

SERVICE

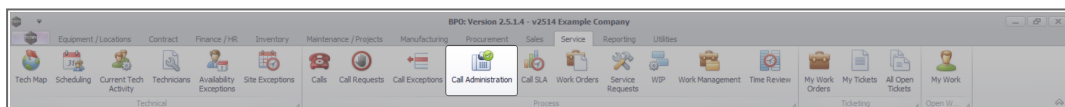
CALL ADMINISTRATION – PRINT SERVICE HISTORY REPORT

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

The **Service History Report** returns work order history for the **serial number** linked to the selected call, including stock issues and meter readings, the issue raised and resolution.

THE CALL ADMINISTRATION LISTING 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

Edit | Durban | My Calls | Save Layout | Assign | Close | Complete | Hold | Pending | Release | Reallocate | Print | Reports
New | Refresh | Workspaces + | Filter | Process | Print | Report

Filter | State | Format | Work | Process | Print | Report

Like this
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	Ser
[+]	[+]	[+]	[+]	[+]	[+]	[+]	[+]	[+]	[+]	[+]	[+]
CH0000040	Westwood Dynamic	40 21/07/2014	Awaiting Ac.	Belinda Sha.	13:26:10	Service machine S/N: 1912-102036	SERV	Service			19
CH0000042	Samanthas Diner	42 26/07/2014	Awaiting Ac.	Belinda Sha.	13:59:38	Machine repaired	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 Zam.	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			19
CH0000055	Titan Group	57 07/08/2014	Awaiting Ac.	Belinda Sha.	12:14:38	Toner required	TON	Toner Required			20
CH0000056	Yellow Electric	58 07/08/2014	Awaiting Ac.	Belinda Sha.	14:14:11	Contract Closure - C00000021	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
CH0000068	Samanthas Diner	60 08/08/2014	Awaiting Ac.	Wesley Har.	11:52:16	New machine	NOS	New Deal Sale			19
CH0000060	Westwood Dynamic	62 08/08/2014	Awaiting Ac.	Wesley Har.	13:12:15	Machine Rental Deal	NOR	New Deal Rental			19
CH0000063	Yellow Electric	65 28/08/2014	Awaiting Ac.	Wesley Har.	12:26:58	Machine Service required	SERV	Service			58
CH0000067	Danny Storm IT Cafe	69 23/09/2014	Awaiting Ac.	Daniel Balgo.	11:22:30	Test BPO fir train	NOS	New Deal Sale			19
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.	Karlens Jessi.	11:04:32	Machine service required	ad	Service			19
CH0000073	Derton / Technologies	75 25/09/2014	Awaiting Ac.	Karlens Jessi.	11:41:18	test	NOS	New Deal Sale			19
CH0000075	Derton / Technologies	77 26/09/2014	Awaiting Ac.	Karlens Jessi.	12:07:35	Service and toner required	SERV	Service			19
CH0000084	Titan Group	86 11/11/2014	Awaiting Ac.	George Zam.	16:17:59	Magenta toner required	TON	Toner Required			19
CH0000085	Panda Copiers	87 11/11/2014	Awaiting Ac.	George Zam.	16:21:59	C0789	NOS	New Deal Sale			19
CH0000094	Westwood Dynamic	96 08/10/2015	Awaiting Ac.	George Zam.	15:07:45	made up for rental on current contract	NOR	New Deal Rental			19
CH0000099	Bethus Networking inc	13/10/2015	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

Count: 381

Down Window

User : Bianca | 09/01/2014 | Version : 2.5.1.4 | v2514 Example Company

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

Call Administration - RPO Version 2.5.1.4 - v2514 Example Company

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

My Cal | Workspaces | Assign | Save Filter | Close | Complete | Hold | Pending | Release | Reallocate | Print | Reports

Start | State | Work | Process | Print | Reports

Enter text to search...

Functions

- Work Orders (2)
- Work In Progress
- Notes
- Assignments (1)
- Hold History
- Pending History
- On Site Info
- For Contract

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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
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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			19
CH0000099	Bofhas Networking Inc	130 12/01/15	Unassigned		16:40:32	test first work order	SERV	Service			19
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CH0000135	Mary Conarty	27/05/2015	Awaiting Ac.	Carolina Su.	08:45:05	New customer contract call	DR	Select Call Type			19

Count: 381

Open Windows

User: Bianca | 09/01/2014 | Version: 2.5.1.4 | v2514 Example Company

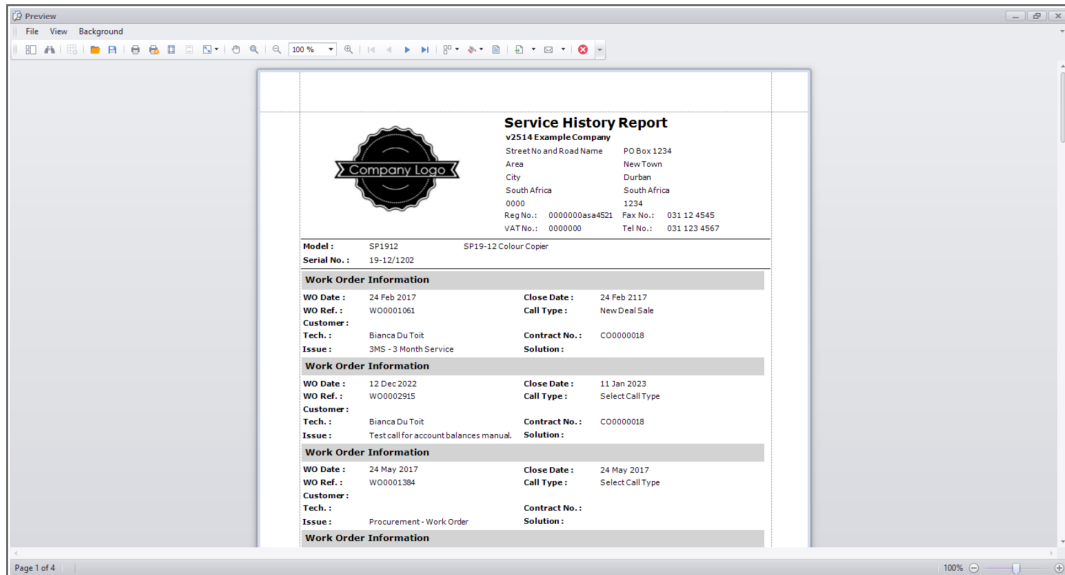
SERVICE HISTORY REPORT

- Click on the **Print** button to display a list of **Report Options**.
- Click on **Service History**.

- When you receive the **Report Generation** message to confirm:
Do you want to print the Service History report for call CN [number]?
- Click on **Yes**.

- The selected Report will display in the Reports **Preview** screen.

- From this screen you can make cosmetic changes to the document, as well as **Save**, **Zoom**, **Add a Watermark**, **Export** or **Email** the Call Report.
- Close the **Preview** screen when done.



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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