

# 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 <u>Call Centre Mode</u> 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.

1BPO2 v2.5.1.3 or higher



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aintain a State	. Format	Work a	Proce	55	a Print a Repo									
Find O Filter	CalReference	CustomerName	CalDate	CalState	Technician	CalTime	Description	Callivoe	CallTypeDesc	ErrorCode	ErrorCodeDesc	SeriaNo	Ctrit.ocationSubject	Priprity
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formation	E CN0001003	Young Electric	13/12/2022	Awaiting Acceptance		10:09:10	Test account balances	100	Change Request	-w-	-w-	107		
Durban	E CN0001003	Samanthas Diner	13/12/2022	Asiating Acceptance		16:18:30	Test call for account balances manual.	DR	Select Cal Type			19-12/1202		_
O New	E CN0001002	Young Electric			mary monpoon	11:29:19	Order the same part twice receive with different batch num					19-12/1202 11123		
In Progress			29/11/2022	UnAssigned					Change Request			80123		
🕓 Hold	E CN0000996	Hope Works (Pty) Ltd	31/10/2022	UnAssigned		11:01:11	ForRentalContract	NDR	New Deal Rental				BPO2 TEST 1	
Pending	► CN0000992	Top Vehicle Hire	25/10/2022	Awaiting Acceptance	Daniel Balgowen	14:09:17	Loan machine for temporary high volume printing requirement		Service		_	TOP12340LD		
Complete	E CN0000991	Apple Juice Inc	24/10/2022	UnAssigned		16:38:15	Contract Closure - CO0000054	DR	Select Call Type					
O Al	CN0000989	Derton / Technologies	13/06/2022	UnAssigned		09:00:00	Call for Monday elapse hours check	TEST	Testing			2020-2222		
O 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		
New	E CN0000987	Young Electric	06/06/2022	UnAssigned		05:00:00	Call logged 4 days ago for elapse time checks	UPG	Upgrade			sin 123		
In Progress	CN0000986	Young Electric	07/06/2022	UnAssigned		05:00:00	Call logged 3 days ago for elapse time checks	DR	Select Call Type			sin123		
Hold	E CN0000985	Hope Works (Pty) Ltd	10/06/2022	UnAssigned		16:09:13	Test future call - for elapsed time	UPG	Upgrade			20-98765		
Pending	E CN0000984	Hope Works (Pty) Ltd	08/06/2022	UnAssigned		05:10:00	Test elapsed hours - 2 days prior	TEST	Testing			AT5000000		
Complete     Al	E CN0000983	Hope Works (Pty) Ltd	09/06/2022	UnAssigned		05:08:31	Test elapsed time 2 - day prior	TEST	Testing			5IN32413546		
Cape Town	E CN0000982	Young Electric	10/06/2022	UnAssigned		05:00:35	Test elapsed hours 1	TEST	Testing			sin123		
New	CN0000976	Young Electric	19/11/2019	Awaiting Acceptance	Bianca Du Tolt	11:24:39	Test with site manager email entered	ADM	Administration			107		
In Progress	E CN0000974	Hope Works (Pty) Ltd	18/11/2019	Amaiting Acceptance	Bianca Du Toit	16:30:20	test another call email	ADM	Administration			095011015		
() Hold	E CN0000972	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			095011015		_
Pending	E CN0000971	Westwood Dynamic	29/11/2019	UnAssigned		03:00:00	BathBinNaint - Bathroom Bin Maintenance	94	Scheduled Meintenance				Checkers Centre - Hilcrest	
C Complete	E CN0000970	Westwood Dynamic	22/11/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hildrest	
O AL	E CN0000969	Hope Works (Pty) Ltd	16/11/2019	UnAssigned		03:00:00	Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre	
tioemfontein	E CN0000968	Green Tea Supplies	16/11/2019	UnAssigned		08:00:00	245 - 2 month service	54	Scheduled Maintenance			NEW 1234	Foreschills Colloc	
O New								5M				NEW 1234		
In Progress	E CN0000967	Westwood Dynamic	15/11/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance		Scheduled Maintenance				Checkers Centre - Hilcrest	
Hold	E CN0000966	Westwood Dynamic	08/11/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	54	Scheduled Maintenance				Checkers Centre - Hilcrest	
Pending	EE CN0000965	Westwood Dynamic	01/11/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	
Complete	E CN0000964	Hack PC - IT Shop	26/10/2019	UnAssigned		03:00:00	2MS - 2 month service	SM	Scheduled Maintenance			147807		
O AI	E CN0000963	Westwood Dynamic	25/10/2019	UnAssigned		08:00:00	BathBinNaint - 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	514	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	\$24	Scheduled Maintenance				Checkers Centre - Hilcrest	
	E 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		03:00:00	2MS - 2 month service	9M	Scheduled Maintenance			NEW 1234		
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	Count: 38	6												

- 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.

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		E CN0000936	Westwood Dynamic	20/09/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	
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• Select the *Call* you wish to work with.



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	E CN0001003	Young Bectric		Awaiting Acceptance	Arin Milton	10:09:10	Test account balances	CR	Change Request			107		
Durban New	CN0001002	Samanthas Diner		Awaiting Acceptance	Mary Thompson	16:18:30	Test call for account balances manual.	DR	Select Call Type			19-12/1202		
<ul> <li>In Progress</li> </ul>	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	E CN0000995	Hope Works (Pty) Ltd	31/10/2022	UnAssigned		11:01:11	ForRentalContract	NDR	New Deal Rental				BPO2 TEST 1	
Pending 1	► E CN0000992	Top Vehicle Hire	25/10/2022	Assaiting Acceptance	Daniel Balgowen	14:09:17	Loan machine for temporary high volume printing requirement	SERV	Service			TOP 12340LD		
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O AI	E CN0000989	Derton / Technologies	13/06/2022	UnAssigned		09:00:00	Call for Monday elapse hours check	TEST	Testing			2020-2222		
D 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		
New	E CN0000987	Young Electric	06/06/2022	UnAssigned		05:00:00	Call logged 4 days ago for elapse time checks	UPG	Upgrade			sin123		
<ul> <li>In Progress</li> </ul>	■ CN0000986					05:00:00	Call logged 3 days ago for elapse time checks	DR	Select Cal Type			sin 123		
Hold	E CN0000985	Hope Works (Pty) Ltd	10/06/2022	UnAssigned		16:09:13	Test future call - for elapsed time	LIPG	Upgrade			20/98765		
Pending	E CN0000984	Hope Works (Pty) Ltd	08/06/2022	UnAssigned		05:10:00	Test elapsed hours - 2 days prior	TEST	Testing			AT5000000		
Complete	E CN0000983	Hope Works (Pty) Ltd	09/06/2022	UnAssigned		05:08:31	Test elapsed time 2 - day prior	TEST	Testing			SIN32413546		
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O New	E CN0000975		19/11/2019	Awaiting Acceptance	Bianca Du Toit	11:24:39	Test with site manager email entered	ADM	Administration			107		
In Progress	E CN0000974	Hope Works (Pty) Ltd				16:30:20	test another call email	ADM	Administration					
() Hold	E CN0000972	Hope Works (Pty) Ltd		Awaiting Acceptance		15:57:00	Test new call for email description in body	68						
Pending	E CN0000971	Westwood Dynamic		UnAssigned		03:00:00	BathBinNaint - Bathroom Bin Maintenance	94	Scheduled Maintenance				Checkers Centre - Hilcrest	
O Complete	E CN0000970	Westwood Dynamic		UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hildrest	
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o tioemfontein	E CN0000968	Green Tea Supples		UnAssigned		03:00:00	245 - 2 month service	54	Scheduled Maintenance			NEW 1234		
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Hold	E CN0000965	Westwood Dynamic Westwood Dynamic		UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	514	Scheduled Maintenance				Checkers Centre - Hildrest	
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	E CN0000962	Hope Works (Pty) Ltd		UnAssigned		03:00:00	2MS - 2 month service	SM	Scheduled Maintenance			18-30200		
		Hope Works (Pty) Ltd		UnAssigned		03:00:00	Tier - Commercial Tier Test	DAST	Installation				Forest Hills Centre	
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	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	SathBinMaint - Bathroom Bin Maintenance	54	Scheduled Maintenance				Checkers Centre - Hilcrest	
	E CN0000957	Westwood Dynamic		UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	
	E CN0000956	Westwood Dynamic		UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	514	Scheduled Maintenance				Checkers Centre - Hildrest	
	EE CN0000955	Hope Works (Pty) Ltd		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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	Count: 38	6												

### **MY CALL**

• Click on the *My Call* button.

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Home Equipment / Location	s Contract Fi	nance / HR Inventory	Maintenance / Proje	ects Manuf	acturing Pr	ocurement	Sales Service Reporting Utilities				- 8
dd Edit Refresh My Calls	III     Save Layout       III     Workspaces ▼       III     Save Filter	Assign Close C		Pending Relea	*	Reports					
Find O Filter											
	CalReference	CustomerName	CalDate	CallState	Technician	CallTime	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeD
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nformation	E CN0001036	Hope Works (Pty) Ltd	12/12/2023	Awaiting Ac	Belinda Sha	10:40:51	Copier service required.	SERV	Service		
- 🖸 Durban	▶ E CN0001035	Hope Works (Pty) Ltd	12/12/2023	UnAssigned		10:38:38	Paper keeps jamming.	REP	Repair		
O New	E CN0001034	Hope Works (Pty) Ltd	12/12/2023	Awaiting Ac	Bianca Du T	10:29:04	Full set of toners required	TON	Toner Required		
In Progress	E CN0001033	Young Electric	05/12/2023	UnAssigned		15:42:01	Test Quote Add Attachment to email	NDS	New Deal Sale		
Hold Pending	CN0001032						Test credit note on work order	MN	Manufacturing		
Complete		Hope Works (Pty) Ltd					New Deal created from order OR0000306	NDS	New Deal Sale		
O Al	E CN0001024	Hope Works (Pty) Ltd		UnAssigned		09:23:50	Contract for Expiry Test	NDR	New Deal Rental		
Pretoria	E CN0001023	Derton / Technologies	08/09/2023	UnAssigned		10:52:25	Open warranty claims have not been processed.	INSP	Inspection		
O New	E CN0001022	Derton / Technologies	08/09/2023	UnAssigned		10:44:45	Meters attached with no readings captured	INST	Installation		
In Progress		Derton / Technologies		UnAssigned		16:43:14	Call Exceptions - to correct but not flag.	INST	Installation		
() Hold	E CN0001015	Hope Works (Pty) Ltd			Bianca Du T	15:56:53	Test call sia functionality	SERV	Service		
Pending	E CN0001014	Apple Juice Inc		UnAssigned		11:30:52	Contract Closure - CO000086	TR	Training		
Complete	E CN0001014	Panda Copiers	22/08/2023	UnAssigned		11:28:32	Contract Closure - CO0000041	DR	Select Call Type		
O All	E CN0001011	Young Electric	22/08/2023	UnAssigned		11:28:26	Contract Closure - CO0000031	DR	Select Call Type		
Cape Town	E CN0001011					11:28:18	Contract Closure - C00000031 Contract Closure - PC0000001	DR	Select Call Type		
O New	E CN0001010	Dancing Shoes Young Electric	22/08/2023	UnAssigned UnAssigned		11:28:18	Contract Closure - PC0000001 Contract Closure - CO0000008	DR	Select Call Type		
In Progress	E CN0001009						Contract Closure - CO0000008	DR			
() Hold		Office Supplies Unlimited	22/08/2023	UnAssigned		11:27:30			Select Call Type		
Pending     Complete	CN0001007	Apple Juice Inc	25/07/2023	UnAssigned		10:18:33	Machine inspection required	INSP	Inspection		
O Al		Hope Works (Pty) Ltd	07/06/2023		Bianca Du T	11:21:29	Machine repair required	PR	Parts Requirement	SERV	Services
Bloemfontein		Hope Works (Pty) Ltd	07/06/2023			10:14:52	Walls require repainting	SM	Scheduled Maintenance	SERV	Services
Ø New	E CN0001003	Young Electric	13/12/2022	Awaiting Ac		10:09:10	Test account balances	DR	Select Call Type		
In Progress		Samanthas Diner	12/12/2022	Awaiting Ac	. Mary Thom	16:18:30	Test call for account balances manual.	DR	Select Call Type		
() Hold		Young Electric	29/11/2022	UnAssigned		11:29:19	Order the same part twice receive with different batch num		Parts Requirement		
Pending		Hope Works (Pty) Ltd	31/10/2022	UnAssigned			ForRentalContract	NDR	New Deal Rental		
<ul> <li>Complete</li> </ul>	E CN0000991	Apple Juice Inc	24/10/2022	UnAssigned		16:38:15	Contract Closure - CO0000054	ADM	Administration		
O AI	Count: 37										
	4										
n Windows 👻									r : Bianca 22/01/2024 Versio		A Example Com

- 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.



d Edit My Calls	Save Layout Workspaces Save Filter Format	My Call     Assign     Start     Work	Complete Hold I	Pending Release	Print	Reports						
Find O Filter												
0110	CalReference	CustomerName	CalDate	CallState	Technician	CalTime	Description		CallType	CallTypeDesc	ErrorCode	ErrorCodeD
	Y 10:	×D:		×D:	×0:	10:	10c		10:	(D:	10:	* <b>D</b> ¢
Information	E CN0001036	Hope Works (Pty) Ltd		Awaiting Ac			Copier service required.		SERV	Service	-	
+ 🖸 Durban	► E CN0001035	Hope Works (Pty) Ltd	12/12/2023	UnAssigned	Deiriua sria	10:38:38	Paper keeps jamming.		REP	Repair		
O New	E CN0001035	Hope Works (Pty) Ltd		Awaiting Ac	Risoca Du T		Full set of toners required		TON	Toner Required		
In Progress	E CN0001034	Young Electric		UnAssigned	over red DU T	15:42:01	Test Quote Add Attachment to er	u si	NDS	New Deal Sale		
() Hold	CN0001033							nor	MN	Manufacturing		
Pending	E CN0001032	Hope Works (Pty) Ltd					New Deal created from order ORC		NDS	New Deal Sale		
Complete	E CN0001031	Hope Works (Pty) Ltd		UnAssigned		09:23:50	Contract for Expiry Test	0000306	NDR	New Deal Sale		
Al     Pretoria	E CN0001024	Derton / Technologies	08/09/2023	Input Validat		09:23:30	Contract for Expry Test	en processed.	INSP	Inspection		
New	E CN0001023		08/09/2023	input validat	ion			an processed.	INST	Inspection		
<ul> <li>In Progress</li> </ul>	E CN0001022	Derton / Technologies Derton / Technologies	08/09/2023						INST	Installation		
() Hold				2 Th	is call, CN0001 e ownership?	035, is in statu	s - New. Do you still want to	flag.				
() Pending	E CN0001015	Hope Works (Pty) Ltd	05/09/2023		e ownersnip:				SERV	Service		
O Complete		Apple Juice Inc	22/08/2023					-	TR	Training		
O Al		Panda Copiers	22/08/2023				Yes No		DR	Select Call Type		
- 🖸 Cape Town		Young Electric	22/08/2023						DR.	Select Call Type		
New	⊞ CN0001010	Dancing Shoes		UnAssigned		11:28:18	Contract Closure - PC0000001		DR	Select Call Type		
In Progress		Young Electric	22/08/2023	UnAssigned		11:27:49	Contract Closure - CO0000008		DR.	Select Call Type		
() Hold		Office Supplies Unlimited	22/08/2023	UnAssigned		11:27:30	Contract Closure - CO0000006		DR	Select Call Type		
Pending	E CN0001007	Apple Juice Inc	25/07/2023	UnAssigned		10:18:33	Machine inspection required		INSP	Inspection		
Complete		Hope Works (Pty) Ltd	07/06/2023	Awaiting Ac	Bianca Du T	11:21:29	Machine repair required		PR	Parts Requirement	SERV	Services
		Hope Works (Pty) Ltd	07/06/2023	UnAssigned		10:14:52	Walls require repainting		SM	Scheduled Maintenance	SERV	Services
Bloemfontein	⊞ CN0001003	Young Electric	13/12/2022	Awaiting Ac	Arin Milton	10:09:10	Test account balances		DR.	Select Call Type		
New	⊞ CN0001002	Samanthas Diner	12/12/2022	Awaiting Ac	Mary Thom	16:18:30	Test call for account balances ma	nual.	DR.	Select Call Type		
In Progress     Hold		Young Electric	29/11/2022	UnAssigned		11:29:19	Order the same part twice receive	e with different batch num	PR	Parts Requirement		
Pending		Hope Works (Pty) Ltd	31/10/2022	UnAssigned		11:01:11	ForRentalContract		NDR	New Deal Rental		
C Complete		Apple Juice Inc	24/10/2022	UnAssigned		16:38:15	Contract Closure - CO0000054		ADM	Administration		
O All	Count: 377											

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

Information         Calledrence           - ID Labrin         Calledrence           - ID Labrin         I Composition           - ID Labrin         I Composition           - ID Labrin         I Composition           - ID Infragress         I Composition           - ID Secretion         I Composition           - ID Infragress         I Composition           - ID Secretion         I Composition           - ID Secretion         I Composition </th <th>A supple control of the supple control</th> <th>Process      Callate     Callate</th> <th>Calistate Calistate</th> <th>Technican Technican Beinda Sha Blanca Du T,</th> <th>CallTime (0: 10:40:51 10:38:38</th> <th>Seles Service Reporting Utilities Description Description Oper receiption Full set of former required. Partier forder index and Tate Quide Add Attachment to email Tate Attachment to email Tate Attachment to email Tate Quide Add Attachment to email Tate Attachment to emai</th> <th>CallType 40: SERV TON NDS NDS NDR DNP NDR</th> <th>Call'ypoblesc - D: Service Repair Tomer Reaaned New Coal Sale New Deal Sale New Deal Sale New Deal Sale</th> <th>ErrorCode 10-</th> <th>- ®</th>	A supple control of the supple control	Process      Callate     Callate	Calistate Calistate	Technican Technican Beinda Sha Blanca Du T,	CallTime (0: 10:40:51 10:38:38	Seles Service Reporting Utilities Description Description Oper receiption Full set of former required. Partier forder index and Tate Quide Add Attachment to email Tate Attachment to email Tate Attachment to email Tate Quide Add Attachment to email Tate Attachment to emai	CallType 40: SERV TON NDS NDS NDR DNP NDR	Call'ypoblesc - D: Service Repair Tomer Reaaned New Coal Sale New Deal Sale New Deal Sale New Deal Sale	ErrorCode 10-	- ®
Ind         Filter         Calific forces of the second sec	CustomerName CustomerName CustomerName CustomerName CustomerName CustomerName CustomerName CustomerName CustomerName None Works (Phy) Ltd Hope Works (Phy) Ltd Detton (Technologies Detton (Technologies Detton (Technologies Detton (Technologies Detton (Technologies	Image: Second	O: Awaiting Ac UnAssigned Awaiting Ac UnAssigned UnAssigned UnAssigned UnAssigned Call Processing	Technidan (0: Belinda Sha Bianca Du T	CalTime	Correr remote required. Paper lenge joinning. Pull and forces required Test could not advance to enail Test could not advance to the mail Test could not advance to the mail Test could not advance to the second Contents for lenger Test X processed.	+Q: SERV REP TON NDS MN NDS NDR DNSP	B:     Service     Repair     Toner Required     New Deal Sale     Manufacturing     New Deal Sale     New Deal Rental     Inspection		
britmation         Called ferrors           called ferrors         Cal	CustomerName	CalDate                12/12/023            12/12/023            12/12/023            12/12/023            05/10/2023            05/10/2023            12/02/023            06/09/2023            06/09/2023            07/09/2023	O: Awaiting Ac UnAssigned Awaiting Ac UnAssigned UnAssigned UnAssigned UnAssigned Call Processing	•D: Beinda Sha Bianca Du T	·O·           10:40:51           10:38:38           10:29:04           15:42:01           12:35:12           12:56:41	Correr remote required. Paper lenge joinning. Pull and forces required Test could not advance to enail Test could not advance to the mail Test could not advance to the mail Test could not advance to the second Contents for lenger Test X processed.	+Q: SERV REP TON NDS MN NDS NDR DNSP	B:     Service     Repair     Toner Required     New Deal Sale     Manufacturing     New Deal Sale     New Deal Rental     Inspection		
Importation         Importation           - Durbm         Importation           - Importation         Importation	ID:     Hope Works (Phy) Ltd     Hope Works (Phy) Ltd     Hope Works (Phy) Ltd     Young Electric     Young Electric     Young Electric     Hope Works (Phy) Ltd     Derton (Technologes     Derton (Technologes     Derton (Technologes		O: Awaiting Ac UnAssigned Awaiting Ac UnAssigned UnAssigned UnAssigned UnAssigned Call Processing	•D: Beinda Sha Bianca Du T	·O·           10:40:51           10:38:38           10:29:04           15:42:01           12:35:12           12:56:41	Correr remote required. Paper lenge joinning. Pull and forces required Test could not advance to enail Test could not advance to the mail Test could not advance to the mail Test could not advance to the second Contents for lenger Test X processed.	+Q: SERV REP TON NDS MN NDS NDR DNSP	B:     Service     Repair     Toner Required     New Deal Sale     Manufacturing     New Deal Sale     New Deal Rental     Inspection		
Information         © 0000000	Hope Works (Pty) Ltd Hope Works (Pty) Ltd Hope Works (Pty) Ltd Young Electric Young Electric Hope Works (Pty) Ltd Hope Works (Pty) Ltd Derton (Technologies Derton (Technologies	12/12/2023 12/12/2023 12/12/2023 05/12/2023 29/09/2023 12/09/2023 08/09/2023 08/09/2023 07/09/2023	Awaiting Ac UnAssigned Awaiting Ac UnAssigned UnAssigned UnAssigned UnAssigned Call Processing	Belinda Sha Bianca Du T	10:40:51 10:38:38 10:29:04 15:42:01 12:35:12 12:56:41	Copier service regulard. Pape keeps jemmo, RAII soft forces regulard Test Quok Add Attachment to email "Best profictions work order New Deal created from order OR0000305 Carrays for Soury Test X processed.	SERV REP TON NDS MN NDS NDS NDR DNSP	Service Repair Toner Required New Deal Sale New Deal Sale New Deal Sale Inspection		
-         Durban         -         Durban         -         Durban         -         Durban         -         Durban         -         Durban	Hope Works (Pty) Ltd Hope Works (Pty) Ltd Young Electric Young Electric Hope Works (Pty) Ltd Hope Works (Pty) Ltd Derton / Technologies Derton / Technologies	12/12/2023 12/12/2023 05/12/2023 29/09/2023 12/09/2023 08/09/2023 08/09/2023 08/09/2023 07/09/2023	UnAssigned Awaiting Ac UnAssigned UnAssigned UnAssigned Call Processing	Bianca Du T	10:38:38 10:29:04 15:42:01 12:35:12 12:56:41	Paper keeps jamming. Full set of toxers required Test quote Add Attachment to email Test credit note ani work order New Deal created from order (R0000306 Contract for Expriv Test X processed.	REP TON NDS MIN NDS NDR INSP	Repair Toner Required New Deal Sale Memufacturing New Deal Rental Inspection		
Ner         Image: Complete in the i	Hope Works (Pty) Ltd Young Electric Hope Works (Pty) Ltd Hope Works (Pty) Ltd Derton / Technologies Derton / Technologies	12/12/2023            05/12/2023            05/12/2023            29/09/2023            12/09/2023            08/09/2023            08/09/2023            07/09/2023	Awaiting Ac UnAssigned UnAssigned UnAssigned UnAssigned Call Processing		10:29:04 15:42:01 12:35:12 12:56:41	Full set of toners required Test Quote Add Attachment to email Test readt note on work order New Deal created from order OR0000306 Contract for Every Test X processed.	TON NDS MIN NDS NDR INSP	Toner Required New Deal Sale Manufacturing New Deal Sale New Deal Rental Enspection		
b h hopes         D 000003           h Hd         C000003           h Hd         C000003           h Hd         C000003           O Arday         C000003           D Alta         C 000003           D Alta         C 000003           D Arbita         C 000002           D Alta         C 000002           D Arbita         C 000002           D Arbita         C 000002           D Arbita         C 000000           D Soum(Freine)         C 000000	Young Electric Young Electric Hope Works (Pty) Ltd Hope Works (Pty) Ltd Derton / Technologies Derton / Technologies Derton / Technologies	05/12/2023 29/09/2023 29/09/2023 12/09/2023 08/09/2023 08/09/2023 07/09/2023	UnAssigned UnAssigned UnAssigned UnAssigned Call Processing		15:42:01 12:35:12 12:56:41	Test Quote Add Attachment to email Test credit note on work order New Deal oreated from order OR0000306 Contract for Expiry Test X processed.	NDS MN NDS NDR INSP	New Deal Sale Manufacturing New Deal Sale New Deal Rental Inspection		
• Hold         © 1000000           • Parking         © 1000000           • Al         © 1000000           • Al         © 1000000           • Harris         © 1000000           • Marris         © 1000000           • Marris         © 1000000           • Marris         © 1000000           • In Progress         © 1000000           • Name         © 1000000           • In Progress         © 1000000           • In Harris         © 1000000           • In Complete         © 1000000           © 10000000         © 10000000           © 10000000         © 10000000           © 10000000         © 1	Young Electric Hope Works (Pty) Ltd Hope Works (Pty) Ltd Derton / Technologies Derton / Technologies Derton / Technologies	02/10/2023            29/09/2023            12/09/2023            08/09/2023            08/09/2023            07/09/2023	UnAssigned UnAssigned UnAssigned Call Processing	9	12:35:12 12:56:41	Test credit note on work order New Deal created from order OR0000006 Contract for Expiry Test	MN NDS NDR DNSP	Manufacturing New Deal Sale New Deal Rental Inspection		
O Produg         Concelete         Concelete <td< td=""><td>Hope Works (Pty) Ltd Hope Works (Pty) Ltd Derton / Technologies Derton / Technologies Derton / Technologies</td><td> 29/09/2023  12/09/2023  08/09/2023  08/09/2023  07/09/2023</td><td>UnAssigned UnAssigned Call Processing</td><td>9</td><td>12:56:41</td><td>New Deal created from order OR0000306 Contract for Expiry Test</td><td>NDS NDR INSP</td><td>New Deal Sale New Deal Rental Inspection</td><td></td><td></td></td<>	Hope Works (Pty) Ltd Hope Works (Pty) Ltd Derton / Technologies Derton / Technologies Derton / Technologies	29/09/2023 12/09/2023 08/09/2023 08/09/2023 07/09/2023	UnAssigned UnAssigned Call Processing	9	12:56:41	New Deal created from order OR0000306 Contract for Expiry Test	NDS NDR INSP	New Deal Sale New Deal Rental Inspection		
A social         C 0000000           E Pretorio         C 00000000           D Pretorio         C 0000000           D Pretorio         C 00000000           D Pretorio         C 0000000           D Complete         C 0000000           D Bosenforten         C 0000000	Hope Works (Pty) Ltd Derton / Technologies Derton / Technologies Derton / Technologies	12/09/2023 08/09/2023 08/09/2023 07/09/2023	UnAssigned Call Processing	9		Contract for Expiry Test X n processed.	NDR INSP	New Deal Rental Inspection		
Devents     D	Derton / Technologies Derton / Technologies Derton / Technologies	08/09/2023 08/09/2023 07/09/2023	Call Processing	9	09:23:50	× n processed.	INSP	Inspection		
Item         0         0000000           0         10         0000000           0         10         0000000           0         10         0000000           0         0         0000000           0         0         0000000           0         0         0000000           0         0         0000000           0         0         0           0         10         0           0         10         0           0         10         0           0         10         0           0         10         0           0         10         0           0         10         0           0         10         0           0         0         0           0         0         0           0         0         0           0         0         0           0         0         0           0         0         0           0         0         0           0         0         0           0         0         0 <t< td=""><td>Derton / Technologies Derton / Technologies</td><td> 08/09/2023  07/09/2023</td><td></td><td>g</td><td></td><td></td><td></td><td></td><td></td><td></td></t<>	Derton / Technologies Derton / Technologies	08/09/2023 07/09/2023		g						
In In Progress         El crossola           Intel         El crossola           Pradag         El crossola           O Al         El crossola           O Intern         El crossola           O Intern         El crossola           O Intern         El crossola           O Intern         El crossola           O Interno         El crossola	Derton / Technologies	07/09/2023				aptured				
O         Mol         C 0000101           O         Dendrag         E 0000001           O         Dendrag         E 0000001           O         A         E 0000001           O         Nem         E 0000001           O         Hem         E 0000000           O         Ned         E 0000000           O         Pendrag         E 0000000           O         Ned         E 0000000           O         Dendrag         E 0000000           O         Dendrag         E 0000000           O         Dendrag         E 0000000           O         Dendrag         E 0000000           D         Dendrag         E 0000000							INST	Installation		
Pandarg     Pandarg     Pandarg     Cospete     Pandarg     P	the second se					Rag.	INST	Installation		
Occupiete         ID (20000)1           O Al         ID (20000)1           O Al         ID (20000)1           O Ren Torn         ID (20000)1           O New         ID (20000)1           O New         ID (20000)1           O New         ID (20000)1           O New         ID (20000)1           O Ned         ID (20000)1           O Pendrg         ID (20000)10           O Derglete         ID (20000)10           O Al         ID (20000)10           O Bosinistrian         ID (20000)10	Hope Works (Pty) Ltd			nership of call	, reference C	N0001035, has been successful.	SERV	Service		
Al         El Conocita           Cone Term         El Conocita           Di Cone Term         El Conocita           O Herr         El Conocita           O Herr         El Conocita           O Harr         El Conocita           O Harr         El Conocita           O Harris         El Conocita           O And         El Conocita           O Complete         El Conocita           O Al         El Conocita           El Bosenforten         El Conocita	Apple Juice Inc	22/08/2023	-				TR	Training		
Q         Al         E         Close Team           Q         Core Team         E         Close Team           Q         New         E         Close Team           Q         New register         E         Close Team           Q         Complete         E         Close Team           Q         Scientration         E         Close Team	Panda Copiers	22/08/2023					DR	Select Call Type		
New     E CM000101     Di Progress     E CM000100     Hold     CM000100     Proding     CM000100     Complete     E CM000100     Al     E CM000100     CM00100     Al     E CM000100     Al     E CM000100     Al     E CM000100     E	Young Electric	22/08/2023				ОК	DR	Select Call Type		
In Progress     B CN00100     In Progress     B CN00100     Preding     CN00100     Complete     D CN00100     Al     Boenforten     B CN00100     CN00100     CN00100     CN00100     CN00100     DN00100     DN0010     DN00100     DN00100     DN0010     DN0010     DN0010     DN		22/08/2023	UnAssigned		11:28:18	Contract Closure - PC0000001	DR	Select Call Type		
Introjeta         El CN00100           Introjeta         El CN00100           Pending         CN00100           Complete         El CN00100           Al         El CN00100           El Boemfontein         El CN00100		22/08/2023			11:27:49	Contract Closure - CO0000008	DR	Select Call Type		
Pending     CN000100     Complete     D Clouplete     All     CN000100     CN000100     All     CN000100     CN000100     D Bloemfontein     CN000100		22/08/2023			11:27:30	Contract Closure - CO0000006	DR	Select Call Type		
Complete     CN000100     Al     CN000100     Al     CN000100     CN000100     CN000100     CN000100		25/07/2023			10:18:33	Machine inspection required	INSP	Inspection		
All     CN000100     Bloemfontein     CN000100		07/06/2023		Bianca Du T		Machine repair required	PR	Parts Requirement	SERV	Services
Bloemfontein				una nul DU T	10:14:52	Walls require repainting	SM	Scheduled Maintenance	SERV	Services
		13/12/2022		Ania Milana	10:09:10	Test account balances	DR	Select Call Type	SERV	Del Vices
New E CN000 100.		13/12/2022			10:09:10	Test call for account balances manual.	DR	Select Call Type Select Call Type		
In Progress				mary from						
Hold		29/11/2022			11:29:19	Order the same part twice receive with different batch nur		Parts Requirement		
Pending     Pending						ForRentalContract	NDR	New Deal Rental		
O Complete	Apple Juice Inc	24/10/2022	UnAssigned		16:38:15	Contract Closure - CO0000054	ADM	Administration		
O All Count										
	377									

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



d Edit Refresh My Calls	Image: Save Layout       Image: Workspaces *       Image: Save Filter       Image: Save Filter       Image: Save Filter	Kny Call     Assign     Start     Work     Work	omplete Hold P	rending Release Print	Reports				
Find O Filter									
	CalReference	CustomerName	CalDate	CallState	Technician	CallTime	Description	CallType	CallTypeDesc
	<b>₹</b> 100	<ul> <li>Image: Control of the second se</li></ul>		* <b>D</b> :	10 c	1 <b>0</b> 0	<ul> <li>(0)</li> </ul>	1 <b>0</b> :	1 <b>0</b> 0
nformation	E CN0001036	Hope Works (Pty) Ltd	12/12/2023	Awaiting Acceptance	Belinda Sharman	10:40:51	Copier service required.	SERV	Service
Durban	► CN0001035	Hope Works (Pty) Ltd	12/12/2023	Awaiting Acceptance	Bianca Du Toit	10:38:38	Paper keeps jamming.	REP	Repair
New     In Progress	E CN0001034	Hope Works (Pty) Ltd		Awaiting Acceptance	Bianca Du Toit	10:29:04	Full set of toners required	TON	Toner Required
() Hold		Young Electric	05/12/2023	UnAssigned		15:42:01	Test Quote Add Attachment to email	NDS	New Deal Sale
Pending	CN0001032						Test credit note on work order	MN	Manufacturing
C Complete		Hope Works (Pty) Ltd	29/09/2023	UnAssigned		12:56:41	New Deal created from order OR0000306	NDS	New Deal Sale
O AI	E CN0001024	Hope Works (Pty) Ltd	12/09/2023	UnAssigned		09:23:50	Contract for Expiry Test	NDR	New Deal Rental
Pretoria	E CN0001023	Derton / Technologies	08/09/2023	UnAssigned		10:52:25	Open warranty claims have not been processed.	INSP	Inspection
New	E CN0001022	Derton / Technologies	08/09/2023	UnAssigned		10:44:45	Meters attached with no readings captured	INST	Installation
<ul> <li>In Progress</li> </ul>	E CN0001017	Derton / Technologies	07/09/2023	UnAssigned		16:43:14	Call Exceptions - to correct but not flag.	INST	Installation
() Hold	E CN0001015	Hope Works (Pty) Ltd	05/09/2023	Awaiting Acceptance	Bianca Du Toit	15:56:53	Test call sla functionality	SERV	Service
Pending	E CN0001014	Apple Juice Inc	22/08/2023	UnAssigned		11:30:52	Contract Closure - CO0000086	TR	Training
O Complete	E CN0001012	Panda Copiers	22/08/2023	UnAssigned		11:28:32	Contract Closure - CO0000041	DR	Select Call Type
All     Cape Town	E CN0001011	Young Electric	22/08/2023	UnAssigned		11:28:26	Contract Closure - CO0000031	DR	Select Call Type
New New	E CN0001010	Dancing Shoes	22/08/2023	UnAssigned		11:28:18	Contract Closure - PC0000001	DR	Select Call Type
In Progress	E CN0001009	Young Electric	22/08/2023	UnAssigned		11:27:49	Contract Closure - CO0000008	DR	Select Call Type
() Hold	E CN0001008	Office Supplies Unlimited	22/08/2023	UnAssigned		11:27:30	Contract Closure - CO0000006	DR	Select Call Type
Pending	E CN0001007	Apple Juice Inc	25/07/2023	UnAssigned		10:18:33	Machine inspection required	INSP	Inspection
<ul> <li>Complete</li> </ul>	E CN0001006	Hope Works (Pty) Ltd	07/06/2023	Awaiting Acceptance	Blanca Du Toit	11:21:29	Machine repair required	PR	Parts Requiremen
O All	E CN0001005	Hope Works (Pty) Ltd		UnAssigned		10:14:52	Walls require repainting	SM	Scheduled Mainte
Bloemfontein	E CN0001003	Young Electric		Awaiting Acceptance	Arin Milton	10:09:10	Test account balances	DR	Select Call Type
New New	E CN0001002	Samanthas Diner	12/12/2022	Awaiting Acceptance	Mary Thompson	16:18:30	Test call for account balances manual.	DR	Select Call Type
In Progress	E CN0001001	Young Electric	29/11/2022	UnAssigned		11:29:19	Order the same part twice receive with different batch num	PR	Parts Requiremen
Hold     Pending	E CN0000996	Hope Works (Pty) Ltd					ForRentalContract	NDR	New Deal Rental
Complete	E CN0000991	Apple Juice Inc	24/10/2022			16:38:15	Contract Closure - CO0000054	ADM	Administration
O Al	Count: 37								

#### **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).



### Calls - My Calls

Ψ				Call Listi	ng - BPO: Versi	on 2.5.1.4 -	v2514 Example Company				- 8
Home Equipment / Location	ns Contract Fir	nance / HR Inventory	Maintenance / Proj	ects Manuf	facturing Pro	curement	Sales Service Reporting Utilities				- 8
dd Edit Refresh My Cals V	Save Layout	My Call     Assign     Start     Work	omplete Hold R	Pending Relea	sse Print	Reports					
Find O Filter											
	CalReference	CustomerName	CalDate	CallState	Technician	CallTime	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeD
	Y 10:	ADC.		A 🗖 C	1 <b>0</b> 1	( <b>D</b> )	4 <b>0</b> 4	* <b>0</b> ¢	( <b>D</b> )	( <b>D</b> )	* <b>0</b> ¢
Information		Hope Works (Pty) Ltd	12/12/2023	Awaiting Ac	. Belinda Sha	10:40:51	Copier service required.	SERV	Service		
Durban     O New	▶ ⊞ CN0001035	Hope Works (Pty) Ltd	12/12/2023	Awaiting Ac	. Bianca Du T	10:38:38	Paper keeps jamming.	REP	Repair		
<ul> <li>In Progress</li> </ul>		Hope Works (Pty) Ltd	12/12/2023	Awaiting Ac	. Bianca Du T	10:29:04	Full set of toners required	TON	Toner Required		
() Hold	CN0001033	Young Electric	05/12/2023	UnAssigned		15:42:01	Test Quote Add Attachment to email	NDS	New Deal Sale		
Pending	CN0001032						Test credit note on work order	MN	Manufacturing		
Complete	E CN0001024	Hope Works (Pty) Ltd	12/09/2023	UnAssigned		09:23:50	Contract for Expiry Test	NDR	New Deal Rental		
() Al	E CN0001023	Derton / Technologies	08/09/2023	UnAssigned		10:52:25	Open warranty daims have not been processed.	INSP	Inspection		
- 🖸 Pretoria	E CN0001022	Derton / Technologies	08/09/2023	UnAssigned		10:44:45	Meters attached with no readings captured	INST	Installation		
New New	E CN0001017	Derton / Technologies		UnAssigned		16:43:14	Call Exceptions - to correct but not flag.	INST	Installation		
<ul> <li>In Progress</li> </ul>	E CN0001015	Hope Works (Ptv) Ltd		Awaiting Ac.	. Bianca Du T	15:56:53	Test call sla functionality	SERV	Service		
() Hold	E CN0001014	Apple Juice Inc	22/08/2023	UnAssigned		11:30:52	Contract Closure - CO0000086	TR	Training		
Pending	E CN0001012	Panda Copiers	22/08/2023	UnAssigned		11:28:32	Contract Closure - CO0000041	DR	Select Call Type		
<ul> <li>Complete</li> </ul>	E CN0001011	Young Electric	22/08/2023	UnAssigned		11:28:26	Contract Closure - CO0000031	DR	Select Call Type		
_ All	E CN0001010	Dancing Shoes	22/08/2023	UnAssigned		11:28:18	Contract Closure - PC0000001	DR	Select Call Type		
- 🖸 Cape Town	E CN0001009	Young Electric	22/08/2023	UnAssigned		11:27:49	Contract Closure - CO000008	DR	Select Call Type		
O New	E CN0001008	Office Supplies Unlimited	22/08/2023	UnAssigned		11:27:30	Contract Closure - CO0000006	DR	Select Call Type		
<ul> <li>In Progress</li> <li>Hold</li> </ul>	CN0001007	Apple Juice Inc	25/07/2023	UnAssigned		10:18:33	Machine inspection required	INSP	Inspection		
Pending	E CN0001005	Hope Works (Ptv) Ltd	07/06/2023		. Bianca Du T			PR	Parts Requirement	SERV	Services
Complete	E CN0001005				. Underfied DU T		Machine repair required	SM		SERV	
O All		Hope Works (Pty) Ltd	07/06/2023	UnAssigned		10:14:52	Walls require repainting Test account balances	DB	Scheduled Maintenance	SERV	Services
- D Bloemfontein	⊞ CN0001003	Young Electric	13/12/2022	Awaiting Ac.		10:09:10			Select Call Type		
New		Samanthas Diner	12/12/2022		. Mary Thom	16:18:30	Test call for account balances manual.	DR	Select Call Type		
In Progress	E CN0001001	Young Electric	29/11/2022	UnAssigned		11:29:19	Order the same part twice receive with different batch num.		Parts Requirement		
() Hold	E CN0000996	Hope Works (Pty) Ltd		UnAssigned			ForRentalContract	NDR	New Deal Rental		
Pending		Apple Juice Inc	24/10/2022	_		16:38:15	Contract Closure - CC0000054	ADM	Administration		
Complete	E CN0000989	Derton / Technologies	13/06/2022	UnAssigned		09:00:00	Call for Monday elapse hours check	DR	Select Call Type		
All	Count: 34	9									

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