

## SERVICE

### CALL ADMINISTRATION - START WORK OR END WORK

The Call Administration screen is part of the Extended Call Centre - Version Compatibility<sup>1</sup>

You can begin the **Start Work** process from the Call Listing screen in BPO. From here you can **Start** and **End** work on the Calls you are working on.

You or the Call Centre, can start work on behalf of a **Technician**, but the Technician will need to end work for themselves.

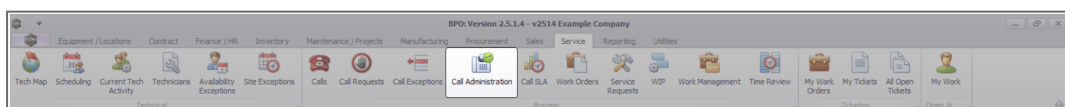
A Call must be in the New status to enable **Start Work**. It will then move to the **In Progress** status where you can continue the process until End Work.



If a technician is using **Tech Connect**, then he can **Start Work** on the Call from his device.

### THE CALL ADMINISTRATION SCREEN

**Ribbon** Select **Service > Call Administration**



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

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

Call Administration - 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 Call Assign Close Complete Hold Pending Release Reworkable Print Reports

State Work Process

Links: Enter text to search...

Functions: Work Orders 1, Work In Progress, Notes, Assignments 2, Hold History, Pending History, On Site Info, For Contract

CallReference	CustomerName	CalDate	CalState	Technician	CallTime	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc	Serial
CH0000040	Westwood Dynamic	40 21/07/2014	Awaiting Ac.	Belinda Sha	13:26:10	Service machine 5/No: 1912-102036	SERV	Service			19
CH0000042	Samanthas Diner	42 21/07/2014	Awaiting Ac.	Belinda Sha	13:59:38	Machine repair needed	REP	Repair			19
CH0000044	Office Supplies Unlimited	44 28/07/2014	Awaiting Ac.	Belinda Sha	11:34:37	1 black toner for collection	TON	Toner Required			19
CH0000047	Titan Group	47 31/07/2014	Awaiting Ac.	George Jam	14:13:49	Service required	SERV	Service			19
CH0000051	Westwood Dynamic	51 05/08/2014	Awaiting Ac.	Belinda Sha	13:00:23	Toner for delivery	TON	Toner Required			14
CH0000055	Titan Group	57 07/08/2014	Awaiting Ac.	Belinda Sha	12:14:38	Toner required	TON	Toner Required			20
CH0000056	Young Electric	58 07/08/2014	Awaiting Ac.	Belinda Sha	14:14:11	Contract Closure - CO0000021	DR	Select Call Type			
CH0000057	Westwood Dynamic	59 08/08/2014	Awaiting Ac.	Belinda Sha	11:39:50	Deliver full set of toners	TON	Toner Required			19
CH0000058	Samanthas Diner	60 08/08/2014	Awaiting Ac.	Wesley Har	11:52:16	New machine	NDS	New Deal Sale			
CH0000060	Westwood Dynamic	62 08/08/2014	Awaiting Ac.	Wesley Har	13:12:15	Machine Rental Deal	NDR	New Deal Rental			
CH0000063	Young Electric	65 20/08/2014	Awaiting Ac.	Wesley Har	12:26:58	Machine service required	SERV	Service			53
CH0000067	Danny Storm IT Cafe	69 23/09/2014	Awaiting Ac.	Daniel Balgo	11:23:30	Test BPO fir tran	NDS	New Deal Sale			
CH0000069	Danny Storm IT Cafe	71 23/09/2014	Awaiting Ac.	Daniel Balgo	13:16:20	Toner for delivery	TON	Toner Required			19
CH0000070	Derton / Technologies	72 23/09/2014	Awaiting Ac.	Daniel Balgo	13:45:10	Service machine	SERV	Service			19
CH0000072	Derton / Technologies	74 25/09/2014	Awaiting Ac.	Karlen Jessi	11:04:32	Machine service required	SERV	Service			ab
CH0000073	Derton / Technologies	75 25/09/2014	Awaiting Ac.	Karlen Jessi	11:41:18	test	NDS	New Deal Sale			
CH0000075	Derton / Technologies	77 26/09/2014	Awaiting Ac.	Karlen Jessi	12:07:35	Service and toner required	SERV	Service			19
CH0000084	Titan Group	86 11/11/2014	Awaiting Ac.	George Jam	16:17:59	Nagenta toner required	TON	Toner Required			19
CH0000085	Panda Copiers	87 11/11/2014	Awaiting Ac.	George Jam	16:21:59	CO789	NDS	New Deal Sale			
CH0000094	Westwood Dynamic	96 08/01/2015	Awaiting Ac.	George Jam	15:07:45	staple unit for rental on current contract	NDR	New Deal Rental			
CH0000099	Bothes Networking inc	13/01/2015	Unassigned		16:40:32	test first work order	SERV	Service			
CH0000109	Titan Group	26/02/2015	Awaiting Ac.	Carolina Su	09:52:00	Test machine	REP	Repair			19
CH0000125	Derton / Technologies	06/03/2015	Awaiting Ac.	Carolina Su	09:37:02	test	REP	Repair			19
CH0000127	Derton / Technologies	06/03/2015	Awaiting Ac.	Carolina Su	10:09:53	test	SERV	Service			19
CH0000135	Mary Contrary	27/05/2015	Awaiting Ac.	Carolina Su	08:45:05	New customer contact call	DR	Select Call Type			

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- Click on the row selector of the call you would like to work with.

Call Administration - 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 Call Assign Close Complete Hold Pending Release Reworkable Print Reports

State Work Process

Links: Enter text to search...

Functions: Work Orders 2, Work In Progress, Notes, Assignments 1, Hold History, Pending History, On Site Info, For Contract

CallReference	CustomerName	CalDate	CalState	Technician	CallTime	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc	Serial
CH0000040	Westwood Dynamic	40 21/07/2014	Awaiting Ac.	Belinda Sha	13:26:10	Service machine 5/No: 1912-102036	SERV	Service			19
CH0000042	Samanthas Diner	42 21/07/2014	Awaiting Ac.	Belinda Sha	13:59:38	Machine repair needed	REP	Repair			19
CH0000044	Office Supplies Unlimited	44 28/07/2014	Awaiting Ac.	Belinda Sha	11:34:37	1 black toner for collection	TON	Toner Required			19
CH0000047	Titan Group	47 31/07/2014	Awaiting Ac.	George Jam	14:13:49	Service required	SERV	Service			19
CH0000051	Westwood Dynamic	51 05/08/2014	Awaiting Ac.	Belinda Sha	13:00:23	Toner for delivery	TON	Toner Required			14
CH0000055	Titan Group	57 07/08/2014	Awaiting Ac.	Belinda Sha	12:14:38	Toner required	TON	Toner Required			20
CH0000056	Young Electric	58 07/08/2014	Awaiting Ac.	Belinda Sha	14:14:11	Contract Closure - CO0000021	DR	Select Call Type			
CH0000057	Westwood Dynamic	59 08/08/2014	Awaiting Ac.	Belinda Sha	11:39:50	Deliver full set of toners	TON	Toner Required			19
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CH0000060	Westwood Dynamic	62 08/08/2014	Awaiting Ac.	Wesley Har	13:12:15	Machine Rental Deal	NDR	New Deal Rental			
CH0000063	Young Electric	65 20/08/2014	Awaiting Ac.	Wesley Har	12:26:58	Machine service required	SERV	Service			53
CH0000067	Danny Storm IT Cafe	69 23/09/2014	Awaiting Ac.	Daniel Balgo	11:23:30	Test BPO fir tran	NDS	New Deal Sale			
CH0000069	Danny Storm IT Cafe	71 23/09/2014	Awaiting Ac.	Daniel Balgo	13:16:20	Toner for delivery	TON	Toner Required			19
CH0000070	Derton / Technologies	72 23/09/2014	Awaiting Ac.	Daniel Balgo	13:45:10	Service machine	SERV	Service			19
CH0000072	Derton / Technologies	74 25/09/2014	Awaiting Ac.	Karlen Jessi	11:04:32	Machine service required	SERV	Service			ab
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CH0000075	Derton / Technologies	77 26/09/2014	Awaiting Ac.	Karlen Jessi	12:07:35	Service and toner required	SERV	Service			19
CH0000084	Titan Group	86 11/11/2014	Awaiting Ac.	George Jam	16:17:59	Nagenta toner required	TON	Toner Required			19
CH0000085	Panda Copiers	87 11/11/2014	Awaiting Ac.	George Jam	16:21:59	CO789	NDS	New Deal Sale			
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CH0000099	Bothes Networking inc	13/01/2015	Unassigned		16:40:32	test first work order	SERV	Service			
CH0000109	Titan Group	26/02/2015	Awaiting Ac.	Carolina Su	09:52:00	Test machine	REP	Repair			19
CH0000125	Derton / Technologies	06/03/2015	Awaiting Ac.	Carolina Su	09:37:02	test	REP	Repair			19
CH0000127	Derton / Technologies	06/03/2015	Awaiting Ac.	Carolina Su	10:09:53	test	SERV	Service			19
CH0000135	Mary Contrary	27/05/2015	Awaiting Ac.	Carolina Su	08:45:05	New customer contact call	DR	Select Call Type			

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## START WORK

- Click on the **Start** button.

Call Administration - 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 Call Assign Workspaces Save Filter Start Close Complete Hold Pending Release Reworkable Print Reports

State Work Process

Enter text to search...

Functions

- Work Orders 1
- Work In Progress
- Notes
- Assignments 1
- Hold History
- Pending History
- On Site Info
- For Contract

CallReference	CustomerName	CalDate	CalState	Technician	CallTime	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc	Serial
CH0000069	Danny Storm IT Cafe	71 23/09/2014	Awaiting Ac.	Daniel Balgo	13:16:20	Toner for delivery	TON	Toner Required			19
CH0000070	Derton / Technologies	72 23/09/2014	Awaiting Ac.	Daniel Balgo	13:45:10	Service machine	SERV	Service			19
CH0000072	Derton / Technologies	74 25/09/2014	Awaiting Ac.	Karlen Jess	11:04:32	Machine service required	SERV	Service			46
CH0000075	Derton / Technologies	77 26/09/2014	Awaiting Ac.	Karlen Jess	12:07:35	Service and toner required	SERV	Service			19
CH0000084	Titan Group	86 11/11/2014	Awaiting Ac.	George Jan	16:17:59	Magenta toner required	TON	Toner Required			19
CH0000099	Bohbas Networking Inc	13/01/2015	Unassigned		16:40:32	test first work order	SERV	Service			19
CH0000109	Titan Group	26/02/2015	Awaiting Ac.	Carolina Su	09:52:00	Test machine	REP	Repair			19
CH0000125	Derton / Technologies	06/03/2015	Awaiting Ac.	Carolina Su	09:37:02	test	REP	Repair			19
CH0000127	Derton / Technologies	06/03/2015	Awaiting Ac.	Carolina Su	10:09:53	test	SERV	Service			19
CH0000135	Mary Contrary	27/05/2015	Awaiting Ac.	Carolina Su	08:45:05	New customer contact call	DR	Select Call Type			19
CH0000194	Hack PC - IT Shop	22/10/2015	Awaiting Ac.	Karlen Jess	13:56:55	Contract Closure - CO0000028	DR	Select Call Type			19
CH0000196	Green Tea Supplies	23/10/2015	Awaiting Ac.	Belinda Sha	09:10:06	Contract Closure - CO0000030	DR	Select Call Type			19
CH0000198	Just In Time	29/10/2015	Unassigned		13:34:41	test	INST	Installation			19
CH0000199	Doff Primary	29/10/2015	Awaiting Ac.	Belinda Sha	14:26:35	2	NDS	New Deal Sale			19
CH0000209	Young Electric	13/11/2015	Awaiting Ac.	Wesley Har	14:09:39	reject call test	NDS	New Deal Sale			98
CH0000215	Green Tea Supplies	17/11/2015	Awaiting Ac.	Belinda Sha	08:42:00	test	IT	IT Requirement			19
CH0000217	Derton / Technologies	17/11/2015	Awaiting Ac.	Belinda Sha	10:55:04	Contract Closure - CO0000005	DR	Select Call Type			19
CH0000220	Young Electric	17/11/2015	Awaiting Ac.	Belinda Sha	17:00:07	Check up _jooePRCHOpenPOItemTest	REP	Repair			98
CH0000229	North West Branch	15/01/2016	Awaiting Ac.	Belinda Sha	12:10:05	test new call from web connect	IT	IT Requirement			26
CH0000292	Bohbas Networking Inc	24/03/2016	Rejected by	Belinda Sha	13:32:32	test returned customer connect	NDR	New Deal Rental			98
CH0000300	Dancing Shoes	29/03/2016	Ended Work	Belinda Sha	16:28:15	test	DR	Select Call Type			19
CH0000304	Tinas Coffee Shop	12/04/2016	Awaiting Ac.	Belinda Sha	16:51:44	Return all from short term contract STC0000012	DR	Select Call Type			19
CH0000305	Tinas Coffee Shop	12/04/2016	Rejected by	Belinda Sha	16:51:45	Return all from short term contract STC0000012	DR	Select Call Type			19
CH0000324	Westwood Dynamic	08/06/2016	Awaiting Ac.	Belinda Sha	09:12:31	Machine keeps switching on and off	REP	Repair			19

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For a detailed handling of this topic refer to Calls - Start Work

## END WORK

- Click on the **Start** button.

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CH0000125	Derton / Technologies	06/03/2015	Awaiting Ac.	Carolina Su	09:37:02	test	REP	Repair			19
CH0000127	Derton / Technologies	06/03/2015	Awaiting Ac.	Carolina Su	10:09:53	test	SERV	Service			19
CH0000135	Mary Contrary	27/05/2015	Awaiting Ac.	Carolina Su	08:45:05	New customer contact call	DR	Select Call Type			19
CH0000194	Hack PC - IT Shop	22/10/2015	Awaiting Ac.	Karlen Jess	13:56:55	Contract Closure - CO0000028	DR	Select Call Type			19
CH0000196	Green Tea Supplies	23/10/2015	Awaiting Ac.	Belinda Sha	09:10:06	Contract Closure - CO0000030	DR	Select Call Type			19
CH0000198	Just In Time	29/10/2015	Unassigned		13:34:41	test	INST	Installation			19
CH0000199	Doff Primary	29/10/2015	Awaiting Ac.	Belinda Sha	14:26:35	2	NDS	New Deal Sale			19
CH0000209	Young Electric	13/11/2015	Awaiting Ac.	Wesley Har	14:09:39	reject call test	NDS	New Deal Sale			98
CH0000215	Green Tea Supplies	17/11/2015	Awaiting Ac.	Belinda Sha	08:42:00	test	IT	IT Requirement			19
CH0000217	Derton / Technologies	17/11/2015	Awaiting Ac.	Belinda Sha	10:55:04	Contract Closure - CO0000005	DR	Select Call Type			19
CH0000220	Young Electric	17/11/2015	Awaiting Ac.	Belinda Sha	17:00:07	Check up _jooePRCHOpenPOItemTest	REP	Repair			98
CH0000229	North West Branch	15/01/2016	Awaiting Ac.	Belinda Sha	12:10:05	test new call from web connect	IT	IT Requirement			26
CH0000292	Bohbas Networking Inc	24/03/2016	Rejected by	Belinda Sha	13:32:32	test returned customer connect	NDR	New Deal Rental			98
CH0000300	Dancing Shoes	29/03/2016	Ended Work	Belinda Sha	16:28:15	test	DR	Select Call Type			19
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CH0000305	Tinas Coffee Shop	12/04/2016	Rejected by	Belinda Sha	16:51:45	Return all from short term contract STC0000012	DR	Select Call Type			19
CH0000324	Westwood Dynamic	08/06/2016	Awaiting Ac.	Belinda Sha	09:12:31	Machine keeps switching on and off	REP	Repair			19

Count: 349

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For a detailed handling of this topic refer to Calls - Start Work

### Related Topics

- [Service - Introduction to Call Administration](#)
- [Call Administration - Edit a Call](#)
- [Call Administration - My Calls](#)
- [Call Administration - Assign a Call](#)
- [Call Administration - Start or End Work](#)
- [Call Administration - Close a Call](#)
- [Call Administration - Complete a Call](#)
- [Call Administration - Hold a Call](#)
- [Call Administration - Pend a Call](#)
- [Call Administration - Release a Call](#)
- [Call Administration - Reinstate a Call](#)

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