



SERVICE

CALLS - FUNCTIONAL LOCATION 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.

When a Call has been linked to a Functional Location, then the **Functional Location Service History Report** will be available for generation, to view customer specific activity done for a location.

This report can also be generated per location from the Customer Location

Listing screen. Refer to "Customer Location Service History Report" on

page 17

Ribbon Select Service > Calls



• The *Call Listing* screen will be displayed.

1BPO2 v2.5.1.3 or higher



Hone	Equipment / Locat	ions Contract	Enance / HR I Inv	votore	Maintenance	Projects Manufac	turino Procureme	nt Sales	Service Reporting Utilities							
d Edit	Refresh My Calls [🔏 Save Filte	es = 🚜 Assign r 👔 Start	Close	Complete Ho		Print Report	2								
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		CalReference	CustomerName		CallDate	CalState	Technician	CalTime	Description	CalType	CallTypeDesc	ErrorCode	ErrorCodeDesc	SeriaNo		Priority
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formation		EE CN0001003	Young Bectric		. 13/12/2022	Awaiting Acceptance	Arin Milton	10:09:10	Test account balances	CR	Change Request			107		
Durban		CN0001002	Samanthas Diner		. 12/12/2022	Awaiting Acceptance	Mary Thompson	16:18:30	Test call for account balances manual.	DR.	Select Call Type			19-12/1202		
New In Pro		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		
() Hold	ly co	E CN0000996	Hope Works (Pty) Ltd		31/10/2022	UnAssigned		11:01:11	ForRentalContract	NDR	New Deal Rental				BPO2 TEST 1	
Pendi	ina	E CN0000992	Top Vehicle Hire		25/10/2022	Awaiting Acceptance	Daniel Balgowen	14:09:17	Loan machine for temporary high volume printing requirement	SERV	Service			TOP 1234OLD		
() Comp		EE CN0000991	Apple Juice Inc		. 24/10/2022	UnAssigned		16:38:15	Contract Closure - CO0000054	DR	Select Call Type					
O AL		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 Electric		06/06/2022	UnAssigned		05:00:00	Call logged 4 days ago for elapse time checks	UPG	Upprade			sin123		
In Pro	ogress	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) Ltd		10/06/2022	UnAssigned		16:09:13	Test future call - for elapsed time	UPG	Upprade			20-98765		
Penda		E CN0000984	Hope Works (Pty) Ltd		08/06/2022	UnAssigned		05:10:00	Test elapsed hours - 2 days prior	TEST	Testing			AT5000000		
O Compi		E CN0000983	Hope Works (Pty) Ltd		09/06/2022	UnAssigned		05:08:31	Test elapsed time 2 - day prior	TEST	Testing			SIN32413546		
_ O AI		E CN0000982	Young Bectric		10/06/2022	UnAssigned		05:00:35	Test elaosed hours 1	TEST	Testing			sin123		
Cape Tow	in -	E CN0000976	Young Electric		19/11/2019	Awaiting Acceptance	Bianca Du Toit	11:24:39	Test with site manager email entered	ADM	Administration			107		
New In Pro	_	E CN0000974	Hope Works (Pty) Ltd		18/11/2019	Amaiting Acceptance		16:30:20	test arother call email	ADM	Administration			095011015		
O Hold		E CN0000972	Hope Works (Pty) Ltd		18/11/2019	Awaiting Acceptance		15:57:00	Test new call for email description in body	CR	Chappe Request			095011015		
Pende		E CN0000972	Westwood Dynamic		29/11/2019	UnAssigned	bianca bu Torc	08:00:00	BathOnNaint - Bathroom Bin Maintenance	54	Scheduled Maintenance			093013013	Checkers Centre - Hilcrest	
O Comp		E CN0000970	Westwood Dynamic		22/11/2019	UnAssigned		03:00:00	BathBirMaint - Bathroom Bin Maintenance	84 54	Scheduled Maintenance				Checkers Centre - Hildrest	
O AL		E CN0000969	Hope Works (Pty) Ltd		. 16/11/2019	UnAssigned		03:00:00	Ter - Conneccal Ter Test	INST	Installation				Forest Hills Centre	
tioemfori		E CN0000969			. 16/11/2019	UnAssigned		08:00:00		54	Scheduled Maintenance			NEW 1234	Forest Hills Centre	
O New			Green Tea Supplies						2MS - 2 month service					NEW1234		
🗿 In Pro		E CN0000967	Westwood Dynamic		. 15/11/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	
🕑 Hold		E CN0000966	Westwood Dynamic		08/11/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance		Scheduled Maintenance				Checkers Centre - Hilcrest	
🕑 Pende	ng 🔤	E CN0000965	Westwood Dynamic		. 01/11/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	514	Scheduled Maintenance				Checkers Centre - Hilcrest	
Complexity		E CN0000964	Hack PC - IT Shop		. 26/10/2019	UnAssigned		03:00:00	2MS - 2 month service	SM	Scheduled Maintenance			147807		
O A1		E CN0000963	Westwood Dynamic		25/10/2019	UnAssigned		08:00:00	BathSinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	
		E CN0000962	Hope Works (Pty) Ltd		. 19/10/2019	UnAssigned		08:00:00	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		08:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	
		E CN0000959	Westwood Dynamic		. 11/10/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hildrest	
		E CN0000958	Westwood Dynamic		04/10/2019	UnAssigned		08:00:00	SathSinNaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	
		EE CN0000957	Westwood Dynamic		. 27/09/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hildrest	
		E CN0000956	Westwood Dynamic		. 20/09/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	514	Scheduled Maintenance				Checkers Centre - Hildrest	
		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 currentere			12/20/2010				Automatical material management	-	**************************************				And the Arrist of Street	
		Count: 386														
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- The Calls are listed by *Site* and will display calls for the first Site listed.
- Click on the relevant *Site* for the calls you wish to view.

Home Equipment / Lu Edit Refresh My Call	is	res = 🚜 Assign Clos	se Complete Ho	d Pending Release	Print Report	5								
Find O Filter														
	CalReference	CustomerName	CalDate	CalState	Technician	CalTime	Description	CalType	CallTypeDesc	ErrorCode	ErrorCodeDesc	SeriaNo	CtriLocationSubject	Priority
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rmation	EE CN0001003	Young Bectric	13/12/2022	Awaiting Acceptance	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 Cal Type			19-12/1202		
New New	E CN0001001						Order the same part twice receive with different batch num	CR	Change Request			sin123		
In Progress	E CN0000995	Hope Works (Pty) Ltd		UnAssigned			ForRentalContract	NDR	New Deal Rental				BPO2 TEST 1	
Hold Pending	> E CN0000992	Top Vehicle Hire		Assalting Acceptance	Daniel Balgowen	14:09:17	Loan machine for temporary high volume printing requirement	SERV	Service			TOP 12340LD		
Complete	E CN0002991	Apple Juice Inc	24/10/2022	UnAssigned		16:38:15	Contract Closure - C00000054	DR	Select Call Type					
Q Al	E CN0000989						Call for Monday elapse hours check		Testing					
Pretoria	E CN0000988	Young Electric		UnAssigned		05:00:00	Call logged 5 days ago for time elapsed checks	CR	Change Request	CONF	Configuration	sin123		
O New	E CN0000987	Young Electric		UnAssigned		05:00:00	Call logged 4 days ago for elapse time checks	UPG	Upgrade			sin123		
In Progress	CN0000985	Young Electric		UnAssigned		05:00:00	Call logged 3 days ago for elapse time checks	DR	Select Cal Type			sh123		
Hold	E CN0000985	Hope Works (Pty) Ltd		UnAssigned		16:09:13	Test future call - for elapsed time	LIPG	Upprade			20-98765		
Pending	E (N0000984	Hope Works (Pty) Ltd		UnAssigned		05:10:00	Test elapsed hours - 2 days prior	TEST	Testing			AT5000000		
Complete	E CN0000983	Hope Works (Pty) Ltd		UnAssigned		05:08:31	Test elapsed time 2 - day prior	TEST	Testing			SIN32413546		
() AI	E CN0000982	Young Bectric				05:00:35	Test elapsed hours 1	TEST	Testing			sin123		
Cape Town	E CN0000975		19/11/2019		Room Do Talk	11:24:39	Test with site manager email entered	ADM	Administration			107		
New	E CN0000974	Hope Works (Ptv) Ltd				16:30:20	test another call email	ADM	Administration					
In Progress () Hold	E CN0000972	Hope Works (Pty) Ltd		Awaiting Acceptance		15:57:00	Test new call for email description in body	CR	Change Request			095011015		
Pending	E CN0000971	Westwood Dynamic		UnAssigned	biarica Du Torc	03:00:00	BathBinNeint - Bathroom Bin Meintenance	5M	Scheduled Maintenance			093012013	Checkers Centre - Hilcrest	
Complete	E CN0000970	Westwood Dynamic Westwood Dynamic		UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	5M	Scheduled Maintenance				Checkers Centre - Hildrest	
O AL	E CN0000969	Hone Works (Ptv) Ltd				03:00:00	Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre	
tioemfontein				UnAssigned									Forest Hills Centre	
New	E CN0000968	Green Tea Supplies		UnAssigned		03:00:00	2MS - 2 month service	514	Scheduled Maintenance			NEW 1234		
In Progress	E CN0000967	Westwood Dynamic	15/11/2019			03:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hildrest	
Hold	E CN0000966	Westwood Dynamic		UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	514	Scheduled Maintenance				Checkers Centre - Hildrest	
Pending	EE CN0000965	Westwood Dynamic	01/11/2019			03:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	
Complete	E CN0000964	Hack PC - IT Shop		UnAssigned		03:00:00	2MS - 2 month service	SM	Scheduled Maintenance			147807		
⊙ Al	E CN0000963	Westwood Dynamic		UnAssigned		03:00:00	BathBinNaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hildrest	
	E CN0000962	Hope Works (Pty) Ltd		UnAssigned		03:00:00	2MS - 2 month service	SM	Scheduled Maintenance			18-30200		
	E CN0000961	Hope Works (Pty) Ltd	18/10/2019			03:00:00	Tier - Commercial Tier Test	DAST.	Installation				Forest Hills Centre	
	EE CN0000960	Westwood Dynamic		UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	
	E CN0000959	Westwood Dynamic		UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hildrest	
	E CN0000958	Westwood Dynamic		UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	54	Scheduled Maintenance				Checkers Centre - Hilcrest	
	E CN0000957	Westwood Dynamic	27/09/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	
	E CN0000956	Westwood Dynamic	20/09/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	514	Scheduled Maintenance				Checkers Centre - Hilcrest	
	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		03:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW 1234		
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• Select the *Call* you wish to work with.



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Durban		CN0001002	Samenthes Diner		12/12/2022	Awaiting Acceptance	Mary Thompson	16:18:30	Test call for account balances manual.	DR	Select Cal Type			19-12/1202		
O New		E CN0001001							Order the same part twice receive with different batch num	CR	Change Request			sin123		
In Progress		E CN0000996	Hope Works (Pty) Ltd		31/10/2022	UnAssigned		11:01:11	ForRentalContract	NDR	New Deal Rental				BPO2 TEST 1	
Hold Pending		E CN0000992	Top Vehicle Hire		25/10/2022	Awaiting Acceptance	Daniel Balgowen	14:09:17	Loan machine for temporary high volume printing requirement	SERV	Service			TOP 12340LD		
Complete		E (N0003991	Apple Juice Inc		24/10/2022	UnAssigned		16:38:15	Contract Closure - C00000054	DR	Select Cal Type					
O Al		E CN0000989							Call for Monday elapse hours check		Testing					
Pretoria		E CN0000988	Young Electric			UnAssigned		05:00:00	Call logged 5 days ago for time elapsed checks	CR	Change Request	CONF	Configuration	sin123		
O New		E CN0000987	Young Electric		06/06/2022			05:00:00	Call logged 4 days ago for elapse time checks	UPG	Upprade			sin123		
In Progress		E CN0000986	Young Electric		07/06/2022	UnAssigned		05:00:00	Call logged 3 days ago for elapse time checks	DR	Select Cal Type			sin 123		
Hold		EE CN0000985	Hope Works (Pty) Ltd			UnAssigned	_	16:09:13	Test future call - for elapsed time	UPG	Upgrade			20-98765		
Pending		E CN0000984	Hope Works (Pty) Ltd			UnAssigned		05:10:00	Test elapsed hours - 2 days prior	TEST	Testing			AT5000000		
 Complete 		E CN0000983	Hope Works (Pty) Ltd					05:08:31	Test elapsed time 2 - day prior	TEST	Testing			SIN32413546		
O Al		E CN0000982	Young Bectric			UnAssigned		05:00:35	Test elapsed hours 1	TEST	Testing			sin123		
Cape Town		E CN0000975				Awaiting Acceptance	Ramon Do Talk	11:24:39	Test with site manager email entered	ADM	Administration			107		
O New			Hope Works (Pty) Ltd					16:30:20	test another call email	ADM	Administration					
 In Progress Hold 		E CN0000972	Hope Works (Pty) Ltd			Awaiting Acceptance		15:57:00	Test new call for email description in body	68	Change Request			095011015		
Pending		E CN0000972	Westwood Dynamic		29/11/2019		biarica po Torc	03:00:00	BathBinMaint - Bathroom Bin Maintenance	94	Scheduled Maintenance			093011013	Checkers Centre - Hilcrest	
Complete		E CN0000971	Westwood Dynamic Westwood Dynamic			UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	5P9 SM	Scheduled Maintenance				Checkers Centre - Hildrest	
O AL		E CN0000970						03:00:00	Ter - Conneccial Ter Test	INST	Installation				Forest Hills Centre	
tioemfontein		E CN0000969	Hope Works (Pty) Ltd			UnAssigned		03:00:00	1ier - Commercial Her Test 2MS - 2 month service	SM	Scheduled Maintenance			NEW 1234	Forest Hills Centre	
O New			Green Tea Supplies			UnAssigned								NEW1234		
 In Progress 		E CN0000967	Westwood Dynamic		15/11/2019			08:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	
Hold		E CN0000965	Westwood Dynamic		08/11/2019			03:00:00	BathBinMaint - Bathroom Bin Maintenance	514	Scheduled Maintenance				Checkers Centre - Hilcrest	
Pending		EE CN0000965	Westwood Dynamic		01/11/2019			08:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	
 Complete 		E CN0000964	Hack PC - IT Shop		26/10/2019			03:00:00	2MS - 2 month service	SM	Scheduled Maintenance			147807		
O Al		E CN0000963	Westwood Dynamic		25/10/2019			08:00:00	BathBinMaint - Bathroom Bin Maintenance	524	Scheduled Maintenance				Checkers Centre - Hilcrest	
		E CN0000962	Hope Works (Pty) Ltd			UnAssigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			18-30200		
			Hope Works (Pty) Ltd			UnAssigned		03:00:00	Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre	
		EE CN0000960	Westwood Dynamic			UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	
		E CN0000959	Westwood Dynamic		11/10/2019			08:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hildrest	
		E CN0000958	Westwood Dynamic		04/10/2019			03:00:00	BathBinMaint - Bathroom Bin Maintenance	\$14	Scheduled Maintenance				Checkers Centre - Hilcrest	
		E CN0000957	Westwood Dynamic		27/09/2019			08:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hildrest	
			Westwood Dynamic			UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hildrest	
		E CN0000955	Hope Works (Pty) Ltd			UnAssigned		08:00:00	Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre	
		E CN0000954	Green Tea Supplies		17/09/2019	UnAssigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW 1234		
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		Count: 38														

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

w.				Call Listin	ig - BPO: Vers	ion 2.5.1.4 - v2514 Example	Company				- 2
Home Equipment / Locations	Contract Fin	ance / HR Inventory	Maintenance / Proje	ects Manuf	acturing Pi	ocurement Sales Servi	ice Reporting Utilities				_ 8
tidd Edit Refresh My Calls	Image: Save Layout Image: Workspaces ▼ Image: Save Filter	45 My Call 45 Assign Close C		Pending Relea	-	Reports					
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	Y (0)	10c		(I)	D Fu	nctional Location Service His	tory	1 0 0	(D):	(D)	# I C
Information	E CN0000989	Derton / Technologies	13/06/2022	UnAssigned		09:00:00 Call for Monda	ay elapse hours check	DR	Select Call Type		
+ 🖸 Durban	E CN0000988	Young Electric	03/06/2022	UnAssigned		06:00:00 Call logged 5	days ago for time elapsed checks	DR	Select Call Type	CONF	Configuratio
O New	E CN0000987	Young Electric	06/06/2022	UnAssigned		06:00:00 Call logged 4	days ago for elapse time checks	DR	Select Call Type		
In Progress Hold	E CN0000986	Young Electric	07/06/2022	UnAssigned		06:00:00 Call logged 3	days ago for elapse time checks	DR.	Select Call Type		
Pending	E CN0000985	Hope Works (Pty) Ltd	10/06/2022	UnAssigned		16:09:13 Test future ca	all - for elapsed time	DR	Select Call Type		
Complete	E CN0000984	Hope Works (Pty) Ltd	08/06/2022	UnAssigned		06:10:00 Test elapsed	hours - 2 days prior	DR	Select Call Type		
O Al	E CN0000983	Hope Works (Pty) Ltd	09/06/2022	UnAssigned		06:08:31 Test elapsed	time 2 - day prior	DR	Select Call Type		
- 🖸 Pretoria	E CN0000982	Young Electric	10/06/2022	UnAssigned		06:00:35 Test elapsed	hours 1	DR	Select Call Type		
O New		Young Electric		Awaiting Ac	Bianca Du T.	11:24:39 Test with site	manager email entered	ADM	Administration		
 In Progress 	E CN0000974	Hope Works (Pty) Ltd	18/11/2019	Awaiting Ac	Bianca Du T.	16:30:20 test another	call email	ADM	Administration		
Hold		Hope Works (Pty) Ltd		Awaiting Ac	Bianca Du T.	15:57:00 Test new call	for email description in body	DR	Select Call Type		
Pending		Westwood Dynamic	29/11/2019	UnAssigned		08:00:00 BathBinMaint	- Bathroom Bin Maintenance	SM	Scheduled Maintenance		
O Complete	E CN0000970	Westwood Dynamic	22/11/2019	UnAssigned		08:00:00 BathBinMaint	- Bathroom Bin Maintenance	SM	Scheduled Maintenance		
All Cape Town	E CN0000969	Hope Works (Pty) Ltd	16/11/2019	UnAssigned		08:00:00 Check lighting	system and fixtures	INST	Installation		
Cape Town O New		Green Tea Supplies	16/11/2019	UnAssigned		08:00:00 2MS - 2 mont	n service	SM	Scheduled Maintenance		
 In Progress 	E CN0000967	Westwood Dynamic	15/11/2019	UnAssigned		08:00:00 BathBinMaint	- Bathroom Bin Maintenance	SM	Scheduled Maintenance		
() Hold		Westwood Dynamic	08/11/2019	UnAssigned		08:00:00 BathBinMaint	- Bathroom Bin Maintenance	SM	Scheduled Maintenance		
() Pending	E CN0000965	Westwood Dynamic	01/11/2019	UnAssigned		08:00:00 BathBinMaint	- Bathroom Bin Maintenance	SM	Scheduled Maintenance		
O Complete		Hack PC - IT Shop	26/10/2019	UnAssigned		08:00:00 2MS - 2 month	n service	SM	Scheduled Maintenance		
O Al	E CN0000963	Westwood Dynamic	25/10/2019	UnAssigned			- Bathroom Bin Maintenance	SM	Scheduled Maintenance		
+ 🔯 Bloemfontein	E) CN0000962	Hope Works (Ptv) Ltd	19/10/2019	UnAssigned		08:00:00 2MS - 2 month		SM	Scheduled Maintenance		
New	E CN0000961	Hope Works (Pty) Ltd	18/10/2019	UnAssigned		08:00:00 Bathroom clea		INST	Installation		
 In Progress 	E CN0000960	Westwood Dynamic	18/10/2019	UnAssigned			- Bathroom Bin Maintenance	SM	Scheduled Maintenance		
() Hold	E CN0000959	Westwood Dynamic	11/10/2019	UnAssigned			Bathroom Bin Maintenance	SM	Scheduled Maintenance		
O Pending	E CN0000958	Westwood Dynamic	04/10/2019				- Bathroom Bin Maintenance	SM	Scheduled Maintenance		
Complete All				or and signed		Dau Di Mai It	Contra a contra de la contra de la Celebra de la contra d	34	Service and rice larice		
0	Count: 375	5									
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- When you receive the *Report Generation* message to confirm;
 - Do you want to print the Customer Location Service History Report for the location on call [call ref number]?
- Click on Yes.

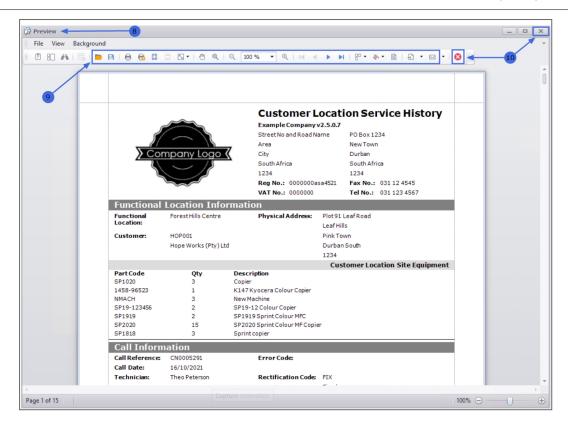


Calls - Functional Location Service History Report

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Home Equipment / Locatio	ns Contract Fin		Maintenance / Proje	ects Manuf	facturing Pro		Sales Service Reporting	Utilities				- 8
Edit Refresh My Calls	Image: Save Layout Image: Workspaces * Image: Save Filter Image: Format	Kny Call Assign Close C Vork	omplete Hold F	Pending Relea	sse Print	Reports						
Find O Filter												
The Oriter	CalReference	CustomerName	CalDate	CallState	Technician	CalTime	Description		CallType	CallTypeDesc	ErrorCode	ErrorCodel
	9 ID:					(D:			PD:	10:		
formation	E CN0000989	Derton / Technologies	13/06/2022	UnAssigned		09:00:00	Call for Monday elapse hours chec		DR	Select Call Type	-8-	-8-
Durban	E CN0000988	Young Electric	03/06/2022	UnAssigned		05:00:00			DR	Select Call Type	CONF	Configurat
O New	E CN0000988						Call logged 5 days ago for time ela		DR		CONP	Conngurat
 In Progress 		Young Electric	06/06/2022	UnAssigned		05:00:00	Call logged 4 days ago for elapse t			Select Call Type		
🕖 Hold	E CN0000986	Young Electric	07/06/2022	UnAssigned		06:00:00	Call logged 3 days ago for elapse t	ame cheols	DR. DR.	Select Call Type		
Pending	E CN0000985	Hope Works (Pty) Ltd	10/06/2022	UnAssigned		16:09:13	Test future call - for elapsed time			Select Call Type		
 Complete 	E CN0000984	Hope Works (Pty) Ltd	08/06/2022	UnAssigned		06:10:00	Test elapsed hours - 2 days prior		DR	Select Call Type		
_ O AI	E CN0000983	Hope Works (Pty) Ltd	09/06/2022	UnAssigned		06:08:31	Test elapsed time 2 - day prior	-	DR	Select Call Type		
Pretoria	E CN0000982	Young Electric	10/06/2022	Report Gene	ration				DR	Select Call Type		
New In Progress		Young Electric	19/11/2019					d	ADM	Administration		
() Hold		Hope Works (Pty) Ltd	18/11/2019				tion Service History Report for		ADM	Administration		
Pending	E CN0000972	Hope Works (Pty) Ltd	18/11/2019	the location	on call CN0000	971?		i body	DR	Select Call Type		
Complete	► CN0000971	Westwood Dynamic	29/11/2019					nance	SM	Scheduled Maintenance		
() Al		Westwood Dynamic	22/11/2019				Yes No	nance	SM	Scheduled Maintenance		
Cape Town	E CN0000969	Hope Works (Pty) Ltd	16/11/2019						INST	Installation		
O New		Green Tea Supplies	16/11/2019	UnAssigned		08:00:00	2MS - 2 month service		SM	Scheduled Maintenance		
 In Progress 		Westwood Dynamic	15/11/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maint	tenance	SM	Scheduled Maintenance		
() Hold		Westwood Dynamic	08/11/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maint	tenance	SM	Scheduled Maintenance		
Pending		Westwood Dynamic	01/11/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maint	tenance	SM	Scheduled Maintenance		
Complete	E CN0000964	Hack PC - IT Shop	26/10/2019	UnAssigned		08:00:00	2MS - 2 month service		SM	Scheduled Maintenance		
		Westwood Dynamic	25/10/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maint	tenance	SM	Scheduled Maintenance		
Bloemfontein		Hope Works (Pty) Ltd	19/10/2019	UnAssigned		08:00:00	2MS - 2 month service		SM	Scheduled Maintenance		
O New	E CN0000961	Hope Works (Pty) Ltd	18/10/2019	UnAssigned		08:00:00	Bathroom deaning		INST	Installation		
In Progress	E CN0000960	Westwood Dynamic	18/10/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maint	tenance	SM	Scheduled Maintenance		
Hold Pending	E CN0000959	Westwood Dynamic	11/10/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maint	tenance	SM	Scheduled Maintenance		
Complete	E CN0000958	Westwood Dynamic	04/10/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maint	tenance	SM	Scheduled Maintenance		
O All												
0	Count: 375											
	4											

- 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.





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