.	Bianca Du T.	10:38:38	Paper keeps jamming.	SERV	Service					3
IB CH0001035	Hope Works (Pty) Ltd	12/12/2023	Awaiting Ac.	Bianca Du T.	10:29:04	Full set of toners required	TON	Toner Required					3
IB CH0001034	Hope Works (Pty) Ltd	12/12/2023	Awaiting Ac.	Bianca Du T.	10:29:04	Full set of toners required	TON	Toner Required					3
IB CH0001033	Young Electric	09/09/2023	Unassigned		09:23:02	New Deal created from order CR00000306	NDIS	New Deal Sale					3
IB CH0001032	Young Electric	09/09/2023	Unassigned		09:23:02	Contract for Expiry Test	NDR	New Deal Rental					3
IB CH0001031	Young Electric	09/09/2023	Unassigned		09:23:02	Open warranty claims have not been processed.	INSP	Inspection					3
IB CH0001030	Young Electric	09/09/2023	Unassigned		09:23:02	Meters attached with no readings captured	INSP	Inspection					3
IB CH0001029	Young Electric	09/09/2023	Unassigned		09:23:02	Call Exceptions - to correct but not flag.	INSP	Inspection					3
IB CH0001028	Young Electric	09/09/2023	Unassigned		09:23:02	Test call via functionality	SERV	Service					3
IB CH0001027	Young Electric	09/09/2023	Unassigned		09:23:02	Contract Closure - C000000086	TR	Training					3
IB CH0001026	Young Electric	09/09/2023	Unassigned		09:23:02	Contract Closure - C000000086	TR	Training					3
IB CH0001025	Young Electric	09/09/2023	Unassigned		09:23:02	Contract Closure - C000000086	TR	Training					3
IB CH0001024	Young Electric	09/09/2023	Unassigned		09:23:02	Contract Closure - C000000086	TR	Training					3
IB CH0001023	Young Electric	09/09/2023	Unassigned		09:23:02	Contract Closure - C000000086	TR	Training					3
IB CH0001022	Young Electric	09/09/2023	Unassigned		09:23:02	Contract Closure - C000000086	TR	Training					3
IB CH0001021	Young Electric	09/09/2023	Unassigned		09:23:02	Contract Closure - C000000086	TR	Training					3
IB CH0001020	Young Electric	09/09/2023	Unassigned		09:23:02	Contract Closure - C000000086	TR	Training					3
IB CH0001019	Young Electric	09/09/2023	Unassigned		09:23:02	Contract Closure - C000000086	TR	Training					3
IB CH0001018	Young Electric	09/09/2023	Unassigned		09:23:02	Contract Closure - C000000086	TR	Training					3
IB CH0001017	Young Electric	09/09/2023	Unassigned		09:23:02	Contract Closure - C000000086	TR	Training					3
IB CH0001016	Young Electric	09/09/2023	Unassigned		09:23:02	Contract Closure - C000000086	TR	Training					3
IB CH0001015	Young Electric	09/09/2023	Unassigned		09:23:02	Contract Closure - C000000086	TR	Training					3
IB CH0001014	Young Electric	09/09/2023	Unassigned		09:23:02	Contract Closure - C000000086	TR	Training					3
IB CH0001013	Young Electric	09/09/2023	Unassigned		09:23:02	Contract Closure - C000000086	TR	Training					3
IB CH0001012	Young Electric	09/09/2023	Unassigned		09:23:02	Contract Closure - C000000086	TR	Training					3
IB CH0001011	Young Electric	09/09/2023	Unassigned		09:23:02	Contract Closure - C000000086	TR	Training					3
IB CH0001010	Young Electric	09/09/2023	Unassigned		09:23:02	Contract Closure - C000000086	TR	Training					3
IB CH0001009	Young Electric	09/09/2023	Unassigned		09:23:02	Contract Closure - C000000086	TR	Training					3
IB CH0001008	Young Electric	09/09/2023	Unassigned		09:23:02	Contract Closure - C000000086	TR	Training					3
IB CH0001007	Young Electric	09/09/2023	Unassigned		09:23:02	Contract Closure - C000000086	TR	Training					3
IB CH0001006	Young Electric	09/09/2023	Unassigned		09:23:02	Contract Closure - C000000086	TR	Training					3
IB CH0001005	Young Electric	09/09/2023	Unassigned		09:23:02	Contract Closure - C000000086	TR	Training					3
IB CH0001004	Young Electric	09/09/2023	Unassigned		09:23:02	Contract Closure - C000000086	TR	Training					3
IB CH0001003	Young Electric	09/09/2023	Unassigned		09:23:02	Contract Closure - C000000086	TR	Training					3
IB CH0001002	Young Electric	09/09/2023	Unassigned		09:23:02	Contract Closure - C000000086	TR	Training					3
IB CH0001001	Young Electric	09/09/2023	Unassigned		09:23:02	Contract Closure - C000000086	TR	Training					3
IB CH0000999	Young Electric	09/09/2023	Unassigned		09:23:02	Contract Closure - C000000086	TR	Training					3
IB CH0000998	Young Electric	09/09/2023	Unassigned		09:23:02	Contract Closure - C000000086	TR	Training					3
IB CH0000997	Young Electric	09/09/2023	Unassigned		09:23:02	Contract Closure - C000000086	TR	Training					3
IB CH0000996	Young Electric	09/09/2023	Unassigned		09:23:02	Contract Closure - C000000086	TR	Training					3
IB CH0000995	Young Electric	09/09/2023	Unassigned		09:23:02	Contract Closure - C000000086	TR	Training					3
IB CH0000994	Young Electric	09/09/2023	Unassigned		09:23:02	Contract Closure - C000000086	TR	Training					3
IB CH0000993	Young Electric	09/09/2023	Unassigned		09:23:02	Contract Closure - C000000086	TR	Training					3
IB CH0000992	Young Electric	09/09/2023	Unassigned		09:23:02	Contract Closure - C000000086	TR	Training					3
IB CH0000991	Young Electric	09/09/2023	Unassigned		09:23:02	Contract Closure - C000000086	TR	Training					3
IB CH0000990	Young Electric	09/09/2023	Unassigned		09:23:02	Contract Closure - C000000086	TR	Training					3
IB CH0000989	Young Electric	09/09/2023	Unassigned		09:23:02	Contract Closure - C000000086	TR	Training					3

- When you receive the **Report Generation** message to confirm;
  - **Do you want to print the Customer 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.



