

SERVICE

CALL ADMINISTRATION - COMPLETE A CALL

The Call Administration screen is part of the Extended Call Centre - Version Compatibility¹

Once a technician has completed the work required, the call can be **Completed**.

The Call Centre can manually place a call in the **Complete** status.

Using **Tech Connect**, the technician will select **End Work** on his device, and then *Resolution Action* as **Resolved (Client)**. The call will move to the **Complete** status.

Updates, invoicing, etc., can still be logged against a call in the Completed Status. The call can be <u>closed</u> once all the admin related to the call has been completed.

THE CALL ADMINISTRATION SCREEN

Ribbon Select Service > Call Administration



• The *Call Administration* screen will be displayed.

1BPO2 v2.5.1.3 or higher.



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El 00000199 Titler Grave - 250/2015 Awaiting Ac. Carolina Su 09:3200 Test machine REP Repair El 00000112 Detron / Technologies - 060/2015 Awaiting Ac Carolina Su 09:3200 test REP Repair For Contract El 00000115 Detron / Technologies - 060/2015 Awaiting Ac Carolina Su 010:3702 test REP Repair For Contract El 00000125 Detron / Technologies - 060/00155 Awaiting Ac Carolina Su 010:3702 test SERV Service El 00000125 Marting Ac Carolina Su				Service	SERV		test first work order	16:40:32		5 UnAssigned	13/01/2015	thas Networking inc	CN0000099 Bo		o Site Info
Eff Contract B O10000127 Detron / Technologies				Repair	REP		Test machine	09:52:00	Carolina Su	5 Awaiting Ac	26/02/2015	an Group	CN0000109 TH		
El CH0000135 Mary Contrary _ 27/05/2015 Aveiling Ac., Carolina Su., 00:45:05 New customer contact call DR Select Call Type				Repair	REP		test	09:37:02	Carolina Su	5 Awaiting Ac	06/03/2015	rton / Technologies	CN0000125 De		
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				Select Call Type	DR		New customer contact call	08:45:05	Carolina Su	5 Awaiting Ac	27/05/2015	ry Contrary	CN0000135 Ma		
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• Click on the row selector of the call you would like to work with.

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	E CN0000040	Westwood Dynamic	40 21/07/2014	Awaiting Ac	Belinda Sha	13:26:10	Service machine S/N: 1912-102036	SERV	Service			
	E CN0000042	Samanthas Diner	42 21/07/2014				Machine repair needed	REP	Repair			
	E CN0000044	Office Supplies Unlimited	44 28/07/2014	Awaiting Ac	Belinda Sha	11:34:37	1 black toner for collection	TON	Toner Required			
	► ± CN0000047	Titan Group	47 31/07/2014		George Jam.	_	Service required	SERV	Service			
Work In Progress	E CN0000051	Westwood Dynamic	51 05/08/2014	Awaiting Ac	Belinda Sha	13:00:23	Toner for delivery	TON	Toner Required			
		Titan Group	57 07/08/2014	Awaiting Ac	Belinda Sha	12:14:38	Toner required	TON	Toner Required			
	E CN0000056	Young Electric	58 07/08/2014	Awaiting Ac	Belinda Sha	14:14:11	Contract Closure - CO0000021	DR	Select Call Type			
Notes		Westwood Dynamic	59 08/08/2014	Awaiting Ac	Belinda Sha	11:39:50	Deliver full set of toners	TON	Toner Required			
		Samanthas Diner	60 08/08/2014	Awaiting Ac	Wesley Har	11:52:16	New machine	NDS	New Deal Sale			
		Westwood Dynamic	62 08/08/2014	Awaiting Ac	Wesley Har	13:12:15	Machine Rental Deal	NDR	New Deal Rental			
	E CN0000063	Young Electric	65 20/08/2014	Awaiting Ac	Wesley Har	12:26:58	Machine service required	SERV	Service			
Assignments 1		Danny Storm IT Cafe	69 23/09/2014	Awaiting Ac	Daniel Balgo.	11:23:30	Test BPO fin tran	NDS	New Deal Sale			
	E CN0000069	Danny Storm IT Cafe	71 23/09/2014	Awaiting Ac	Daniel Balgo.	. 13:16:20	Toner for delivery	TON	Toner Required			
	E CN0000070	Derton / Technologies	72 23/09/2014	Awaiting Ac	Daniel Balgo.	13:45:10	Service machine	SERV	Service			
Hold History	E CN0000072	Derton / Technologies	74 25/09/2014	Awaiting Ac	Karlien Jessi.	11:04:32	Machine service required	SERV	Service			
		Derton / Technologies	75 25/09/2014	Awaiting Ac	Karlien Jessi.	11:41:18	test	NDS	New Deal Sale			
	E CN0000075	Derton / Technologies	77 26/09/2014	Awaiting Ac	Karlien Jessi.	12:07:35	Service and toner required	SERV	Service			
		Titan Group	86 11/11/2014	Awaiting Ac	George Jam.	. 16:17:59	Magenta toner required	TON	Toner Required			
		Panda Copiers	87 11/11/2014	Awaiting Ac	George Jam.	. 16:21:59	CO789	NDS	New Deal Sale			
		Westwood Dynamic	96 08/01/2015	Awaiting Ac	George Jam.	15:07:45	staple unit for rental on current contract	NDR	New Deal Rental			
On Site Info	E CN0000099	Bothas Networking inc	13/01/2015	UnAssigned		16:40:32	test first work order	SERV	Service			
		Titan Group	26/02/2015	Awaiting Ac	Carolina Su	09:52:00	Test machine	REP	Repair			
	E CN0000125	Derton / Technologies	06/03/2015	Awaiting Ac	Carolina Su	09:37:02	test	REP	Repair			
For Contract	E CN0000127	Derton / Technologies	06/03/2015	Awaiting Ac	Carolina Su	10:09:53	test	SERV	Service			
		Mary Contrary	27/05/2015	Awaiting Ac	Carolina Su	08:45:05	New customer contact call	DR.	Select Call Type			
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COMPLETE A CALL

• Click on the *Complete* button.



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Work Orders	► CN0000069	Danny Storm IT Cafe		14 Awaiting Ac			Toner for delivery	TON	Toner Required			
		Derton / Technologies		14 Awaiting Ac			Service machine	SERV	Service			
	CN0000072	Derton / Technologies		14 Awaiting Ac			Machine service required	SERV	Service			
		Derton / Technologies	77 26/09/20		. Karlien Jessi.		Service and toner required	SERV	Service			
		Titan Group		14 Awaiting Ac	. George Jam.		Magenta toner required	TON	Toner Required			
		Bothas Networking inc	13/01/20			16:40:32	test first work order	SERV	Service			
		Titan Group	26/02/20		. Carolina Su		Test machine	REP	Repair			
		Derton / Technologies	06/03/20		. Carolina Su		test	REP	Repair			
	E CN0000127	Derton / Technologies		15 Awaiting Ac			test	SERV	Service			
	E CN0000135	Mary Contrary	27/05/20		. Carolina Su		New customer contact call	DR	Select Call Type			
Assignments	E CN0000194	Hack PC - IT Shop	22/10/20		. Karlien Jessi.		Contract Closure - CO0000028	DR	Select Call Type			
		Green Tea Supplies	23/10/20	15 Awaiting Ac	. Belinda Sha	. 09:10:06	Contract Closure - CO0000030	DR	Select Call Type			
	CN0000198	Just In Time	29/10/20	15 UnAssigned		13:34:41	test	INST	Installation			
		Dolf Primary	29/10/20	15 Awaiting Ac.	. Belinda Sha	. 14:26:35	2	NDS	New Deal Sale			
		Young Electric	13/11/20	15 Awaiting Ac.	. Wesley Har	. 14:09:39	reject call test	NDS	New Deal Sale			
	CN0000215	Green Tea Supplies	17/11/20	15 Awaiting Ac.	Bianca Du T.	08:42:00	test	Π	IT Requirement			
		Derton / Technologies	17/11/20	15 Awaiting Ac	. Belinda Sha	. 10:55:04	Contract Closure - CO0000005	DR	Select Call Type			
		Young Electric	17/11/20	15 Awaiting Ac	. Belinda Sha	. 17:00:07	Check sp_bpoGetPRCHOpenPOItemsTest	REP	Repair			
	■ CN0000250	North West Branch	11/01/20	16 Awaiting Ac.	. Belinda Sha	. 11:40:50	test new call from web connect	π	IT Requirement			
		North West Branch	15/01/20	16 Awaiting Ac	. Belinda Sha	. 12:10:05	test renamed customer connect	NDR.	New Deal Rental			
	E CN0000292	Bothas Networking inc	24/03/20	16 Rejected by.	Bianca Du T.	. 13:32:32	Return all from short term contract STC0000009.	DR	Select Call Type			
		Dancing Shoes	29/03/20	16 Ended Work	Bianca Du T.	16:28:15	test	NDS	New Deal Sale			
	E CN0000304	Tinas Coffee Shop	12/04/20	16 Awaiting Ac	. Belinda Sha	. 16:51:44	Return all from short term contract STC0000012.	DR	Select Call Type			
For Contract		Tinas Coffee Shop	12/04/20	16 Rejected by.	Bianca Du T.	. 16:51:45	Return all from short term contract STC0000012.	DR.	Select Call Type			
		Westwood Dynamic	08/06/20	16 Awaiting Ac	. Belinda Sha	. 09:12:31	Machine keeps switching on and off	REP	Repair			
	Count: 34	19										

- A message box will come up, asking:
 - Are you sure you want to complete this call, reference no. *[call ref no]*? Answer 'Yes' to complete the call.

Home Equipme		intract Finance / HR I					rsion 2.5.1.4 - v2514 Example Company urement Sales Service Reporting Utili					8
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	▶ E CN0000040	Westwood Dynamic	40 21/07/2014	Awaiting Ac	Belinda Sha	13:26:10	Service machine S/N: 1912-102036	SERV	Service			
	E CN0000042	Samanthas Diner	42 21/07/2014	Awaiting Ac	Belinda Sha	13:59:38	Machine repair needed	REP	Repair			
	E CN0000044	Office Supplies Unlimited	44 28/07/2014	Awaiting Ac	Belinda Sha	11:34:37	1 black toner for collection	TON	Toner Required			
	E CN0000047	Titan Group	47 31/07/2014	Awaiting Ac	George Jam	14:13:49	Service required	SERV	Service			
Work In Progress	E CN0000051	Westwood Dynamic	51 05/08/2014	Awaiting Ac	Belinda Sha	13:00:23	Toner for delivery	TON	Toner Required			
	E CN0000056	Young Electric	58 07/08/2014	Awaiting Ac	Belinda Sha	14:14:11	Contract Closure - CO0000021	DR.	Select Call Type			
	E CN0000057	Westwood Dynamic	59 08/08/2014	Awaiting Ac.	Belinda Sha	11:39:50	Delver ful set of toners	TON	Toner Required			
Notes	CN0000058	Samanthas Diner	60 08/08/2014	Awaiting Ac	Input Validatio	on	×	NDS	New Deal Sale			
10,103	E CN0000060	Westwood Dynamic	62 08/08/2014	Awaiting Ac				NDR	New Deal Rental			
	E CN0000063	Young Electric	65 20/08/2014	Awaiting Ac.	• •••		and the second state their cell sufferences as	SERV	Service			
	E CN0000067	Danny Storm IT Cafe	69 23/09/2014	Awaiting Ac		Are you sure you want to complete this call, reference no. CN0000040? Answer 'Yes' to complete the call.			New Deal Sale			
Assignments 2		Danny Storm IT Cafe	71 23/09/2014	Awaiting Ac.				TON	Toner Required			
	E CN0000070	Derton / Technologies	72 23/09/2014	Awaiting Ac				SERV	Service			
	E CN0000072	Derton / Technologies	74 25/09/2014	Awaiting Ac.			Yes No	SERV	Service			
Hold History	E CN0000073	Derton / Technologies	75 25/09/2014	Awaiting Ac	Karlien Jessi	. 11:41:18	test	NDS	New Deal Sale			
	E CN0000075	Derton / Technologies	77 26/09/2014	Awaiting Ac	Karlien Jessi	. 12:07:35	Service and toner required	SERV	Service			
	E CN0000084	Titan Group	86 11/11/2014	Awaiting Ac	George Jam	16:17:59	Magenta toner required	TON	Toner Required			
	CN0000085	Panda Copiers	87 11/11/2014	Awaiting Ac	George Jam	16:21:59	C0789	NDS	New Deal Sale			
	E CN0000094	Westwood Dynamic	96 08/01/2015	Awaiting Ac	George Jam.	15:07:45	staple unit for rental on current contract	NDR	New Deal Rental			
	E CN0000099	Bothas Networking inc	13/01/2015	Awaiting Ac	Bianca Du T	16:40:32	test first work order	SERV	Service			
On Site Info	E CN0000109	Titan Group	26/02/2015	Awaiting Ac	Carolina Su	09:52:00	Test machine	REP	Repair			
		Derton / Technologies	06/03/2015	Awaiting Ac	Carolina Su	09:37:02	test	REP	Repair			
	E CN0000127	Derton / Technologies	06/03/2015	Awaiting Ac	Carolina Su	10:09:53	test	SERV	Service			
European and	E CN0000135	Mary Contrary	27/05/2015	Awaiting Ac	Carolina Su	08:45:05	New customer contact call	DR	Select Call Type			
	E CN0000194	Hack PC - IT Shop	22/10/2015	Awaiting Ac	Karlien Jessi	. 13:56:55	Contract Closure - CO0000028	DR	Select Call Type			
	Count: 38	10										
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- A message box will come up, noting:
 - The call, reference no. [call ref no], has been completed.



Edit New	Refresh My Calls State	Save Layout	My Cal Assign Start Work	Complete	Hold Pe		Reinstate Print Reports					
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	► E CN0000040	Westwood Dynamic	40 21/07/2014	Awaiting Ac	Belinda Sha	13:26:10	Service machine S/N: 1912-102036	SERV	Service			
	E CN0000042	Samanthas Diner	42 21/07/2014	Awaiting Ac	Belinda Sha	13:59:38	Machine repair needed	REP	Repair			
	E CN0000044	Office Supplies Unlimited	44 28/07/2014	Awaiting Ac	Belinda Sha	11:34:37	1 black toner for collection	TON	Toner Required			
	E CN0000047	Titan Group	47 31/07/2014	Awaiting Ac	George Jam	14:13:49	Service required	SERV	Service			
		Westwood Dynamic	51 05/08/2014	Awaiting Ac	Belinda Sha	13:00:23	Toner for delivery	TON	Toner Required			
	E CN0000056	Young Electric	58 07/08/2014	Awaiting Ac	Belinda Sha	14:14:11	Contract Closure - CO0000021	DR.	Select Call Type			
	E CN0000057	Westwood Dynamic	59 08/08/2014	Awaiting Ac	Belinda Sha	11:39:50	Deliver full set of toners	TON	Toner Required			
Notes		Samanthas Diner	60 08/08/2014	Awaiting Ac	Call Proces	ssing	×	NDS	New Deal Sale			
Assignments 2	E CN0000060	Westwood Dynamic	62 08/08/2014	Awaiting Ac				NDR.	New Deal Rental			
		Young Electric	65 20/08/2014	Awaiting Ac				SERV	Service			
	E CN0000067	Danny Storm IT Cafe	69 23/09/2014	Awaiting Ac	The call, referen		nce CN0000040, has been completed.	NDS	New Deal Sale			
		Danny Storm IT Cafe	71 23/09/2014	Awaiting Ac				TON	Toner Required			
	E CN0000070	Derton / Technologies	72 23/09/2014	Awaiting Ac			OK	SERV	Service			
		Derton / Technologies	74 25/09/2014	Awaiting Ac			OK	SERV	Service			
	E CN0000073	Derton / Technologies	75 25/09/2014	Awaiting Ac	Karlien Jessi	. 11:41:18	test	NDS	New Deal Sale			
		Derton / Technologies	77 26/09/2014	Awaiting Ac	Karlien Jessi	. 12:07:35	Service and toner required	SERV	Service			
		Titan Group	86 11/11/2014	Awaiting Ac	George Jam	16:17:59	Magenta toner required	TON	Toner Required			
		Panda Copiers	87 11/11/2014	Awaiting Ac	George Jam	16:21:59	CO789	NDS	New Deal Sale			
		Westwood Dynamic	96 08/01/2015	Awaiting Ac	George Jam	15:07:45	staple unit for rental on current contract	NDR	New Deal Rental			
	E CN0000099	Bothas Networking inc	13/01/2015	Awaiting Ac	Bianca Du T	16:40:32	test first work order	SERV	Service			
	E CN0000109	Titan Group	26/02/2015	Awaiting Ac	Carolina Su	09:52:00	Test machine	REP	Repair			
		Derton / Technologies	06/03/2015	Awaiting Ac	Carolina Su	09:37:02	test	REP	Repair			
		Derton / Technologies	06/03/2015	Awaiting Ac	Carolina Su	10:09:53	test	SERV	Service			
For Contract		Mary Contrary	27/05/2015	Awaiting Ac	Carolina Su	08:45:05	New customer contact call	DR.	Select Call Type			
		Hack PC - IT Shop	22/10/2015	Awaiting Ac	Karlien Jessi	. 13:56:55	Contract Closure - CO000028	DR	Select Call Type			
	Count: 38											

The call will set to Completed and can be found by using the *Complete* status filter.

Home B							ersion 2.5.1.4 - v2514 Example Company					8
Home E	quipment / Locations Co	ontract Finance / HR I	inventory Maint	enance / Project	ts Manufac	turing Proc	curement Sales Service Reporting U	tilties				8
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ext to N	New	CustomerName	CalDate	CallState	Technician	CalTime	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc	
ction P	Pending	0:		1 0 :	(D):	* 0 ¢	10: 	100	10:	· 🖸 :	(D:	
		Samanthas Diner	42 21/07/2014	Awaiting Ac	Belinda Sha	13:59:38	Machine repair needed	REP	Repair			
ark Or 🗙		Office Supplies Unlimited	44 28/07/2014	Awaiting Ac	Belinda Sha	11:34:37	1 black toner for collection	TON	Toner Required			
		Titan Group	47 31/07/2014	Awaiting Ac	George Jam.	14:13:49	Service required	SERV	Service			
		Westwood Dynamic	51 05/08/2014	Awaiting Ac	Belinda Sha	13:00:23	Toner for delivery	TON	Toner Required			
	E CN0000056	Young Electric	58 07/08/2014	Awaiting Ac	Belinda Sha	14:14:11	Contract Closure - CO0000021	DR	Select Call Type			
	E CN0000057	Westwood Dynamic	59 08/08/2014	Awaiting Ac	Belinda Sha	11:39:50	Deliver full set of toners	TON	Toner Required			
		Samanthas Diner	60 08/08/2014	Awaiting Ac	Wesley Har	11:52:16	New machine	NDS	New Deal Sale			
otes	E CN0000060	Westwood Dynamic	62 08/08/2014	Awaiting Ac	Wesley Har	13:12:15	Machine Rental Deal	NDR	New Deal Rental			
		Young Electric	65 20/08/2014	Awaiting Ac	Wesley Har	12:26:58	Machine service required	SERV	Service			
	E CN0000067	Danny Storm IT Cafe	69 23/09/2014	Awaiting Ac	Daniel Balgo.	. 11:23:30	Test BPO fin tran	NDS	New Deal Sale			
		Danny Storm IT Cafe	71 23/09/2014	Awaiting Ac	Daniel Balgo.	. 13:16:20	Toner for delivery	TON	Toner Required			
	E CN0000070	Derton / Technologies	72 23/09/2014	Awaiting Ac	Daniel Balgo.	. 13:45:10	Service machine	SERV	Service			
		Derton / Technologies	74 25/09/2014	Awaiting Ac	Karlien Jessi.	. 11:04:32	Machine service required	SERV	Service			
		Derton / Technologies	75 25/09/2014	Awaiting Ac	Karlien Jessi.	. 11:41:18	test	NDS	New Deal Sale			
		Derton / Technologies	77 26/09/2014	Awaiting Ac	Karlien Jessi.	12:07:35	Service and toner required	SERV	Service			
	E CN0000084	Titan Group	86 11/11/2014	Awaiting Ac	George Jam.	16:17:59	Magenta toner required	TON	Toner Required			
		Panda Copiers	87 11/11/2014	Awaiting Ac	George Jam.	16:21:59	CO789	NDS	New Deal Sale			
	E CN0000094	Westwood Dynamic	96 08/01/2015	Awaiting Ac	George Jam.	15:07:45	staple unit for rental on current contract	NDR	New Deal Rental			
	E CN0000099	Bothas Networking inc	13/01/2015	Awaiting Ac	Bianca Du T	16:40:32	test first work order	SERV	Service			
		Titan Group	26/02/2015	Awaiting Ac	Carolina Su	09:52:00	Test machine	REP	Repair			
n Site Info		Derton / Technologies	06/03/2015	Awaiting Ac	Carolina Su	09:37:02	test	REP	Repair			
		Derton / Technologies	06/03/2015	Awaiting Ac	Carolina Su	10:09:53	test	SERV	Service			
	E CN0000135	Mary Contrary	27/05/2015	Awaiting Ac	Carolina Su	08:45:05	New customer contact call	DR	Select Call Type			
or Contract		Hack PC - IT Shop	22/10/2015	Awaiting Ac	Karlien Jessi.	13:56:55	Contract Closure - CO0000028	DR	Select Call Type			
	E CN0000196	Green Tea Supplies	23/10/2015	Awaiting Ac	Belinda Sha	09:10:06	Contract Closure - CO0000030	DR.	Select Call Type			
	Count: 37	79										

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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