


SERVICE

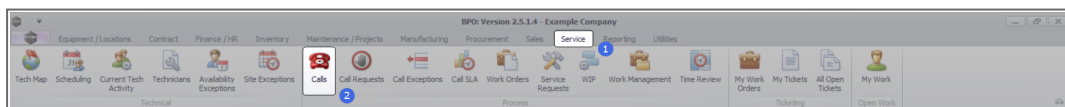
CALLS – FUNCTIONAL LOCATION SERVICE HISTORY REPORT

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.

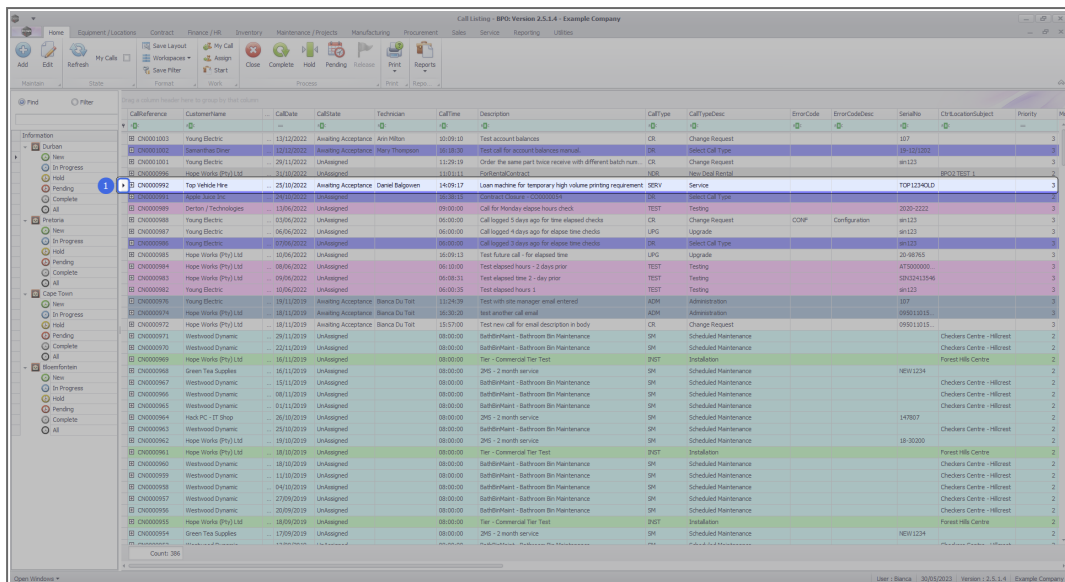
¹BPO2 v2.5.1.3 or higher

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 the same part twice receive with different batch num.	CR	Change Request			an123	BPQZ TEST 1	3
IB CH0000992	Top Velocity Hire	20/10/2022	Awaiting Acceptance	Daniel Balgwyn	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 - C00000594	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			AT3000000		3
IB CH0000983	Hope Works (Pty) Ltd	08/06/2022	Unassigned		06:08:31	Test elapsed time 2 - day prior	TEST	Testing			SN23415546		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.

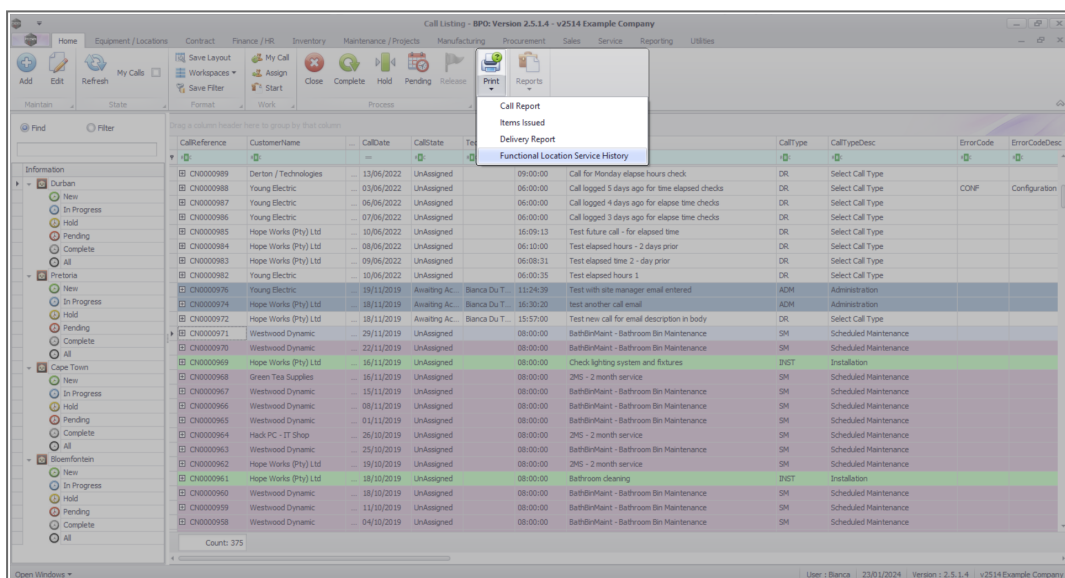
CallReference	CustomerName	CallDate	CallState	Technician	CallTime	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc	SerialNo	ChkLocationSubject	Priority
IB CH0001003	Young Electric	13/12/2022	Awaiting Acceptance	Ann Hilson	09:09:10	Test account balances	CR	Change Request			107		3
IB CH0001002	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 the same part twice receive with different batch num.	CR	Change Request			an123	BPQZ TEST 1	3
IB CH0000992	Top Velocity Hire	20/10/2022	Awaiting Acceptance	Daniel Balgwyn	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 - C00000594	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			AT3000000		3
IB CH0000983	Hope Works (Pty) Ltd	08/06/2022	Unassigned		06:08:31	Test elapsed time 2 - day prior	TEST	Testing			SN23415546		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.



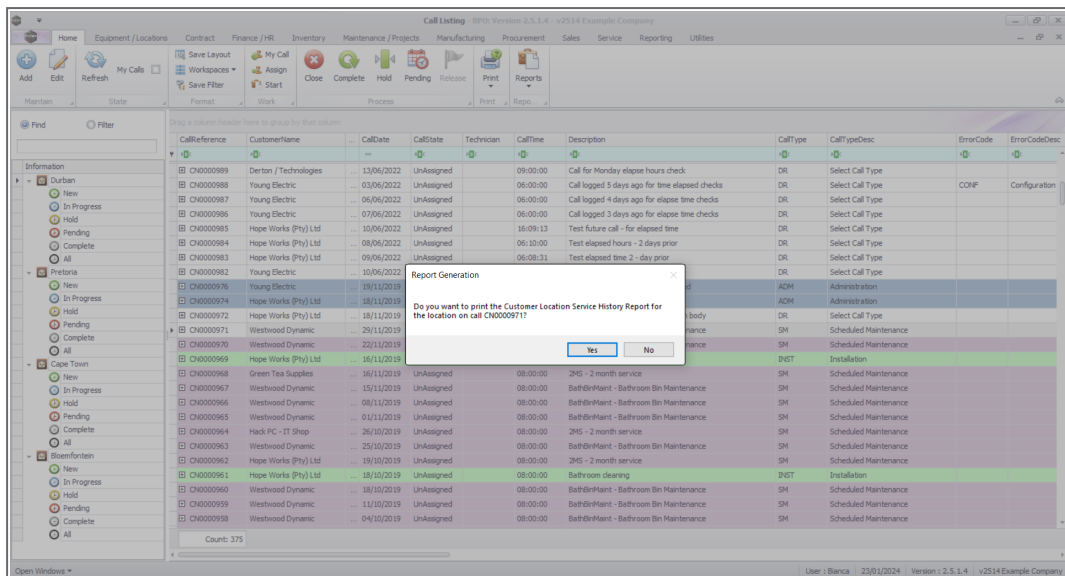
CallReference	CustomerName	CalDate	CalState	Technician	CallTime	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc	SerialNo	ChkLocationSubject	Priority
CH0001003	Young Electric	13/06/2022	Awaiting Acceptance	Ann Hillson	09:09:10	Test account balance	CR	Change Request			107		3
CH0001002	Savemore Drive	12/03/2022	Awaiting Acceptance	Nery Thompson	08:38:20	Test call for account balance manual	DR	Select Call Type			09-10/202		3
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
CH0000998	Hope Works (Pty) Ltd	24/06/2022	Unassigned		14:04:14	Test future call - for elapsed time	DR	Select Call Type			TOP123456		3
CH0000997	Top Value Hse	25/10/2022	Awaiting Acceptance	Daniel Nelgwen	14:08:17	Loan machine for temporary high volume printing requirement	SRV	Service					3
CH0000996	Adair Ltd Pty	24/06/2022	Unassigned		09:08:25	Contact closure - C00000000	DR	Select Call Type					3
CH0000989	Derton / Technologies	13/06/2022	Unassigned		09:00:00	Call for Monday elapsed hours check	TEST	Testing			2020-2222		3
CH0000988	Young Electric	06/06/2022	Unassigned		06:00:00	Call logged 5 days ago for time elapsed checks	DR	Change Request	CONF	Configuration	an123		3
CH0000987	Young Electric	06/06/2022	Unassigned		06:00:00	Call logged 4 days ago for elapsed time checks	UPG	Upgrade			an123		3
CH0000986	Young Electric	09/06/2022	Unassigned		06:00:00	Call logged 5 days ago for elapsed time checks	DR	Select Call Type			an123		3
CH0000985	Hope Works (Pty) Ltd	10/06/2022	Unassigned		16:09:13	Test future call - for elapsed time	UPG	Upgrade			20-9690		3
CH0000984	Hope Works (Pty) Ltd	06/06/2022	Unassigned		06:00:00	Test elapsed hours - 2 days prior	TEST	Testing			47300000		3
CH0000983	Hope Works (Pty) Ltd	06/06/2022	Unassigned		06:08:31	Test elapsed time 2 - day prior	TEST	Testing			5702415546		3
CH0000982	Young Electric	10/06/2022	Unassigned		06:00:00	Test elapsed hours 1	TEST	Testing			an123		3
CH0000981	Young Electric	18/11/2019	Awaiting Acceptance	Bianca Du Toit	11:24:39	Test with site manager email entered	ADM	Administration			107		3
CH0000974	Hope Works (Pty) Ltd	18/11/2019	Awaiting Acceptance	Bianca Du Toit	16:30:20	Test another call email	ADM	Administration			95901915		3
CH0000972	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			09501915		3
CH0000971	Westwood Dynamic	29/11/2019	Unassigned		08:00:00	BathRoom - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
CH0000970	Westwood Dynamic	29/11/2019	Unassigned		08:00:00	BathRoom - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
CH0000969	Hope Works (Pty) Ltd	18/11/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	INOT	Installation				Forest Hills Centre	2
CH0000968	Green Tea Supplies	18/11/2019	Unassigned		08:00:00	ZMS - 2 month service	SM	Scheduled Maintenance			NEW1234		2
CH0000967	Westwood Dynamic	15/11/2019	Unassigned		08:00:00	BathRoom - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
CH0000966	Westwood Dynamic	08/11/2019	Unassigned		08:00:00	BathRoom - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
CH0000965	Westwood Dynamic	01/11/2019	Unassigned		08:00:00	BathRoom - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
CH0000964	Hack PC - IT Shop	26/10/2019	Unassigned		08:00:00	ZMS - 2 month service	SM	Scheduled Maintenance			147807		2
CH0000963	Westwood Dynamic	25/10/2019	Unassigned		08:00:00	BathRoom - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
CH0000962	Hope Works (Pty) Ltd	19/10/2019	Unassigned		08:00:00	ZMS - 2 month service	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
CH0000961	Hope Works (Pty) Ltd	18/10/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	INOT	Installation			18-30300		2
CH0000960	Westwood Dynamic	18/10/2019	Unassigned		08:00:00	BathRoom - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Forest Hills Centre	2
CH0000959	Westwood Dynamic	11/10/2019	Unassigned		08:00:00	BathRoom - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
CH0000958	Westwood Dynamic	04/10/2019	Unassigned		08:00:00	BathRoom - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
CH0000957	Westwood Dynamic	27/09/2019	Unassigned		08:00:00	BathRoom - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
CH0000956	Westwood Dynamic	20/09/2019	Unassigned		08:00:00	BathRoom - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
CH0000955	Hope Works (Pty) Ltd	18/09/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	INOT	Installation				Forest Hills Centre	2
CH0000954	Green Tea Supplies	17/09/2019	Unassigned		08:00:00	ZMS - 2 month service	SM	Scheduled Maintenance			NEW1234		2

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



CallReference	CustomerName	CalDate	CalState	Technician	CallTime	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc	SerialNo	ChkLocationSubject	Priority
CH0000989	Derton / Technologies	13/06/2022	Unassigned		09:00:00	Call for Monday elapsed hours check	DR	Select Call Type					3
CH0000988	Young Electric	03/06/2022	Unassigned		06:00:00	Call logged 5 days ago for time elapsed checks	DR	Select Call Type	CONF	Configuration			3
CH0000987	Young Electric	06/06/2022	Unassigned		06:00:00	Call logged 4 days ago for elapsed time checks	DR	Select Call Type					3
CH0000986	Young Electric	07/06/2022	Unassigned		06:00:00	Call logged 3 days ago for elapsed time checks	DR	Select Call Type					3
CH0000985	Hope Works (Pty) Ltd	10/06/2022	Unassigned		16:09:13	Test future call - for elapsed time	DR	Select Call Type					3
CH0000984	Hope Works (Pty) Ltd	08/06/2022	Unassigned		06:10:00	Test elapsed hours - 2 days prior	DR	Select Call Type					3
CH0000983	Hope Works (Pty) Ltd	09/06/2022	Unassigned		06:08:31	Test elapsed time 2 - day prior	DR	Select Call Type					3
CH0000982	Young Electric	10/06/2022	Unassigned		06:00:00	Test elapsed hours 1	DR	Select Call Type					3
CH0000976	Young Electric	18/11/2019	Awaiting Ac...	Bianca Du T...	11:24:39	Test with site manager email entered	ADM	Administration					3
CH0000974	Hope Works (Pty) Ltd	18/11/2019	Awaiting Ac...	Bianca Du T...	16:30:20	Test another call email	ADM	Administration					3
CH0000972	Hope Works (Pty) Ltd	18/11/2019	Awaiting Ac...	Bianca Du T...	15:57:00	Test new call for email description in body	DR	Select Call Type					3
CH0000971	Westwood Dynamic	29/11/2019	Unassigned		08:00:00	BathRoom - Bathroom Bin Maintenance	SM	Scheduled Maintenance					2
CH0000970	Westwood Dynamic	22/11/2019	Unassigned		08:00:00	BathRoom - Bathroom Bin Maintenance	SM	Scheduled Maintenance					2
CH0000969	Hope Works (Pty) Ltd	18/11/2019	Unassigned		08:00:00	Check lighting system and fixtures	INOT	Installation					2
CH0000968	Green Tea Supplies	18/11/2019	Unassigned		08:00:00	ZMS - 2 month service	SM	Scheduled Maintenance					2
CH0000967	Westwood Dynamic	15/11/2019	Unassigned		08:00:00	BathRoom - Bathroom Bin Maintenance	SM	Scheduled Maintenance					2
CH0000966	Westwood Dynamic	08/11/2019	Unassigned		08:00:00	BathRoom - Bathroom Bin Maintenance	SM	Scheduled Maintenance					2
CH0000965	Westwood Dynamic	01/11/2019	Unassigned		08:00:00	BathRoom - Bathroom Bin Maintenance	SM	Scheduled Maintenance					2
CH0000964	Hack PC - IT Shop	26/10/2019	Unassigned		08:00:00	ZMS - 2 month service	SM	Scheduled Maintenance					2
CH0000963	Westwood Dynamic	25/10/2019	Unassigned		08:00:00	BathRoom - Bathroom Bin Maintenance	SM	Scheduled Maintenance					2
CH0000962	Hope Works (Pty) Ltd	19/10/2019	Unassigned		08:00:00	ZMS - 2 month service	SM	Scheduled Maintenance					2
CH0000961	Hope Works (Pty) Ltd	18/10/2019	Unassigned		08:00:00	Bathroom cleaning	INOT	Installation					2
CH0000960	Westwood Dynamic	18/10/2019	Unassigned		08:00:00	BathRoom - Bathroom Bin Maintenance	SM	Scheduled Maintenance					2
CH0000959	Westwood Dynamic	11/10/2019	Unassigned		08:00:00	BathRoom - Bathroom Bin Maintenance	SM	Scheduled Maintenance					2
CH0000958	Westwood Dynamic	04/10/2019	Unassigned		08:00:00	BathRoom - Bathroom Bin Maintenance	SM	Scheduled Maintenance					2

- 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**.



- 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.122.032

