

# SERVICE

## **CALLS - REINSTATE A CALL**

**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.

There are multiple checks when closing a call to make sure that all outstanding processing is done before the call can be closed, but if additional processing is required on a closed call, the call can be reinstated. The underlying work order will also need to be <u>reinstated</u>.

### THE CALL LISTING SCREEN

Ribbon Select Service > Calls



• The *Call Listing* screen will be displayed.

1BPO2 v2.5.1.3 or higher



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	CalReference I	CustomerName	CalDate	CalState	Technician	CalTime	Description	CalType	CallTypeDesc	ErrorCode	ErrorCodeDesc	SeriaNo	CtrtLocationSubject	Prior
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mation	EE CN0001003	Young Bectric	13/12/2022	Awaiting Acceptance	Arin Milton	10:09:10	Test account balances	CR	Change Request			107		
Durban	E CN0001002	Samanthas Diner	12/12/2022	Awaiting Acceptance	Mary Thompson	16:18:30	Test call for account balances manual.	DR	Select Call Type			19-12/1202		
O New	E CN0001001	Young Bectric	29/11/2022	UnAssigned		11:29:19	Order the same part twice receive with different batch num	CR	Change Request			sin123		
In Progress	E CN0000996	Hope Works (Pty) Ltd	31/10/2022	UnAssigned		11:01:11	ForRentalContract	NDR	New Deal Rental				BPO2 TEST 1	
O Bandina	E CN0000992	Top Vehicle Hire	25/10/2022	Awaiting Acceptance	Daniel Balgowen	14:09:17	Loan machine for temporary high volume printing requirement	SERV	Service			TOP 1234OLD		
Complete	E CN0000991	Apple Juice Inc	24/10/2022	UnAssigned		16:38:15	Contract Closure - CO0000054	DR	Select Call Type					
O AI	E CN0000989	Derton / Technologies	13/06/2022	UnAssigned		09:00:00	Call for Monday elapse hours check	TEST	Testing			2020-2222		
Pretoria	E CN0000988	Young Electric	03/06/2022	UnAssigned		05:00:00	Call logged 5 days ago for time elapsed checks	CR	Change Request	CONF	Configuration	sin123		
New	E CN0000987	Young Electric	06/06/2022	UnAssigned		05:00:00	Call logged 4 days ago for elapse time checks	UPG	Upgrade			sin123		
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	EE 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		
O Al	E CN0000983	Hope Works (Pty) Ltd	09/06/2022	UnAssigned		05:08:31	Test elapsed time 2 - day prior	TEST	Testing			SIN32413546		
Cape Town	E CN0000982	Young Electric	10/06/2022	UnAssigned		06:00:35	Test elapsed hours 1	TEST	Testing			sin123		
O New	E CN0000976	Young Electric	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	18/11/2019	Awaiting 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	BathBinMaint - Bathroom Bin Maintenance	94	Scheduled Maintenance				Checkers Centre - Hilcrest	
Complete	EE CN0000970	Westwood Dynamic	22/11/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	
O AI	E CN0000969	Hope Works (Pty) Ltd	16/11/2019	UnAssigned		03:00:00	Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre	
tioenfontein	E CN0000968	Green Tea Supplies	16/11/2019	UnAssigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW1234		
O In Dramon	E CN0000967	Westwood Dynamic	15/11/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hildrest	
O 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		08:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	
Complete	E CN0000964	Hack PC - IT Shop	26/10/2019	UnAssigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			147807		
Q AI	E CN0000963	Westwood Dynamic	25/10/2019	UnAssigned		08:00:00	SathSinNaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	
	E CN0000962	Hope Works (Pty) Ltd	19/10/2019	UnAssigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			18-30200		
	E CN0000961	Hope Works (Pty) Ltd	18/10/2019	UnAssigned		03:00:00	Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre	
	EE CN0000960	Westwood Dynamic	18/10/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	
	E CN0000959	Westwood Dynamic	11/10/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hildrest	
	E CN0000958	Westwood Dynamic	04/10/2019	UnAssigned		08:00:00	SathBinMaint - Bathroom Bin Maintenance	\$14	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	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	
	E CN0000955	Hope Works (Pty) Ltd	18/09/2019	UnAssigned		08:00:00	Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre	
	E CN0000954	Green Tea Supplies	17/09/2019	UnAssigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW 1234		
	III currente i		13/20/2010				madministra madicial management	-						
	Count: 386													
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- The Calls are listed by *Site* and will display calls for the first Site listed.
- Click on the relevant *Site* for the calls you wish to view.

		Danasa (UD) - Danash				Call	Caning - DPO: Version 2.5.1.4 - Example Company							
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ation	EE CN0001003	Young Bectric	13/12/2022	Awaiting Acceptance	Arin Milton	10:09:10	Test account balances	CR	Change Request			107		
Durban	■ CN0001002	Samanthas Diner		Awaiting Acceptance	Mary Thompson	16:18:30	Test call for account balances manual.	DR.	Select Call Type			19-12/1202		
New Contraction	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		
O Held	E CN0000996	Hope Works (Pty) Ltd	31/10/2022	UnAssigned		11:01:11	ForRentalContract	NDR	New Deal Rental				BPO2 TEST 1	
Pendina	► E CN0000992	Top Vehicle Hire	25/10/2022	Awaiting Acceptance	Daniel Balgowen	14:09:17	Loan machine for temporary high volume printing requirement	SERV	Service			TOP 12340LD		
Complete	E CN0000991	Apple Juice Inc	24/10/2022	UnAssigned		16:38:15	Contract Closure - CO0000054	DR	Select Call Type					
D AI	E CN0000989	Derton / Technologies	13/06/2022	UnAssigned		09:00:00	Call for Monday elapse hours check	TEST	Testing			2020-2222		
Pretoria	E CN0000988	Young Electric	03/06/2022	UnAssigned		05:00:00	Call logged 5 days ago for time elapsed checks	CR	Change Request	CONF	Configuration	sin123		
New	E CN0000987	Young Electric	06/06/2022	UnAssigned		05:00:00	Call logged 4 days ago for elapse time checks	UPG	Upgrade			sin123		
In Progress	E CN0000985	Young Electric	07/06/2022	UnAssigned		05:00:00	Call logged 3 days ago for elapse time checks	DR.	Select Call Type			sin 123		
3 Hold	EE 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		05:03:31	Test elapsed time 2 - day prior	TEST	Testing			5IN32413546		
() AI	E CN0000982		10/06/2022			05:00:35	Test elapsed hours 1	TEST	Testing			sin123		
Cape Town	E CN0000975		19/11/2019	Awaiting Acceptance	Bianca Du Toit	11:24:39	Test with site manager email entered	ADM	Administration			107		
In Program	E CN0000974	Hope Works (Ptv) Ltd		Amating Acceptance	Bianca Du Toit	16:30:20	test another call email	ADM	Administration					
D Held	FI (N0000972	Hope Works (Ptv) Ltd	18/11/2019	Awaiting Acceptance	Bianca Du Toit	15:57:00	Test new call for email description in body	CR						
Pending	E CN0000971	Westwood Dynamic		UnAssigned		03:00:00	BathBinNaint - Bathroom Bin Maintenance	54	Scheduled Maintenance				Checkers Centre - Hilcrest	
Complete	FE (N0000920	Westwood Dynamic	22/11/2019	Unissimed		08-00-00	RathBinMaint - Rathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	
O AI	E CNOODDESS	Mona Works (Phy) Ltd	16/11/2019	Unterimed		02-00-00	Ter - Commercial Ter Tert	DAT	Installation				Excert Mile Centre	
tioemfontein	E (N0000968	Green Tea Survives	16/11/2019	Universid		08-00-00	2WS - 2 month service	94	Scherk derf Maintenanze			NFW1234		
New	ER CN0000067	Wartwood Dupamic	15/11/2019	Unterimed		02:00:00	DathGinMaint - Dathones Dis Maintenance	CM	Crited and Maintenance				Charlens Centre - Milmert	
In Progress	E chicosoor	Westward Departie	08/11/2010	Uniterimed		00.00.00	Relation of the Second Second Second	-	Falsad dad Maintenana				Checkers Centre Millerent	
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Complete	E 00000004	Maskaged Departie	20/10/2019	University inter		08-00-00	2PIG * 2 HOHOLOSO VICE RatheliseMaint Ratherane Re Maintenance	011					Charless Contra Milmort	
	10 CHOODIGS	Viesa Mada Photos	10/10/2019	University into		00.00.00	242 Development - Development of the lance	an	Colored and Maintenance			10.00000	CHECKER GETTER *THICKER	
	E 01000362	Hope Works (Pty) Ltd		Universigned		03:00:00	2PD - 2 Horioi service	219	Scheduled Maintenance			18-30200	Farmer Mile Cambra	
	E 00000901	Hope works (Proj Cos	10/10/2019			00.00.00	Control of the rest	0101	Pounduuri				Checking Costs (17)	
	(2) CN0000560	Westwood Dynamic	18/10/2019	Universidated		08:00:00	bathormant - bathroon bri mantenance	224	Scheduled Mansenance				Checkers Centre - Histrest	
	E 040000959	mestwood dynamic	11/10/2019	University red		08/20100	bautor mant - baut our on Maintenance	014	ou iou iou maintenance				checkers centre - Hildrest	
	E CN0000958	westwood Dynamic	04/10/2019	University of		00:00:00	Datrionwant - batroom on Maintenance	000	Scheduled Maintenance				Checkers Centre - Hildrest	
	B 040000957	westwood dynamic	27/09/2019	University of		00:00:00	bestormant - bastroom on Mantenance	014	surequeu maintenance				checkers centre - Hildrest	
	E CN0000956	westwood Dynamic	20/09/2019	Universigned		00:00:00	Bacharmant - Bachroom an Maintenance	200	Scheduled Maintenance				Uneovers Uehtre - Hildrest	
	EF EN0000055	moper Works (Pty) Ltd	18/09/2019	unksigned		03:00:00	Her - Loranercial Tier Test	101	installation				Forest Hits Centre	
	E CN0000954	Green rea Supplies	1//09/2019	Unassigned		00:00:00	2MS - 2 month service	514	Scheduled Maintenance			NEW 1234		
	Count: 25	6											Paral Paral College	
	Coontro oc													

#### **FIND CALL**

You can find any call, regardless of the site or status.



- 1. Click on the *Find* radio button.
- 2. Type in the *call number* you wish to locate in the *text box*.
- 3. Press *Enter*.

×							Call Listing - BPO: Version 2.5.1.4 - Example Con	ipany							
Home Equipment / Lo	ocations Contract	Finance / HR Invento	ry Maintenance	/ Projects	Hanufacturing	Procuremen	nt Sales Service Reporting Utilities								
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My Calls	ls 🔲 🧮 Workspa	ces 🕷 🚜 Assign 🔤	e Conciete Ho	id Pendina	Release P	int Report	5								
	🔏 Save Filb	er 👔 Start		is reary		-									
aintain 🖌 Statu	J Format														
Find O Filter	Drag a column heade														
-	CalReference	CustomerName	CalDate	CaliState	Technician	CalTime	Description	CaliType	CaliTypeDesc	BrrorCode	ErrorCodeDesc	SeriaNo	CtrtLocationSubject	Priority	ModeNo
	7 10:	(D)		-O:	-O:	4 <b>0</b> <	(D)	-O-	-O-	×D:	×0:	-O-	4 <b>0</b> 4		101
formation	E CN0001003	Young Bectric		UnAssigned		10:09:10	Test account balances	CR.	Change Request			107			3 SP204
Durban	CN0001002	Sementhes Diner	12/12/2022	UnAssigned		16:18:30	Test call for account balances manual.	DR	Select Call Type			19-12/1202			3 SP19-12
O New	E CN0001001	Young Electric	29/11/2022	UnAssigned		11:29:19	Order the same part twice receive with different batch run	CR.	Change Request			sin123			3 K147
In Progress	E CN0000996	Hope Works (Ptv) Ltd	31/10/2022	UnAssigned			ForRentalContract	NOR	New Deal Rental				BPO2 TEST 1		2
O Dender	E CN0000992	Top Vehicle Hire		UnAssigned			Loan machine for temporary high volume printing requirement	t SERV	Service			TOP 1234OLD			3 5P2020
Consiste	CN0000991     CN0000991	Apple Juice Inc	24/10/2022	UnAssigned		16:38:15	Contract Closure - CO0000054	DR	Select Cal Type						2
Õ AL	E CN0000989	Derton / Technologies		UnAssigned		09:00:00	Call for Monday elepse hours check	TEST	Testing						
Pretoria	E CN0000938	Young Electric		UnAssigned		06:00:00	Call logged 5 days ago for time elapsed checks	OR	Change Request	CONF	Configuration	sin123			3 K147
O New	E CN0000987	Young Electric	05/05/2022	UnAssigned		06:00:00	Call logged 4 days app for elapse time checks	UPG	Upprade			sin123			3 8147
In Progress	EI (N0000986	Young Electric	07/06/2022	Untessioned		06:00:00	Call logged 3 days and for elarge time checks	08	Select Cal Type			sin123			3 ×147
Hold	E CN0000035	Horse Winder (Stul) Ltd	10/06/2022	Unterimed		16:00:13	Test future call - for element time	LING	Upprade			20.08255			3 25122
Pending	E CN0000984	Hope Works (Ptv) Ltd	08/05/2022	UnAssigned		05:10:00	Test clansed hours - 2 days mine	TEST	Testion			AT5000000			3 AT500
O Complete	E CN00000913	Hone Works (2tv) Ltd		UnArrigned		05-08-31	Test element time 7 - day min	TEST	Testing			50/1741154			3 8147
_ O AI	E (100000000					06:00:35	Test alaread house 1	TECT	Testion			sio 122			2 4147
Cape Town	Chicosona Chicago Chic		10/11/2010	Accelling for	Barren Du T	11-26-20	Test with site measure and entered	4044	Administration			107			3 (0304
O New	E CN0020074														
In Progress	(D) (10000077)	Mana Washe (Ned) Ltd	10/11/2010	Accelling As	Disease Do T.	15-53-00	Test any off far and description is bad.	(T)	Channes Descent			005011015			3 (03030
O Pendina	E (1000972	Hope works (Pty) co	30/11/2019			13/37/00	PathEndbalat - Bathrase Re Maintenance	CA CM	Exheric Indiana and Animatica				Checkner Contro - Milcrost		
Conviete	8 0,000,000	Westwood Dynamic		Universigned		08300:00	DateDriviant - Dateroom Din Maintenance	591	Scheduled Maintenance				Checkers Centre - Hildrest		2
0 AL		Westwood Dynamic	22/11/2019			00,00,00	Based and the Rest of the Rest	DP1	Scheduled Hamenaride				Creaters Centre + Hild est		
Bioenfontein	(E) CN0000969	Hope Works (Pty) Ltd	30/11/2019	Unwasgned		08500000	THE - CONTRECANT HET TEST	1951	Installations				Porest riss Centre		
New New	E CN0000968	Green Tea Supplies	16/11/2019	Unassigned		08300.00	295 - 2 month service	SM	scheduled Maintenance			NEW 1234			2 5P302
In Progress	E CN0000967	Westwood Dynamic	15/11/2019	Unwasgred		08500000	bathonmant - bathroom on mantenance	5/91	scheduled Maintenance				Checkers Centre - Histrest		4
🕗 Hold	E CN0000966	Westwood Dynamic	08/11/2019	Unassigned		08300.00	sathbirmant - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Uneokers Centre - Hildrest		
Pending	EI CN0000965	Westwood Dynamic	01/11/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest		
Complete	E CN0000964	Hack PC - IT Shop	26/10/2019	UnAssigned		08:00:00	2HS - 2 month service	SM	Scheduled Maintenance			147807			2 SP202
O AI	E CN0000963	Westwood Dynamic	25/10/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest		2
	E CN0000962	Hope Works (Pty) Ltd	19/10/2019	UnAssigned		08:00:00	2HS - 2 month service	SM	Scheduled Maintenance			18-30200			
	E CN0000961	Hope Works (Pty) Ltd	38/10/2019	UnAssigned		00:00:00	Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre		2
	E CN0000960	Westwood Dynamic	18/10/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest		2
	CN0000939	Westwood Dynamic	11/10/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest		2
	E CN0000958	Westwood Dynamic	04/10/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest		2
		Westwood Dynamic	27/09/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hildrest		2
	E CN0000956	Westwood Dynamic	20/09/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest		2
		Hope Works (Pty) Ltd	18/09/2019	UnAssigned		08:00:00	Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre		2
	E CN0000954	Green Tea Supplies	17/09/2019	UnAssigned		08:00:00	2HS - 2 month service	SM	Scheduled Maintenance			NEW 1234			2 SP 5025
	The case of the second						PauloPaul databan Paulos and Pie Matabanana						Chardren Carbon 100ana		
	Count: 38	6													
												User :	Bianca 30/05/2023 Versi	on: 25.1.4	Example

4. The *row* containing the call number you have searched for, will be selected in the call list screen. (Search by call reference will now open the call maintain screen if the matched call is closed).

							Call Listing - BPD: Version 2.5.1.4 - Example	ampany							
Have Epigment/Lo	cations Contract	Finance / HR. Inventor	y Maintenance	/Projects	Nanufacturing.	Processes	t Sales Service Reporting Utilities								
Sat Andreak My Calls	C Seve Lays	ant d My Call	Complete No	i Tendra	1										
O Her															
ind here	Caliference	Customeritane	CalDete	Calificate	Technician	Calline	Description	Callype	Call'speDesc	BrorCade	BrorCadeDesc	Seraño	ChEscationGubject	Printly	-
~	· •	•	-	•	•	•	0	•	•	•	•	•	•	-	1
lan	EE CN0000824	Apple Juice Inc	31/07/2019	UnAssigned		14:48:59	Test new call July Apple Juice	CR	Change Request			2020-606060			3 5
lurban	CN0000820	Tourg Dectric		Understand		09-00-03	Test call for SLA Monitoring requirements	ADH	Advantation			#12245568			10.0
h h h m m	CN0000818	Office Supplies Unlevited		Understand		09.21.50	Test call for technician assigned to work order	ADH	Administration			19-90201			18.8
a mail	CN0000817	Derton / Technologies		Understand		36.24.07	test call for erroreous time log entry.	ACH	Advancebullion			2020-1111			
Pending	E CN0000807	Bothas Networking inc	05/01/2019	University		15:40:24	Internal services test for foreign currency customer	2407	Installation			2020-676767			3.9
Complete	E CN0000806	Apple Juice Inc	05/01/2019	UnAssigned		15-18-11	Test prioritized call types	24	Software			2020-4027			7
0.4	CN0000801	Derton / Technologies		UnAssigned		11:53:38	Call against a short term contract.	242	Inspection			1912-1020-0			3.9
hetoria	E (N0000800	Derton / Technologies	15/11/2018	Rejected by	Banca Du T.	10:53:13	Capter not working properly	NP	Impector			abc147t			3.9
) fees	E CN0000796	DolfLundgren	12/09/2018	UnAssigned		15:17:33	another test call for 0 steld	2407	Installation				GL00001 - DelFLundgren		
) In Progress	E CN0000795	Dell'Lundgren	12/09/2018	UnAssigned		15:08:42	test customer without site linked	242	Inspection				G2.00001 - DelFLundgren		3
a final data	CN0000792	Apple Juice Inc		Undersigned		10.32.01	CO778899	NDS	New Deal Sale				Klauf		181
Complete	CN0006777	Apple Juice Inc	18/07/2018	UnAssigned		14:31:49	Test logging a call without equipment or location	DOP	Inspection						3
0.4	CN0000776	Apple June Inc		Undersigned		14:10:39	Return all from short term contract \$703000024.	<b>B</b> .	Select Call Type						
Cape Town	CN0000775	Apple Juice Inc		Undersigned		14:30:59	Return all from short term contract STC0000024.	10 C	Select Call Type						e .
) teu	CN0000774	Apple Juice Inc		Undersigned		3430.54	Return all from short term contract \$703000024.	14 C	Select Call Type						
D In Progress	E CN0000757	ABC SHoe Ca	18/04/2018	Availing Ac.	Abgal Mine	15:55:50	new call to test serial number check	242	Impection			2020-4029			
D Held	E CN0000756	Panda Capiers	18/04/2018	UnAssigned		15:54:30	test new call serial number check	149	Inspection	80	Bror Cade				
Pending	E CN0000751	Office Supplies Unlimited	25/05/2018	UnAssigned		09:53.26	Create a call to test the meter reading firth	2409	Inspection			2020-00204			3.9
Complete	CN0000750	Bg Bargains	25/05/2018	UnAssigned		140441	heat	NDS	New Deal Sale						12
2.4	CN0000749	Bearing and Shoe	25/05/2018	UnAssigned		1400.31	test	NDS	New Deal Sale						12
a line	CN0000748	Bettes Summer Shop at L.	25/05/2018	UnAssigned		13.54.08	heat	NDS	New Deal Sale						12
h frames	CN0000747	Head Office	25/05/2018	UnAssigned		13:50:31	1234	NDS	New Deal Sale						12
a mid	CN0000745	Apple Juice Inc	25/05/2018	UnAssigned		13:42:34	heat	NDS	New Deal Sale						
Pending	E CN0000744	Bg Barpairs	04/05/2018	UnAssigned		13:27:09	1557788	NDR	New Deal Rental						2
Complete	E CN0000743	Bg Bargans	04/05/2018	UnAssigned		13-20-32	test	NDR	New Deal Rental						2
0.4	E CH0000740	Derton / Technologies	04/05/2018	Availing Ac.	Belinda Sha	08-00-00	11008 - Mono 1000, Colour 1000 - Call per WO	94	Scheduled Haintenance			2120-1120-4			2.5
	E CN0000739	Westwood Dynamic	04(05/2018	Availing Ac.	Belinda Sha	08-00-00	BathderMant - Bathroon Bri Hantenance	94	Scheduled Haintenance				Checkers Centre - Hillcrest		
	E CH0000737	Heck PC - IT Shop	27/04/2018	Availing Ac.	Banca Du T.	08-00-00	2HS - 2 month service	94	Scheduled Haintenance			147807			2.5
	E CN0000736	Westwood Dynamic	27/04/2018	Availing Ac.	Belinda Sha	08-00-00	BathderMant - Bathroon Bri Hantenance	94	Scheduled Haintenance				Checkers Centre - Hillcrest		2
	E CN0000734	Westwood Dynamic	. 20,04(2018	Availing Ac.	Belinda Sha	08-00-00	BaltderMant - Baltroon Br. Hantenance	94	Scheduled Haintenance				Checkers Centre - Hillcrest		2
	E CN0000732	Westwood Dynamic	13/04/2018	Availing Ac.	Belinda Sha	08-00-00	BathderMant - Bathroon Bri Hantenance	94	Scheduled Haintenance				Checkers Centre - Hillcrest		2
	E CN0000730	Westwood Dynamic		Availing Ac.	Belinda Sha	08-00-00	BahdeMant - Bahroon Bri Hantenance	94	Scheduled Maintenance				Checkers Centre - Hillcrest		2
	E CN0000729	Westwood Dynamic		Availing Ac.	Beinda Dra	08-00-00	BathderMant - Bathroon Bri Mantenance	94	Scheduled Haintenance				Checkers Centre - Hillcrest		2
	B CH0000728	Westwood Dynamic	23/03/2018	Availing Ac.	Belinda Sha	08-00-00	BaltderHant - Baltroon Bn Hantenance	94	Scheduled Haintenance				Checkers Centre - Hillcrest		2
	E CN0000726	Green Tea Supples	19/03/2018	Availing Ac.	Banca Du T.	08-00-00	2HS - 2 month service	94	Scheduled Haintenance			NEW 1224			2.9
	and the second second	made and the second	17.001.000.00	A	Autority Phys		Rode Rode and Rode an	-	The Lie Physics of the				Reden Preks I Barek		
	Caurie 384														



• The *Call Maintain* screen will open when searching for call by reference.

3 v			Call maintenance : Ca	ll ref CN0001038 - <b>BPO: Vers</b> i	on 2.5.1.4 - v2514 Example Comp	any	- 8 x
Home Environ	ent / locations Cont	vart Enance / HD Inventory Ma	laintenance / Projecte Mar	vifacturing Drog rement S	ales Service Departing II	Itétiae	_ 8 X
Save Back Close C	Complete Assign Hold	Pending Release Reinstate	Layout Workspaces	nt Note	ana permu naparang a		-
Unio a	1		- Relates To !			Customer Tele	- 1
Enter text to search 0	Customer	Titan Group P … + *	ReferenceType	ReferenceNo		Customer Info	
	Contract	Jackie Sutherland O *	Serial No	CUSMACH001_TIA001		Costoner prio :	
Functions	contact	Jacke Subletiand 200	Prior Call Reference	2		Customer Code	TIA001
	Contact No.	031 852 9632	Call Request Refer	ence		Tel No	106 258 7589
Work Orders 1	Address	658 Dime Road 🔎 … 🗠	Contract No			Account Code	
		Southeang	Project Reference			Statur	
			Quote Reference			30003	***
Work In Progress	Call Type	Inspection 👻 *	Invoice Reference			VAT No	123258741369
	Error Code	Services •	Order Reference			Hold Reason	-
	Description	Test call for call don remanual in					
Notes	Description	call admin screen.					-
						- Credit Status :	
						Credit Limit	100000 30 Days:
Arcigomente	Call Date Time	12/01/2024 • 13:10:45 -				Outside of Limits	2,740.85
Assignments	Priority	3 🗘 *	Closure Details :			Total Outstanding	12,368.60
	SLA		Act	ion WO0002952 work done as rei	uired 🔺	Customer Notes -	
	Data Demuired	1201/0024				Notes	
Hold History	Date Required	12/01/2024				A 10:	
	Order No				*		
	Logged By	Bianca	Closure Date Ti	me 12/01/2024 • 13:24:	07 🔹		
Pending History	Status	C - Closed	Closed	By Bianca			
	Optional No.						
On Site Info 1 For Contract						۲	
Meters							
Open Windows *						User : Bianca 12/01/202	9 Version: 2.5.1.4 v2514 Example Company

### **REINSTATE THE CALL**

• Click on the *Reinstate* button.

		(	Call maintenance : Call ref	CN0001038 - BPO: Version 2.5.1.4 - v2514 Example Company		C	_ 8 ×
Home Equipm		stract Finance / HR. Inventory Mainten	ance / Projects Manufactur	ing Procurement Sales Service Reporting Utilities			_ & ×
Save Back Close C	Complete Assign Hol	d Pending Release Reinstate Save Layou	t Workspaces	General State Stat			
							$\diamond$
Links #			Relates To :		Customer Info		* 5
Enter text to search P	Customer	Titan Group	ReferenceType	ReferenceNo	Customer Info :		lupin
Functions	Contact	Jackie Sutherland , P *	Prior Call Reference	C0244CH001_114001	Customer Code		ent
	Contact No.		Call Request Reference		Tel No	106 258 7589	Info
Work Orders 1	Address	658 Dime Road 🔎 …	Contract No		Account Code		
			Project Reference		Chabus		ustor
			Quote Reference		Status	A -	100
Work In Progress	Call Type	Inspection •	Invoice Reference		VAT No		i i i i i i i i i i i i i i i i i i i
	Error Code	Services *	Order Reference		Hold Reason		1 E
Notes	Description	Test call for call dosure manual in a screen.					*
					Credit Status :		
	Coll Data Time	12010024 - 1210145 *			Credit Limit	100000 30 Days:	<ul> <li>A</li> <li>Defin</li> </ul>
Assignments	Can Date Time	12/01/2024 + 13:10:45 +			Outside of Limits	2,740.85	2
	Priority	3 🗘 *	Closure Details :		Total Outstanding	12,368.60	<b>_</b>
	SLA		Action W	00002952 work done as required A	Customer Notes :		
Hold History	Date Required	12/01/2024 *			Notes		
	Order No			w	V N.		
	Logged By		Closure Date Time 12	/01/2024 👻 13:24:07 🌲			
	Status		Closed By Bia	nca			
	Optional No						
On Site Info 1							
For Contract							
Meters							
Open Windows *				U	ser : Bianca 12/01/202	24 Version : 2.5.1.4 v2514 Ex	ample Company



- A message box will come up, asking:
  - The call, no. *[call ref no]*, For customer *[customer name]* is currently closed. Are you sure you want to reinstate the call?

ф v			Call maintenance : Call ref CN0001038 - BPO: Version 2.5.1.4 - v2514 Example Company	- Ø X
Home Equipment	t / Locations Con	tract Finance / HR Inventory Mair	enance / Projects Manufacturing Procurement Sales Service Reporting Utilities	- 8 ×
	1 2 6	k 🛤 🏲 🇀 🖪		
Save Back Close Com		d Pending Release Reinstate Save La	ut Workspaces Print Note	
Maintain			remat Drink Info	A
Links a			rRelates To :	Customer Info
Enter text to search P	Customer	Titan Group 🔎 … 🕂 *	ReferenceType ReferenceNo	Customer Info :
Functions	Contact	Jackie Sutherland 🔎 … *	Serial No     CUSMACH001_TIA001     Drive Call Reference	Customer Code TTA001
Functions	Contact No.		Call Request Reference	Tel No. 106 258 7589
Work Orders 1	Address	658 Dime Road 🔎 …	Contract No	Account Code
			Project Reference	Status A .
			Quote Reference	VAT No. 122202241260
Work In Progress	Call Type	Inspection •	Invoice Reference	Unit No 123230712307
	Error Code	Services *		
Notes	Description	Test call for call dosure manual in A * call admin screen.	Input Validation ×	
				Credit Status :
	Call Date Time	12/01/2024 * 13:10:45 *	The call, no. CN0001038, for customer " is currently closed.	Credit Limit 100000 30 Days:
Assignments	Delevite		Are you sure you want to reinstate the call?	Outside of Limits 2,740.85
	Priority	3 <b>.</b>	Closure D	Total Outstanding 12,368.60
	SLA		Yes No	Customer Notes :
Hold History	Date Required	12/01/2024 *		
	Order No		<b>v</b>	
Rendon History	Logged By		Closure Date Time 12/01/2024 T13:24:07	
	Status		Closed By Bianca	
	Optional No			
On Site Info 1				
For Contract				
				4 P
Meters				
Open Windows 🕶				User : Bianca 12/01/2024 Version : 2.5.1.4 v2514 Example Company

- The *Call Maintain* screen will remain open so that you can perform the relevant processing.
- The Call status is set to *New*.
- Remember to close the call after you have completed the outstanding processing.



#### Calls - Reinstate a Call

<b>\$</b> *			Call m	naintenance : Call I	ref CN0001038 - BPO:	/ersion 2.5.1.4 - v2514 Example Company			- 8 x
Home Equipm	ent / Locations Cont	tract Finance / HR Inventory	Maintenance /	/Projects Manufi	facturing Procurement	Sales Service Reporting Utilities			_ & ×
	oe .i	1 🛤 🖿 📥	-55						
	V 🛸 📲		ESS						
Save Back Close C	omplete Assign Hold	Pending Release Reinstate	ave Layout Wo	orkspaces Print	Note				
Maintain 🔒	Proce	ess	Format	Print	Info J				
Links #			_ Rela	ates To :				Customer Info	÷ m
Enter text to search P	Customer	Titan Group ,P ···· +	• R	ReferenceType	ReferenceNo			Customer Info :	2
	Contact	Jackie Sutherland , P	• • s	Serial No	CUSMACH001_TIA	101		Customer Cata Incom	
Functions	Contact No.	021 952 0522	P	Prior Call Reference				Customer Code TIA001	C Inf
	Contact No.	031 632 9032		Contract No.	ce			Tel No 106 258 7589	°
Work Orders 1	Address	558 Dime Road , P ····		Location				Account Code	8
			P	Project Reference				Status A -	tom
			Q	Quote Reference				VAT No. 122202241260	a 1
Work In Progress	Call Type	Inspection •	• II	Invoice Reference				VAT NO 123230741309	6
	Error Code	Services •		Urder Reference				Hold Reason	<u>^</u>
	Description	Test call for call dosure manual in	•						8
Notes		call admin screen.							* 5
								Credit Status :	ă,
	Call Date Time	12/01/2024 • 13:10:45						Credit Limit 100000 3.	Days:
Assignments								Outside of Limits 2,740.85	X
	Priority	3.	Prio	or Calls :				Total Outstanding 12,368.60	<b></b>
	SLA			CalReference C	CalDate CalTime	Description	CalType	Customer Notes :	
Hold History	Date Required	12/01/2024 *		10001038	12/01/2024 13:10:45	rest call for call dosure manual in call adminiscreer	1. INSP	Notes	
	Order No.		1					A 40:	
	order no	B							
Pending History	Logged by	Bianca							
	Status	N - New							
	Optional No								
On Site Info 1									
For Contract									
T OF CONSIGN									
								4	•
Materra									
Onen Windows *							16	er · Rianca 12/01/2024 Version · 2.5.1.4	v2514 Evample Company
open millions .							0	Version 1 200 12024 Version 1 2:0: 1:4	Table Company

#### **Related Topics**

• Calls - Close a Call

MNU.122.051