

SERVICE

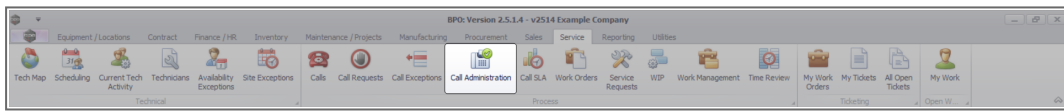
CALL ADMINISTRATION – RELEASE A CALL

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

When work can commence for a call that has been on hold or pending, it can be released. The call will move back to the **New** status where it can be re-assigned.

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 Calls Workspaces Assign Close Complete Hold Pending Release Reroute Print Reports

State: Work Process: Print: Report:

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.	12:12:15	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			19
CH0000067	Danny Storm IT Cafe	69 23/09/2014	Awaiting Ac.	Daniel Balgo.	11:23:30	Test BPO for train	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 23/09/2014	Awaiting Ac.	Karljen Jessi.	11:04:32	Machine service required	SERV	Service			ab
CH0000073	Derton / Technologies	75 23/09/2014	Awaiting Ac.	Karljen Jessi.	11:41:18	test	NDS	New Deal Sale			
CH0000075	Derton / Technologies	77 26/09/2014	Awaiting Ac.	Karljen 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	Nagena 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 08/10/2015	Awaiting Ac.	George Jan.	15:07:45	staple unit for rental on current contract	NDR	New Deal Rental			
CH0000099	Bathas 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 v2514 Example Company

- Filter the Call Administration listing by either the **Pending** status or **Hold** status (depending on whether the call in question is in Pending or on Hold).

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 Calls Workspaces Assign Close Complete Hold Pending Release Reroute Print Reports

State: Work Process: Print: Report:

Links: Enter text to search...

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

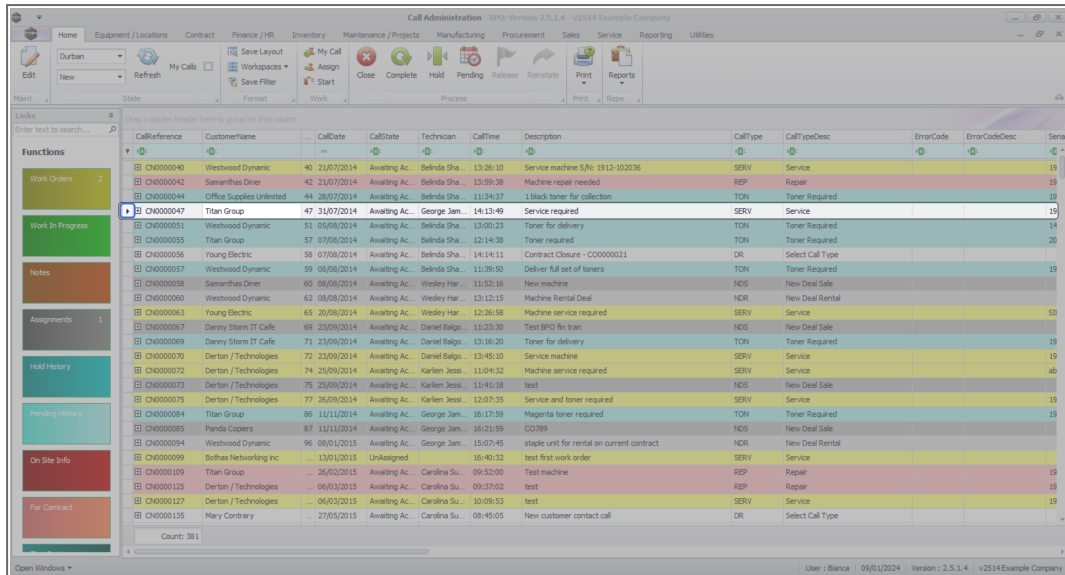
Status: Hold In Progress Hold Complete New Pending

CallReference	CustomerName	CalDate	CalState	Technician	CallTime	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc	Serial
CH0000048	Young Electric	48 31/07/2014	Accepted	Belinda Sha.	14:17:06	Machine service - copies are faded	SERV	Service			19
CH0000052	Hope Works (Pty) Ltd	54 03/08/2014	Awaiting Ac.	Belinda Sha.	15:02:33	Drum replacement required	SERV	Service			ab
CH0000063	Hope Works (Pty) Ltd	85 11/11/2014	Awaiting Ac.	Karljen Jessi.	15:36:13	CO3 1234	NDS	New Deal Sale			
CH0000095	Hope Works (Pty) Ltd	97 08/11/2015	Awaiting Ac.	Blanca Du T.	15:23:45	Prints aren't stapled	REP	Repair			20
CH0000096	Hope Works (Pty) Ltd	98 13/01/2015	Awaiting Ac.	George Jan.	11:37:04	Test locations against calls - work order print	SM	Scheduled Maintenance			
CH0000096	Hope Works (Pty) Ltd	98 13/01/2015	Awaiting Ac.	George Jan.	11:37:04	Test locations against calls - work order print	SM	Scheduled Maintenance			
CH0000103	Hope Works (Pty) Ltd	02/02/2015	Unassigned		13:34:12	Contract Closure - CO0000004	DR	Select Call Type			
CH0000121	Hope Works (Pty) Ltd	26/02/2015	Awaiting Ac.	Belinda Sha.	14:11:44	check levels	TON	Toner Required			20
CH0000149	Hope Works (Pty) Ltd	03/09/2015	Awaiting Ac.	David Gray	16:36:45	test	NDS	New Deal Sale			
CH0000150	Hope Works (Pty) Ltd	04/09/2015	Awaiting Ac.	David Gray	09:28:16	test	NDS	New Deal Sale			
CH0000156	Hope Works (Pty) Ltd	08/09/2015	Unassigned		09:26:10	test	NDS	New Deal Sale			
CH0000157	Hope Works (Pty) Ltd	08/09/2015	Unassigned		11:37:22	Error, please help	DR	Select Call Type			20
CH0000158	Hope Works (Pty) Ltd	08/09/2015	Unassigned		12:40:46	Error, please help	DR	Select Call Type			20
CH0000159	Hope Works (Pty) Ltd	08/09/2015	Unassigned		01:26:08	New test email 3551	DR	Select Call Type			20
CH0000160	Hope Works (Pty) Ltd	08/09/2015	Unassigned		01:26:11	exception errors	DR	Select Call Type			20
CH0000161	Hope Works (Pty) Ltd	08/09/2015	Unassigned		01:32:56	Cannot print, keep getting different errors.	DR	Select Call Type			20
CH0000162	Hope Works (Pty) Ltd	08/09/2015	Unassigned		04:57:05	connection error	DR	Select Call Type			20
CH0000164	Hope Works (Pty) Ltd	10/09/2015	Unassigned		09:18:30	Exception	DR	Select Call Type			20
CH0000165	Hope Works (Pty) Ltd	10/09/2015	Unassigned		09:29:03	Toners required	DR	Select Call Type			20
CH0000166	Hope Works (Pty) Ltd	10/09/2015	Unassigned		09:51:40	Full set of toners	DR	Select Call Type			20
CH0000167	Hope Works (Pty) Ltd	10/09/2015	Unassigned		11:17:34	Staple unit broken - not on contract	DR	Select Call Type			99
CH0000168	Hope Works (Pty) Ltd	10/09/2015	Unassigned		11:19:11	Machine needs service	DR	Select Call Type			99
CH0000169	Hope Works (Pty) Ltd	10/09/2015	Unassigned		12:09:11	test4	DR	Select Call Type			

Count: 230

User : Bianca 15/01/2024 Version : 2.5.1.4 v2514 Example Company

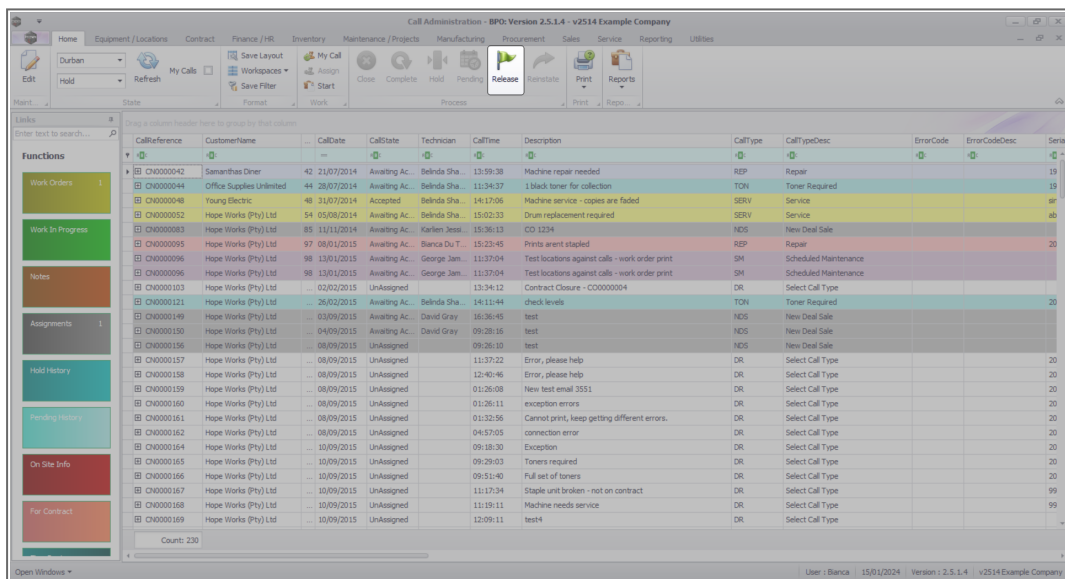
- Click on the row selector of the call you would like to work with.



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 21/07/2014	Awaiting Ac.	George Jen	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			19
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			19
CH0000060	Westwood Dynamic	62 08/08/2014	Awaiting Ac.	Wesley Har	13:12:15	Machine Rental Deal	NDR	New Deal Rental			19
CH0000063	Young Electric	65 20/08/2014	Awaiting Ac.	Wesley Har	12:26:58	Machine service required	SERV	Service			19
CH0000067	Danny Storm IT Cafe	69 23/09/2014	Awaiting Ac.	Daniel Balgo	11:23:30	Test BPO for train	NDS	New Deal Sale			19
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 Jess	11:04:32	Machine service required	SERV	Service			19
CH0000073	Derton / Technologies	75 25/09/2014	Awaiting Ac.	Karlen Jess	11:41:18	test	NDS	New Deal Sale			19
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 Jen	16:17:59	Nagena toner required	TON	Toner Required			19
CH0000085	Panda Copiers	87 11/11/2014	Awaiting Ac.	George Jen	16:21:59	CO789	NDS	New Deal Sale			19
CH0000094	Westwood Dynamic	96 08/01/2015	Awaiting Ac.	George Jen	15:07:45	stake unit for rental on current contract	NDR	New Deal Rental			19
CH0000099	Balfour 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

RELEASE A CALL FROM HOLD OR PENDING

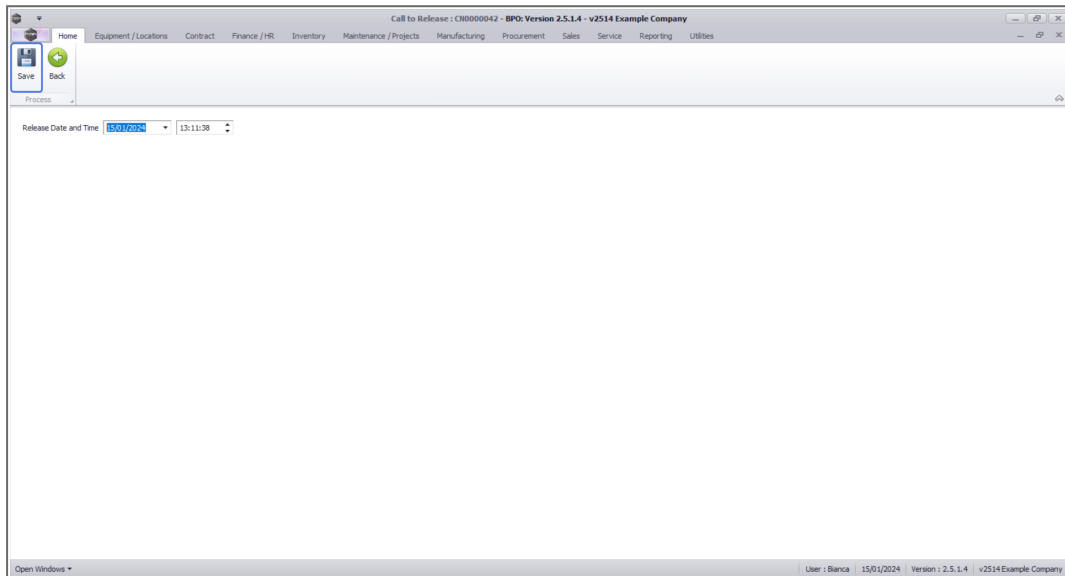
- Click on the **Release** button.



CallReference	CustomerName	CalDate	CalState	Technician	CallTime	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc	Serial
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
CH0000048	Young Electric	48 31/07/2014	Accepted	Belinda Sha	14:17:06	Machine service - copiers are faded	SERV	Service			19
CH0000052	Hope Works (Pty) Ltd	54 05/08/2014	Awaiting Ac.	Belinda Sha	15:02:33	Drum replacement required	SERV	Service			19
CH0000083	Hope Works (Pty) Ltd	85 11/11/2014	Awaiting Ac.	Karlen Jess	15:36:13	CO 1234	NDS	New Deal Sale			19
CH0000095	Hope Works (Pty) Ltd	97 08/01/2015	Awaiting Ac.	Blanca Du T.	15:23:45	Prints went stapled	REP	Repair			20
CH0000096	Hope Works (Pty) Ltd	98 13/01/2015	Awaiting Ac.	George Jen	11:37:04	Test locations against calls - work order print	DR	Scheduled Maintenance			19
CH0000096	Hope Works (Pty) Ltd	98 13/01/2015	Awaiting Ac.	George Jen	11:37:04	Test locations against calls - work order print	DR	Scheduled Maintenance			19
CH0000103	Hope Works (Pty) Ltd	02/02/2015	Unassigned		13:34:12	Contract Closure - CO0000004	DR	Select Call Type			19
CH0000121	Hope Works (Pty) Ltd	26/02/2015	Awaiting Ac.	Belinda Sha	14:11:44	check levels	TON	Toner Required			20
CH0000149	Hope Works (Pty) Ltd	03/09/2015	Awaiting Ac.	David Gray	16:36:45	test	NDS	New Deal Sale			19
CH0000150	Hope Works (Pty) Ltd	04/09/2015	Awaiting Ac.	David Gray	09:28:16	test	NDS	New Deal Sale			19
CH0000156	Hope Works (Pty) Ltd	08/09/2015	Unassigned		09:26:10	test	NDS	New Deal Sale			19
CH0000157	Hope Works (Pty) Ltd	08/09/2015	Unassigned		11:37:22	Error, please help	DR	Select Call Type			20
CH0000158	Hope Works (Pty) Ltd	08/09/2015	Unassigned		12:40:46	Error, please help	DR	Select Call Type			20
CH0000159	Hope Works (Pty) Ltd	08/09/2015	Unassigned		01:26:08	New test email 3551	DR	Select Call Type			20
CH0000160	Hope Works (Pty) Ltd	08/09/2015	Unassigned		01:26:11	exception errors	DR	Select Call Type			20
CH0000161	Hope Works (Pty) Ltd	08/09/2015	Unassigned		01:32:56	Cannot print, keep getting different errors.	DR	Select Call Type			20
CH0000162	Hope Works (Pty) Ltd	08/09/2015	Unassigned		04:57:05	connection error	DR	Select Call Type			20
CH0000164	Hope Works (Pty) Ltd	10/09/2015	Unassigned		09:18:30	Exception	DR	Select Call Type			20
CH0000165	Hope Works (Pty) Ltd	10/09/2015	Unassigned		09:29:03	Toners required	DR	Select Call Type			20
CH0000166	Hope Works (Pty) Ltd	10/09/2015	Unassigned		09:51:40	Full set of toners	DR	Select Call Type			20
CH0000167	Hope Works (Pty) Ltd	10/09/2015	Unassigned		11:17:34	Staple unit broken - not on contract	DR	Select Call Type			99
CH0000168	Hope Works (Pty) Ltd	10/09/2015	Unassigned		11:19:11	Machine needs service	DR	Select Call Type			99
CH0000169	Hope Works (Pty) Ltd	10/09/2015	Unassigned		12:09:11	test4	DR	Select Call Type			19

- The **Call to Release: [call ref. number]** screen will be displayed.
- Release Date and Time:** This field will display the current date and time.

- **Date:** Type in or click on the down **arrow** to use the calendar function to select an **alternative date**, if required.
- **Time:** Type in or use the **arrow** indicators to select an **alternative time**, if required.
- When you have finished editing the date and time, click on **Save**.



Call to Release: CRM000042 - BPO: Version 2.5.1.4 - v2514 Example Company

Home Equipment / Locations Contract Finance / HR Inventory Maintenance / Projects Manufacturing Procurement Sales Service Reporting Utilities

Save Back

Process

Release Date and Time: 15/07/2024 13:11:38

Open Windows

User: Bianca | 15/01/2024 | Version: 2.5.1.4 | v2514 Example Company

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

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

Save Layout Assign Close Complete Hold Pending Release Reinstall Print Reports

Work In Progress

Notes

Assignments

Hold History

Pending History

On Site Info

For Contract

CustomerName	CallDate	CallState	Technician	CallTime	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc	Serial
Samanthas Diner	42 21/07/2014	Awaiting Ac.	Belinda Sha.	13:59:38	Machine repair needed	REP	Repair			19
Westwood Dynamic	51 05/08/2014	Awaiting Ac.	Belinda Sha.	13:00:23	Toner for delivery	TON	Toner Required			14
Young Electric	58 07/08/2014	Awaiting Ac.	Belinda Sha.	14:14:11	Contract Closure - CO0000021	DR	Select Call Type			
Westwood Dynamic	59 08/08/2014	Awaiting Ac.	Belinda Sha.	11:39:50	Deliver full set of toners	TON	Toner Required			19
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			
Young Electric	65 20/08/2014	Awaiting Ac.	Wesley Har.	12:26:58	Machine service required	SERV	Service			52
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			19
Derton / Technologies	72 23/09/2014	Awaiting Ac.	Daniel Balgo	13:45:10	Service machine	SERV	Service			19
Derton / Technologies	74 25/09/2014	Awaiting Ac.	Karlen Jessi	11:04:32	Machine service required	SERV	Service			40
Derton / Technologies	75 25/09/2014	Awaiting Ac.	Karlen Jessi	11:41:18	test	NDS	New Deal Sale			
Derton / Technologies	77 26/09/2014	Awaiting Ac.	Karlen Jessi	12:07:35	Service and toner required	SERV	Service			19
Titan Group	86 11/11/2014	Awaiting Ac.	George Jam.	16:17:59	Nagenta toner required	TON	Toner Required			19
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			
Bohnan Networking Inc	1301/2015	Awaiting Ac.	Blanca Du T.	16:40:12	test first work order	SERV	Service			
Titan Group	26/02/2015	Awaiting Ac.	Carolina Su.	09:52:00	Test machine	REP	Repair			19
Derton / Technologies	06/03/2015	Awaiting Ac.	Carolina Su.	09:37:02	test	REP	Repair			19
Derton / Technologies	06/03/2015	Awaiting Ac.	Carolina Su.	10:09:53	test	SERV	Service			19
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.	Karlen Jessi	13:56:55	Contract Closure - CO0000028	DR	Select Call Type			
Green Tea Supplies	23/10/2015	Awaiting Ac.	Belinda Sha.	09:10:06	Contract Closure - CO0000030	DR	Select Call Type			
Just In Time	29/10/2015	Unassigned		13:34:41	test	INST	Installation			
Duff Primary	29/10/2015	Awaiting Ac.	Belinda Sha.	14:26:35	2	NDS	New Deal Sale			

Count: 377

User : Bianca 15/01/2024 Version : 2.5.1.4 v2514 Example Company

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.124.009

