

SERVICE

CALL ADMINISTRATION - REINSTATE A CALL

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

Reinstate button is available, but call status *Close* has not been included in the Call Status Listing. Refer to "The Call Listing Screen" on page 1 screen.

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 reinstated.

THE CALL ADMINISTRATION SCREEN

Ribbon Select Service > Call Administration

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	Equipment	/Locations	Contract	Finance / HR	Inventory	Mainten	ance / Projects	Manufacturing		Sales	Service	Reporting	Utitie	s						
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Tech Map	Scheduling	Current Tech Activity	Technicians	Availability Exceptions	Site Exceptions	Calls	Call Requests	Call Exceptions	Call Administration	Call SLA	Work Orders	Service Requests	WIP	Work Management	Time Review	My Work Orders	My Tickets	All Open Tickets	My Work	

• The *Call Administration* screen will be displayed.

1BPO2 v2.5.1.3 or higher.

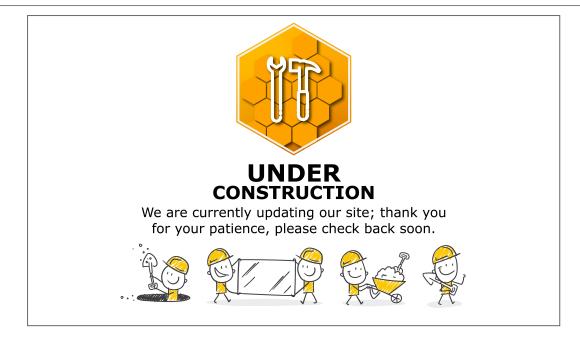


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int ,		State	Format	Work		Proces	s	Print Repo					
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nter text	to search	CalReference	CustomerName	CalDate	CallState	Technician	CalTime	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc	1
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runcu	0115	► E CN0000040	Westwood Dynamic	40 21/07/2014	Awaiting Ac	-	-	Service machine S/N: 1912-102036	SERV	Service			
Work	Orders 1	CN0000040 E CN0000042	Samanthas Diner	42 21/07/2014	Awaiting Ac			Machine repair needed	REP	Repair			
		E CN0000042	Office Supplies Unlimited	44 28/07/2014	Awaiting Ac			1 black toner for collection	TON	Toner Required			
		E CN0000047	Titan Group	47 31/07/2014	Awaiting Ac			1 black toner for collection Service required	SERV	Service			
Work	In Progress	E CN0000047	Westwood Dynamic	51 05/08/2014	Awaiting Ac			Toner for delivery	TON	Toner Required			
	arriogress	E CN0000055	Titan Group	57 07/08/2014	Awaiting Ac			Toner required	TON	Toner Required			
		E CN0000056	Young Electric	58 07/08/2014		Belinda Sha		Contract Closure - CO000021	DR	Select Call Type			
			Westwood Dynamic	59 08/08/2014	Awaiting Ac			Delver full set of toners	TON	Toner Required			
Notes		E CN0000058	Samanthas Diner	60 08/08/2014	Awaiting Ac			New machine	NDS	New Deal Sale			
		E CN0000060	Westwood Dynamic	62 08/08/2014	-	Wesley Har.		Machine Rental Deal	NDR	New Deal Bental			
_		E CN0000063	Young Electric	65 20/08/2014	Awaiting Ac			Machine service required	SERV	Service			
Assign			Danny Storm IT Cafe	69 23/09/2014	Awaiting Ac			Test BPO fin tran	NDS	New Deal Sale			
		E CN0000069	Danny Storm IT Cafe	71 23/09/2014	Awaiting Ac			Toner for delivery	TON	Toner Required			
		E CN0000070	Derton / Technologies	72 23/09/2014	-	Daniel Balgo.		Service machine	SERV	Service			
		E CN0000072	Derton / Technologies	74 25/09/2014	Awaiting Ac			Machine service required	SERV	Service			
			Derton / Technologies	75 25/09/2014	Awaiting Ac			test	NDS	New Deal Sale			
		E CN0000075	Derton / Technologies	77 26/09/2014	Awaiting Ac			Service and toner required	SERV	Service			
			Titan Group	85 11/11/2014	Awaiting Ac			Magenta toner required	TON	Toner Required			
		E CN0000085	Panda Copiers	87 11/11/2014	Awaiting Ac			CO789	NDS	New Deal Sale			
			Westwood Dynamic	96 08/01/2015	Awaiting Ac	-		staple unit for rental on current contract	NDR	New Deal Rental			
00.51	te Info	E CN0000099	Bothas Networking inc	13/01/2015	UnAssigned		16:40:32	test first work order	SERV	Service			
on ar		E CN0000109	Titan Group	26/02/2015	Awaiting Ac	Carolina Su	09:52:00	Test machine	REP	Repair			
		E CN0000125	Derton / Technologies	06/03/2015		Carolina Su		test	REP	Repair			
		E CN0000127	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			
		Count: 38											
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• Click on the row selector of the call you would like to work with.

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	CalReference	CustomerName	CalDate	CallState	Technician	CallTime	Description	CallType	CallTypeDesc (D):	ErrorCode	ErrorCodeDesc	
unctions										1Uc	10:	
Work Orders 2	E CN0000040	Westwood Dynamic	40 21/07/2014			13:26:10	Service machine S/N: 1912-102036	SERV	Service			
		Samanthas Diner	42 21/07/2014		Belinda Sha		Machine repair needed	REP	Repair			1
		Office Supplies Unlimited	44 28/07/2014			_	1 black toner for collection	TON	Toner Required			_
	E CN0000047	Titan Group	47 31/07/2014		George Jam.		Service required	TON	Toner Required			_
Work In Progress		Westwood Dynamic	51 05/08/2014				Toner for delivery					
	E CN0000055 E CN0000056	Titan Group	57 07/08/2014				Toner required Contract Closure - CO0000021	TON DR	Toner Required			
	E CN0000056	Young Electric Westwood Dynamic	58 07/08/2014		Beinda Sha Belinda Sha		Deliver full set of toners	TON	Select Call Type			
Notes		Samanthas Diner	59 08/08/2014				New machine	NDS	Toner Required New Deal Sale			
		Westwood Dynamic	60 08/08/2014 62 08/08/2014				New machine Machine Rental Deal	NDS	New Deal Sale			
	E CN0000063	Young Electric	65 20/08/2014	Awaiting Ac		12:26:58	Machine Rental Deal Machine service required	SERV	Service			
Assignments 1												
	CN0000067	Danny Storm IT Cafe	69 23/09/2014		Daniel Balgo.		Test BPO fin tran	NDS TON	New Deal Sale			
	E CN0000069	Danny Storm IT Cafe	71 23/09/2014				Toner for delivery		Toner Required			
Hold History	E CN0000070	Derton / Technologies	72 23/09/2014		Daniel Balgo.		Service machine	SERV	Service			
,	E CN0000072	Derton / Technologies	74 25/09/2014		Karlien Jessi.		Machine service required	SERV	Service			
		Derton / Technologies	75 25/09/2014				test	NDS	New Deal Sale			
		Derton / Technologies	77 26/09/2014				Service and toner required	SERV	Service			
		Titan Group	86 11/11/2014				Magenta toner required	TON	Toner Required			
	CN0000085	Panda Copiers	87 11/11/2014				C0789	NDS	New Deal Sale			
		Westwood Dynamic	96 08/01/2015		George Jam.		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		Carolina Su		Test machine	REP	Repair			
		Derton / Technologies		Awaiting Ac			test	REP	Repair			
		Derton / Technologies	06/03/2015			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			
	Count: 38											
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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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