

# SERVICE

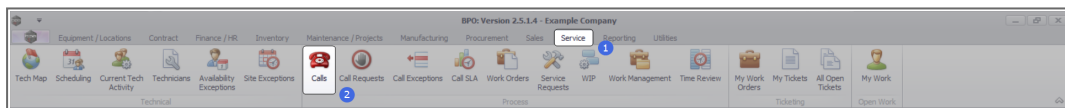
## CALLS – MY CALLS

**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.

The My Calls function allows you to set and filter for Calls that you are keeping track of or responsible for.

Calls can then be filtered by selecting the **My Calls** check box.

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



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

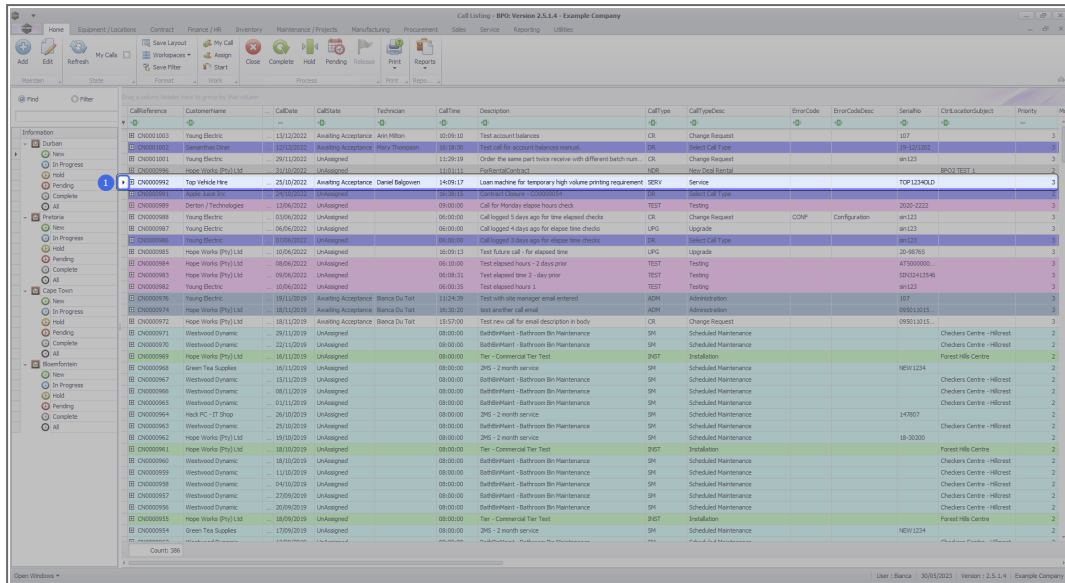
<sup>1</sup>BPO2 v2.5.1.3 or higher

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		11:01:11	Test account balances	CR	Change Request			AT300000		3
IB CH0000992	Top Velocity 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 - 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	12/06/2022	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			20-48765		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			SN23415546		3
IB CH0000982	Young Electric	18/06/2022	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	26/11/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilsonst	2
IB CH0000970	Westwood Dynamic	22/11/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	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	SM	Scheduled Maintenance			NEW1234		2
IB CH0000967	Westwood Dynamic	15/11/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilsonst	2
IB CH0000966	Westwood Dynamic	08/11/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilsonst	2
IB CH0000965	Westwood Dynamic	01/11/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilsonst	2
IB CH0000964	Hack P.C. IT Shop	26/10/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			147807		2
IB CH0000963	Westwood Dynamic	20/10/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilsonst	2
IB CH0000962	Hope Works (Pty) Ltd	19/10/2019	Unassigned		08:00:00	2MS - 2 month service	SM	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	SM	Scheduled Maintenance				Checkers Centre - Hilsonst	2
IB CH0000959	Westwood Dynamic	11/10/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilsonst	2
IB CH0000958	Westwood Dynamic	04/10/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilsonst	2
IB CH0000957	Westwood Dynamic	27/09/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilsonst	2
IB CH0000956	Westwood Dynamic	20/09/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	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	SM	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		11:01:11	Test account balances	CR	Change Request			AT300000		3
IB CH0000992	Top Velocity 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 - 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	12/06/2022	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			20-48765		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			SN23415546		3
IB CH0000982	Young Electric	18/06/2022	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	26/11/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilsonst	2
IB CH0000970	Westwood Dynamic	22/11/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	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	SM	Scheduled Maintenance			NEW1234		2
IB CH0000967	Westwood Dynamic	15/11/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilsonst	2
IB CH0000966	Westwood Dynamic	08/11/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilsonst	2
IB CH0000965	Westwood Dynamic	01/11/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilsonst	2
IB CH0000964	Hack P.C. IT Shop	26/10/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			147807		2
IB CH0000963	Westwood Dynamic	20/10/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilsonst	2
IB CH0000962	Hope Works (Pty) Ltd	19/10/2019	Unassigned		08:00:00	2MS - 2 month service	SM	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	SM	Scheduled Maintenance				Checkers Centre - Hilsonst	2
IB CH0000959	Westwood Dynamic	11/10/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilsonst	2
IB CH0000958	Westwood Dynamic	04/10/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilsonst	2
IB CH0000957	Westwood Dynamic	27/09/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilsonst	2
IB CH0000956	Westwood Dynamic	20/09/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	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	SM	Scheduled Maintenance			NEW1234		2

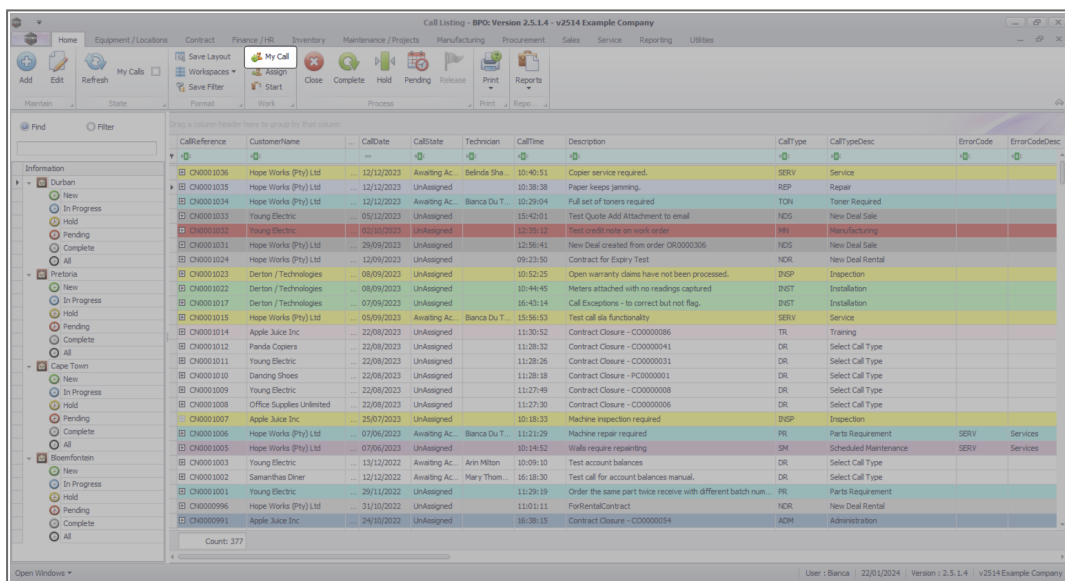
- Select the **Call** you wish to work with.



CallReference	CustomerName	CallDate	CallStatus	Technician	CallTime	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc	SerialNo	ChkLocationSubject	Priority
IB CH0001003	Young Electric	13/12/2022	Awaiting Acceptance	Ain Hilbon	10:09:10	Test account balance	CR	Change Request			an123		3
IB CH0001002	Sawen-Hus-Dier	12/12/2022	Awaiting Acceptance	Mary Thompson	08:38:20	Test call for account balance manual.	DR	Select Call Type			09-10/100		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-Hus	25/10/2022	Awaiting Acceptance	Daniel Belguen	14:08:17	Loan machine for temporary high volume printing requirement	SERV	Service			TOP123456		3
IB CH0000991	Apple Juice Inc	24/10/2022	Unassigned		05:08:25	Contract Closure - C000000054	DR	Select Call Type					3
IB CH0000989	Derton / Technologies	13/04/2022	Unassigned		09:00:00	Call for Monday close hours check	TEST	Testing			2020-2222		3
IB CH0000988	Young Electric	02/04/2022	Unassigned		08:00:00	Call logged 5 days ago for time elapsed checks	CR	Change Request	CONF	Configuration	an123		3
IB CH0000987	Young Electric	06/04/2022	Unassigned		06:00:00	Call logged 4 days ago for time elapsed checks	UPG	Upgrade			an123		3
IB CH0000986	Young Electric	07/04/2022	Unassigned		06:00:00	Call logged 5 days ago for time elapsed checks	DR	Select Call Type			an123		3
IB CH0000985	Hope Works (Pty) Ltd	10/04/2022	Unassigned		10:09:13	Test future call - for elapsed time	UPG	Upgrade			20-4690		3
IB CH0000984	Hope Works (Pty) Ltd	08/04/2022	Unassigned		06:00:00	Test elapsed time - 2 day prior	TEST	Testing			47300000		3
IB CH0000983	Hope Works (Pty) Ltd	08/04/2022	Unassigned		06:08:31	Test elapsed time 2 - day prior	TEST	Testing			5202415946		3
IB CH0000982	Young Electric	10/04/2022	Unassigned		06:00:00	Test elapsed time 1	TEST	Testing			an123		3
IB CH0000981	Young Electric	08/11/2019	Awaiting Acceptance	Bianca Du Toit	11:24:36	Test with site manager email entered	ADM	Administration			107		3
IB CH0000974	Hope Works (Pty) Ltd	30/11/2019	Awaiting Acceptance	Bianca Du Toit	06:30:20	Test another call email	ADM	Administration			095012515		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			095012515		3
IB CH0000971	Westwood Dynamics	29/11/2019	Unassigned		08:00:00	Subfloor/Hall - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
IB CH0000970	Westwood Dynamics	22/11/2019	Unassigned		08:00:00	Subfloor/Hall - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
IB CH0000969	Hope Works (Pty) Ltd	06/11/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre	2
IB CH0000968	Green Tea Supplies	16/11/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW1234		2
IB CH0000967	Westwood Dynamics	15/11/2019	Unassigned		08:00:00	Subfloor/Hall - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
IB CH0000966	Westwood Dynamics	08/11/2019	Unassigned		08:00:00	Subfloor/Hall - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
IB CH0000965	Westwood Dynamics	02/11/2019	Unassigned		08:00:00	Subfloor/Hall - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
IB CH0000964	Hack PC - IT Shop	26/10/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			147807		2
IB CH0000963	Westwood Dynamics	20/10/2019	Unassigned		08:00:00	Subfloor/Hall - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
IB CH0000962	Hope Works (Pty) Ltd	19/10/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			18-30300		2
IB CH0000961	Hope Works (Pty) Ltd	18/10/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre	2
IB CH0000960	Westwood Dynamics	18/10/2019	Unassigned		08:00:00	Subfloor/Hall - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
IB CH0000959	Westwood Dynamics	11/10/2019	Unassigned		08:00:00	Subfloor/Hall - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
IB CH0000958	Westwood Dynamics	04/10/2019	Unassigned		08:00:00	Subfloor/Hall - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
IB CH0000957	Westwood Dynamics	27/09/2019	Unassigned		08:00:00	Subfloor/Hall - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
IB CH0000956	Westwood Dynamics	20/09/2019	Unassigned		08:00:00	Subfloor/Hall - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
IB CH0000955	Hope Works (Pty) Ltd	18/09/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre	2
IB CH0000954	Green Tea Supplies	17/09/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW1234		2

## MY CALL

- Click on the **My Call** button.



CallReference	CustomerName	CallDate	CallStatus	Technician	CallTime	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc
IB CH0001036	Hope Works (Pty) Ltd	12/12/2022	Awaiting Ac.	Bianca Du T.	10:40:11	Copier service required.	SERV	Service		
IB CH0001035	Hope Works (Pty) Ltd	12/12/2022	Unassigned		10:38:38	Paper jams jamming.	REP	Repair		
IB CH0001034	Hope Works (Pty) Ltd	12/12/2022	Awaiting Ac.	Bianca Du T.	10:29:04	Full set of toners required	TON	Toner Required		
IB CH0001033	Young Electric	05/12/2022	Unassigned		15:42:01	Test Quote Add Attachment to email	NDS	New Deal Sale		
IB CH0001032	Young Electric	03/10/2022	Unassigned		12:30:12	Test credit note on work order	RM	Manufacturing		
IB CH0001031	Hope Works (Pty) Ltd	29/09/2022	Unassigned		12:56:41	New Deal created from order CR00000306	NDS	New Deal Sale		
IB CH0001024	Hope Works (Pty) Ltd	12/09/2022	Unassigned		09:23:50	Contract for Expiry Test	NDR	New Deal Rental		
IB CH0001023	Derton / Technologies	08/09/2022	Unassigned		10:52:25	Open warranty claims have not been processed.	INSP	Inspection		
IB CH0001022	Derton / Technologies	08/09/2022	Unassigned		10:44:45	Meters attached with no readings captured	INST	Installation		
IB CH0001017	Derton / Technologies	07/09/2022	Unassigned		16:43:14	Call Exceptions - to correct but not flag.	INST	Installation		
IB CH0001016	Hope Works (Pty) Ltd	05/09/2022	Awaiting Ac.	Bianca Du T.	15:56:53	Test call for functionality.	SERV	Service		
IB CH0001014	Apple Juice Inc	22/08/2022	Unassigned		11:30:52	Contract Closure - C000000086	TR	Training		
IB CH0001012	Panda Copiers	22/08/2022	Unassigned		11:28:32	Contract Closure - C000000041	DR	Select Call Type		
IB CH0001011	Young Electric	22/08/2022	Unassigned		11:28:26	Contract Closure - C000000031	DR	Select Call Type		
IB CH0001010	Dancing Shoes	22/08/2022	Unassigned		11:28:18	Contract Closure - C000000031	DR	Select Call Type		
IB CH0001009	Young Electric	22/08/2022	Unassigned		11:27:49	Contract Closure - C000000008	DR	Select Call Type		
IB CH0001008	Office Supplies Unlimited	22/08/2022	Unassigned		11:27:30	Contract Closure - C000000006	DR	Select Call Type		
IB CH0001007	Apple Juice Inc	25/07/2022	Unassigned		10:18:33	Machine inspection required	INSP	Inspection		
IB CH0001006	Hope Works (Pty) Ltd	07/06/2022	Awaiting Ac.	Bianca Du T.	11:21:29	Machine repair required	PR	Parts Requirement		
IB CH0001005	Hope Works (Pty) Ltd	07/06/2022	Unassigned		10:14:52	Walls require repainting	SM	Scheduled Maintenance		
IB CH0001003	Young Electric	13/12/2022	Awaiting Ac.	Ain Hilbon	10:09:10	Test account balance	DR	Select Call Type		
IB CH0001002	Sawen-Hus-Dier	12/12/2022	Awaiting Ac.	Mary Thom...	08:38:20	Test call for account balance manual.	DR	Select Call Type		
IB CH0001001	Young Electric	29/11/2022	Unassigned		11:29:19	Order the same part twice receive with different batch num.	PR	Parts Requirement		
IB CH0000996	Hope Works (Pty) Ltd	31/10/2022	Unassigned		11:01:11	For Rental Contract	NDR	New Deal Rental		
IB CH0000991	Apple Juice Inc	24/10/2022	Unassigned		16:38:15	Contract Closure - C000000054	ADM	Administration		

- When you receive the **Input Validation** message to confirm;
  - This call, CN[ref. number], is in status - [status]. Do you still want to take ownership?**
- Click on **Yes**.

- Next you will receive the **Call Processing** message to confirm that;
  - **Ownership of call, reference CN[ref. number], has been successful.**
- Click on **OK**.

- The call has now been **assigned** to you (the person currently logged on to BPO2).

Call Listing - BPO: Version 2.5.1.4 - v2514 Example Company

Home Equipment / Locations Contract Finance / HR Inventory Maintenance / Projects Manufacturing Procurement Sales Service Reporting Utilities

My Call My Calls

Save Layout Workspaces Save Filter

My Call Assign Start Close Complete Hold Pending Release Print Reports

Find Filter

CallReference CustomerName CallDate CallState Technician CallTime Description CallType CallTypeDesc

CH0001036 Hope Works (Pty) Ltd 12/12/2023 Awaiting Acceptance Belinda Shorman 10:40:51 Copier service required. SERV Service

CH0001035 Hope Works (Pty) Ltd 12/12/2023 Awaiting Acceptance Bianca Du Toit 10:38:38 Paper keeps jamming. REP Repair

CH0001034 Hope Works (Pty) Ltd 12/12/2023 Awaiting Acceptance Bianca Du Toit 10:28:04 Full set of toners required. TON Toner Required

CH0001033 Young Electric 05/12/2023 Unassigned 15:42:01 Test Quote Add Attachment to email NDS New Deal Sale

CH0001032 Young Electric 05/10/2023 Unassigned 12:30:12 Test credit note on work order NDS New Deal Sale

CH0001031 Hope Works (Pty) Ltd 29/09/2023 Unassigned 12:56:41 New Deal created from order CR0000306 NDS New Deal Sale

CH0001024 Hope Works (Pty) Ltd 12/09/2023 Unassigned 09:23:50 Contract for Expiry Test NDR New Deal Rental

CH0001023 Derton / Technologies 08/09/2023 Unassigned 10:52:25 Open warranty claims have not been processed. INSP Inspection

CH0001022 Derton / Technologies 08/09/2023 Unassigned 10:44:45 Meters attached with no readings captured INST Installation

CH0001017 Derton / Technologies 07/09/2023 Unassigned 16:40:14 Call Exceptions - to correct but not Rep. INST Installation

CH0001015 Hope Works (Pty) Ltd 05/09/2023 Awaiting Acceptance Bianca Du Toit 15:56:53 Test call via functionality SERV Service

CH0001014 Apple Juice Inc 22/08/2023 Unassigned 11:30:52 Contract Closure - C00000086 TR Training

CH0001012 Panda Copiers 22/08/2023 Unassigned 11:28:32 Contract Closure - C00000041 DR Select Call Type

CH0001011 Young Electric 22/08/2023 Unassigned 11:28:26 Contract Closure - C00000031 DR Select Call Type

CH0001010 Danding Shoes 22/08/2023 Unassigned 11:28:18 Contract Closure - C00000001 DR Select Call Type

CH0001009 Young Electric 22/08/2023 Unassigned 11:27:49 Contract Closure - C00000008 DR Select Call Type

CH0001008 Office Supplies Unlimited 22/08/2023 Unassigned 11:27:30 Contract Closure - C00000006 DR Select Call Type

CH0001007 Apple Juice Inc 25/07/2023 Unassigned 10:18:33 Machine inspection required. INSP Inspection

CH0001006 Hope Works (Pty) Ltd 07/06/2023 Awaiting Acceptance Bianca Du Toit 11:21:29 Machine repair required. PR Parts Requirement

CH0001005 Hope Works (Pty) Ltd 07/06/2023 Unassigned 09:14:52 Walks require reworking. SM Scheduled Maintenance

CH0001003 Young Electric 13/12/2023 Awaiting Acceptance Ann Milton 10:09:10 Test account balances. DR Select Call Type

CH0001002 Semanthes Diner 12/12/2023 Awaiting Acceptance Mary Thompson 16:18:30 Test call for account balances manual. DR Select Call Type

CH0001001 Young Electric 29/11/2023 Unassigned 11:29:19 Order the same part twice receive with different batch num. PR Parts Requirement

CH0000996 Hope Works (Pty) Ltd 31/10/2023 Unassigned 11:01:11 For Rental Contract NDR New Deal Rental

CH0000991 Apple Juice Inc 24/10/2023 Unassigned 16:38:15 Contract Closure - C00000054 ADM Administration

Count: 377

User : Bianca 22/01/2024 Version : 2.5.1.4 v2514 Example Company

## VIEW MY CALLS

Filter the Calls on the Call list that have been issued to you, the person logged onto the system.

- From the **Call Listing** screen,
- Click on the **My Calls** check box.
- The Call Listing screen will now filter only the **calls where you have taken ownership** (the person currently logged on to BPO2).

Call Listing - BPO Version 2.5.1.4 - v2514 Example Company

Home Equipment / Locations Contract Finance / HR Inventory Maintenance / Projects Manufacturing Procurement Sales Service Reporting Utilities

My Calls

Save Layout Workspaces Assign Close Complete Hold Pending Release Print Reports

Find Filter

Information

- Durban
  - New
  - In Progress
  - Hold
  - Pending
  - Complete
  - All
- Pretoria
  - New
  - In Progress
  - Hold
  - Pending
  - Complete
  - All
- Cape Town
  - New
  - In Progress
  - Hold
  - Pending
  - Complete
  - All
- Bloemfontein
  - New
  - In Progress
  - Hold
  - Pending
  - Complete
  - All

Count: 346

CallReference	CustomerName	CallDate	CallState	Technician	CallTime	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc
CH00010306	Hope Works (Pty) Ltd	12/12/2023	Awaiting Ac.	Rehnda Sho	10:40:51	Copier service required.	SERV	Service		
CH00010305	Hope Works (Pty) Ltd	12/12/2023	Awaiting Ac.	Bianca Du T.	10:38:38	Paper keeps jamming.	REP	Repair		
CH00010304	Hope Works (Pty) Ltd	12/12/2023	Awaiting Ac.	Bianca Du T.	10:29:04	Full set of toners required.	TON	Toner Required		
CH00010303	Young Electric	05/12/2023	Unassigned		15:42:01	Test Quote Add Attachment to email	NDG	New Deal Sale		
CH00010302	Young Electric	05/10/2023	Unassigned		12:35:12	Test credit note on work order	NRV	Manufacturing		
CH00010204	Hope Works (Pty) Ltd	12/09/2023	Unassigned		09:23:50	Contract for Expiry Test	NDR	New Deal Rental		
CH00010203	Derton / Technologies	08/09/2023	Unassigned		10:52:25	Open warranty claims have not been processed.	INSP	Inspection		
CH00010202	Derton / Technologies	08/09/2023	Unassigned		10:44:45	Meters attached with no readings captured	INGT	Installation		
CH00010107	Derton / Technologies	07/09/2023	Unassigned		16:43:14	Call Exceptions - to correct but not flag.	INGT	Installation		
CH00010105	Hope Works (Pty) Ltd	05/06/2023	Awaiting Ac.	Bianca Du T.	15:56:53	Test call via functionality	SERV	Service		
CH00010104	Apple Juice Inc	22/08/2023	Unassigned		11:30:52	Contract Closure - C000000086	TR	Training		
CH00010102	Panda Copiers	22/08/2023	Unassigned		11:28:32	Contract Closure - C000000041	DR	Select Call Type		
CH00010101	Young Electric	22/08/2023	Unassigned		11:28:26	Contract Closure - C000000031	DR	Select Call Type		
CH00010100	Dancing Shoes	22/08/2023	Unassigned		11:28:18	Contract Closure - C000000001	DR	Select Call Type		
CH00010009	Young Electric	22/08/2023	Unassigned		11:27:49	Contract Closure - C000000008	DR	Select Call Type		
CH00010008	Office Supplies Unlimited	22/08/2023	Unassigned		11:27:30	Contract Closure - C000000006	DR	Select Call Type		
CH00010007	Apple Juice Inc	25/07/2023	Unassigned		10:18:33	Machine inspection required	INSP	Inspection		
CH00010006	Hope Works (Pty) Ltd	07/06/2023	Awaiting Ac.	Bianca Du T.	11:21:29	Machine repair required	PR	Parts Requirement	SERV	Services
CH00010005	Hope Works (Pty) Ltd	07/06/2023	Unassigned		10:14:52	Walls require repainting	SM	Scheduled Maintenance	SERV	Services
CH00010003	Young Electric	13/12/2022	Awaiting Ac.	Avin Milton	10:09:10	Test account balances	DR	Select Call Type		
CH00010002	Sawntree Drer	12/12/2022	Awaiting Ac.	Hary Thom...	16:18:30	Test call for account balances manual.	DR	Select Call Type		
CH00010001	Young Electric	29/11/2022	Unassigned		11:29:19	Order the same part twice receive with different batch num.	PR	Parts Requirement		
CH00009996	Hope Works (Pty) Ltd	31/10/2022	Unassigned		11:01:11	ForRentalContract	NDR	New Deal Rental		
CH00009991	Apple Juice Inc	24/10/2022	Unassigned		16:38:15	Contract Closure - C000000054	ADM	Administration		
CH00009889	Derton / Technologies	13/06/2022	Unassigned		09:00:00	Call for Monday elapse hours check	DR	Select Call Type		

User : Bianca 22/01/2024 Version : 2.5.1.4 v2514 Example Company

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