

SERVICE

CALL ADMINISTRATION – PEND A CALL

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

A call can be placed in a **Pending** status by the Call Centre.

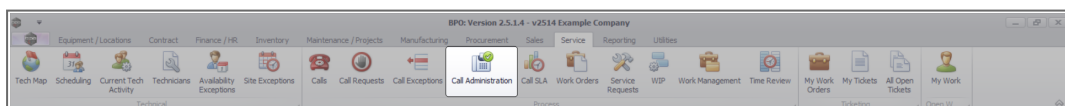
Pending differs from Hold, in that work will be stopped to resolve a **company** issue e.g. there is no stock available to complete the work. The [SLA Monitor](#) will continue to run. Refer to [Calls - Release a Call](#) for information on how to release a call from pending.



Using [Tech Connect](#), the call will be placed in the **Pending** status when the technician selects [End Work](#) on his device, with the [Resolution Action](#) as **Unresolved**.

THE CALL ADMINISTRATION SCREEN

Ribbon Select *Service* > *Call Administration*



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

¹BPO2 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 Reroute 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 Jan.	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.	13:16:30	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 Jan.	16:17:59	Nagenta toner required	TON	Toner Required			19
CH0000085	Panda Copiers	87 11/11/2014	Awaiting Ac.	George Jan.	16:21:59	CO789	NDS	New Deal Sale			
CH0000094	Westwood Dynamic	96 08/01/2015	Awaiting Ac.	George Jan.	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			

Count: 381

User : Bianca | 09/01/2024 | Version : 2.5.1.4 | v2514Example Company

- 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 Reroute Print Reports

State Work Process

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

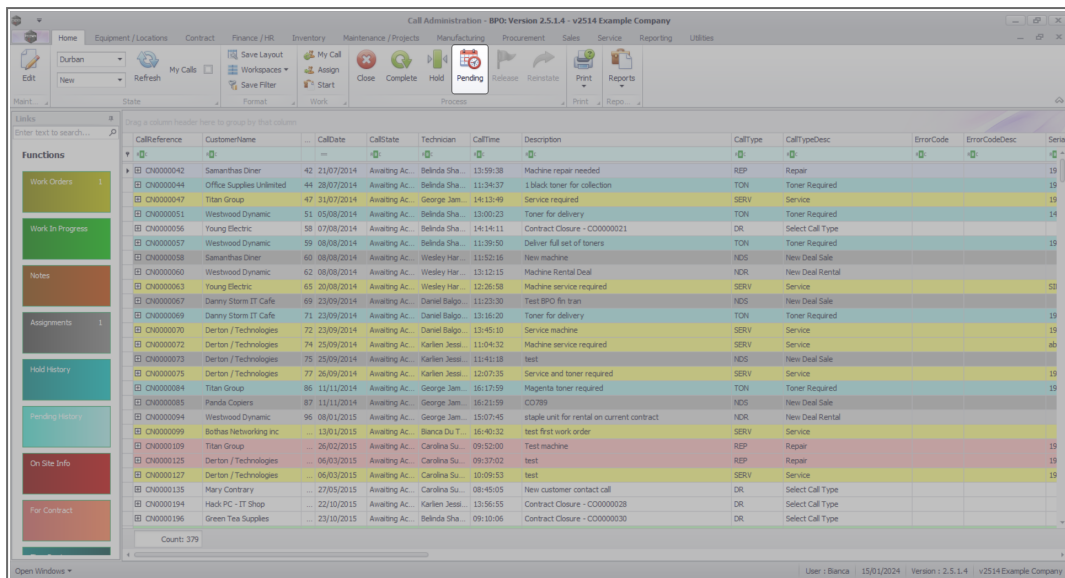
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Count: 381

User : Bianca | 09/01/2024 | Version : 2.5.1.4 | v2514Example Company

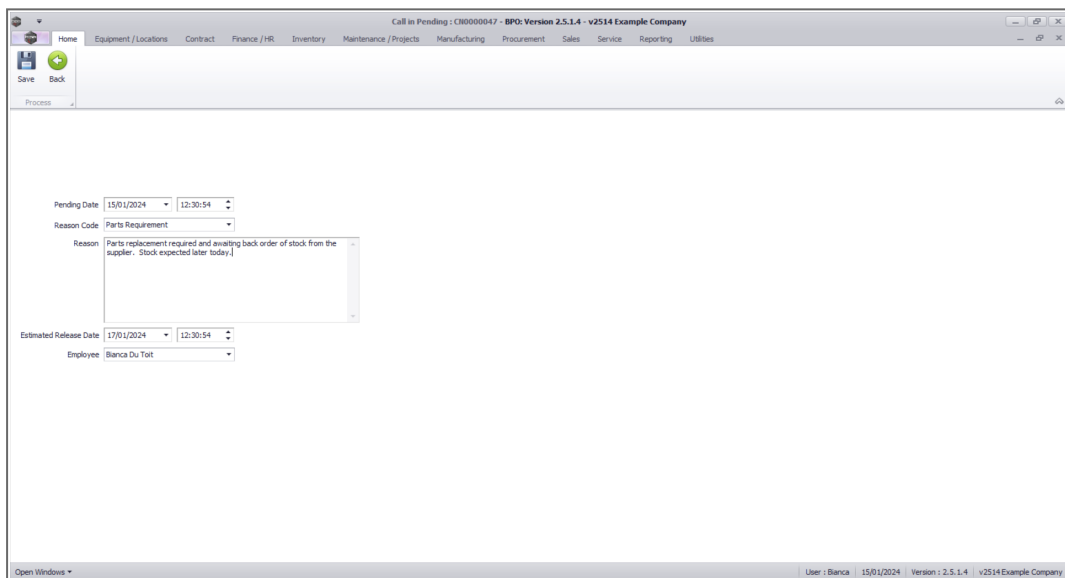
PLACE A CALL IN PENDING

- Click on the **Pending** button.



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CH0000072	Derton / Technologies	74 25/09/2014	Awaiting Ac.	Karlen Jess.	11:04:32	Machine service required	SERV	Service			46
CH0000073	Derton / Technologies	75 25/09/2014	Awaiting Ac.	Karlen Jess.	11:41:18	test	NDS	New Deal Sale			
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CH0000127	Derton / Technologies	06/03/2015	Awaiting Ac.	Caroline Su.	10:09:53	test	SERV	Service			19
CH0000135	Mary Contrary	27/05/2015	Awaiting Ac.	Caroline Su.	08:45:05	New customer contact call	DR	Select Call Type			
CH0000194	Hack PC - IT Shop	22/10/2015	Awaiting Ac.	Karlen Jess.	13:56:55	Contract Closure - CO0000028	DR	Select Call Type			
CH0000196	Green Tea Supplies	23/10/2015	Awaiting Ac.	Belinda Sha.	09:10:06	Contract Closure - CO0000030	DR	Select Call Type			

- The Call in Pending maintain screen will come up.



Call in Pending : CH0000047 - BPO: Version 2.5.1.4 - v2514 Example Company

Pending Date: 15/01/2024 12:30:54

Reason Code: Parts Requirement

Reason: Parts replacement required and awaiting back order of stock from the supplier. Stock expected later today.

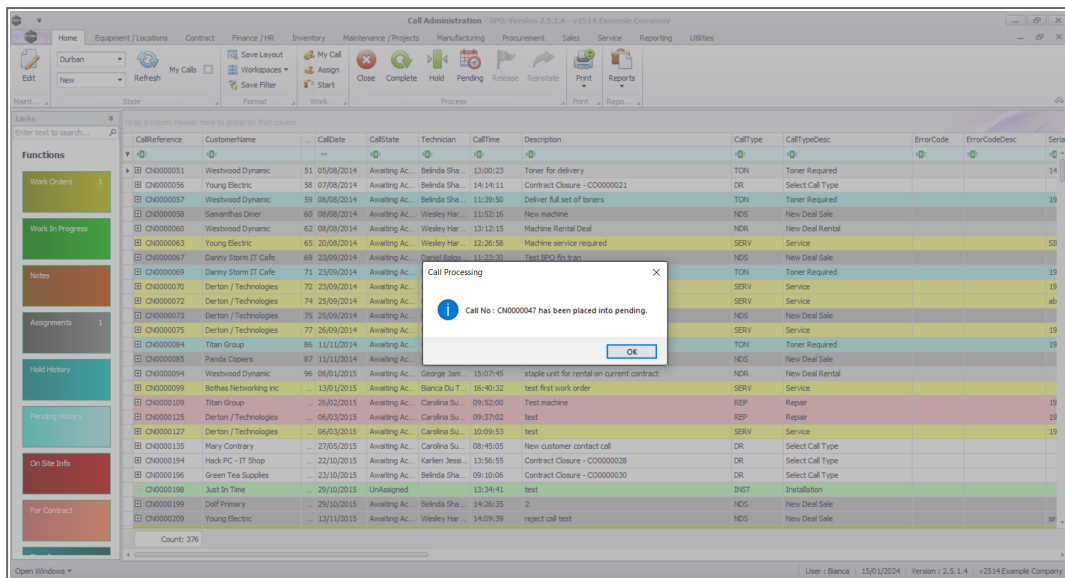
Estimated Release Date: 17/01/2024 12:30:54

Employee: Blanca Du Toit



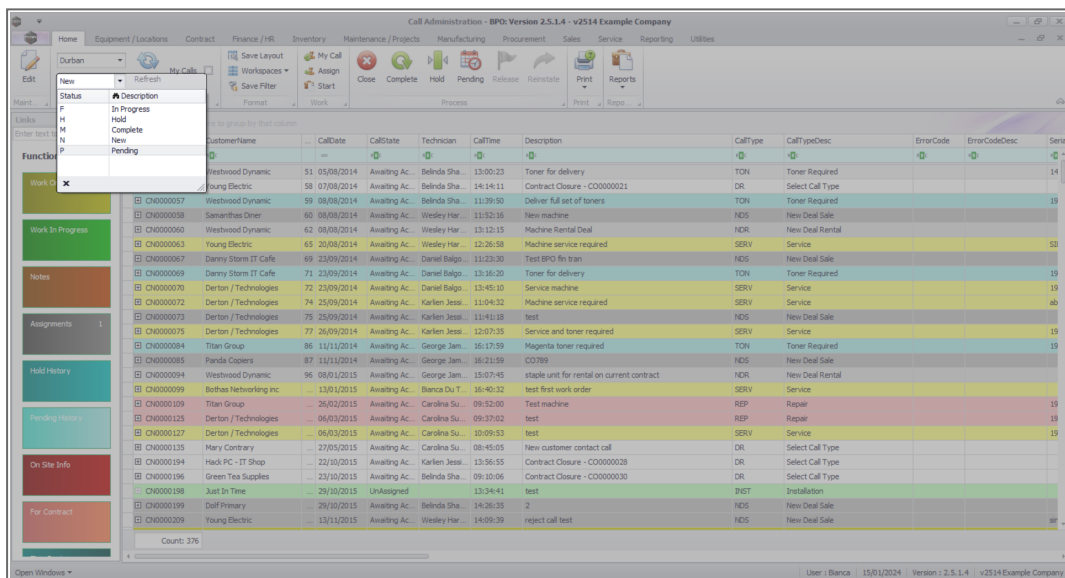
For a detailed handling of this topic refer to Calls - Move to Pending Status

- On **Save** a message box will come up, noting:
 - **Call No: [call ref no] has been placed into pending.**



The screenshot shows the 'Call Administration' window with a list of calls. A 'Call Processing' dialog box is open, displaying the message: 'Call No : CH0000047 has been placed into pending.' The dialog has an 'OK' button. The background table lists various calls with columns for CallReference, CustomerName, CallDate, CallState, Technician, CallTime, Description, CallType, CallTypeDesc, ErrorCode, ErrorCodeDesc, and Serial.

- The call will set to On Hold and can be found by using the **Hold** status filter.



This screenshot shows the same 'Call Administration' window, but with the 'Status' dropdown menu open and 'Hold' selected. The call list is filtered to show calls in a 'Hold' state. The 'Call Processing' dialog box is no longer present.

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](#)

MNU.124.008

