

# SERVICE

## CALL ADMINISTRATION - CALL WORK ORDERS

The Call Administration screen is part of the Extended Call Centre - Version Compatibility<sup>1</sup>

**Work Orders** displayed in the ***Calls Work Order*** listing, are a restricted list of work orders that are linked to the selected **Call**.

A **work order**, or job card is an order for work to be performed for a **Company** or a **Customer**. All transactions concerning this work, such as part issues, labour time, etc. are logged against the work order.

When work is required for a **Customer**, a **Call** is raised. The system will generate a work order in the background. Transactions are logged on the call, but stored against the work order. More than one work order can be linked to a call, for example, when different tasks needs to be performed to complete one call.

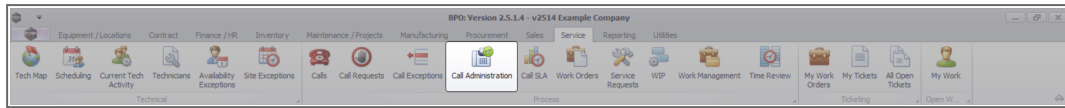
When work is required for a **Company**, such as Building Maintenance or a Machine Repair, then a work order needs to be raised **manually**.

- If the work is for Building Maintenance, or Training, then the work order must be linked to a **functional location**, which must be set up before hand.
- If the work required is for an **asset**, e.g. repair a machine in store to be sold refurbished, then the machine is linked to the **call**.

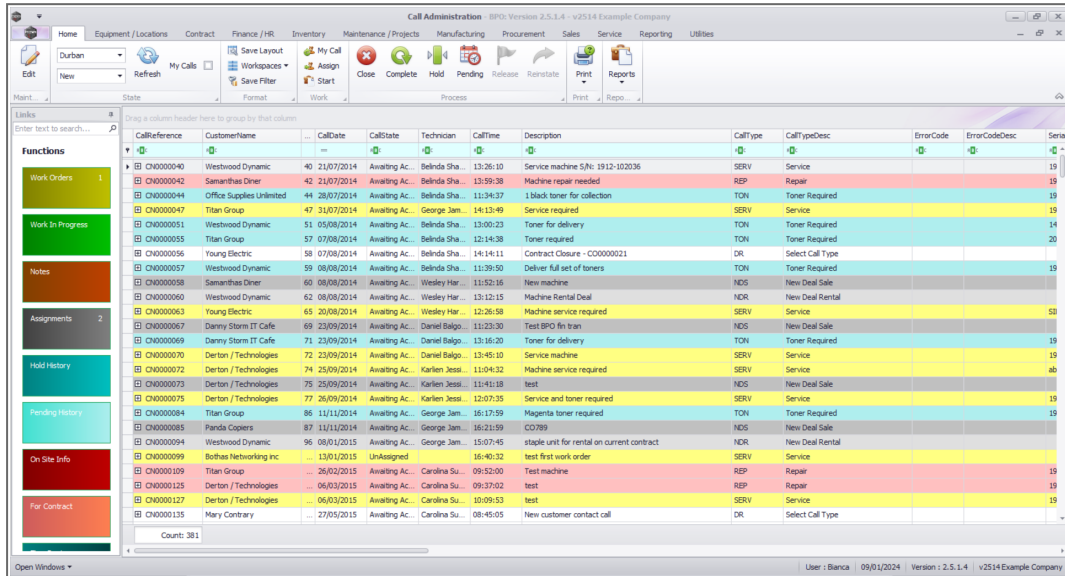
**Ribbon** Select ***Service > Call Administration***

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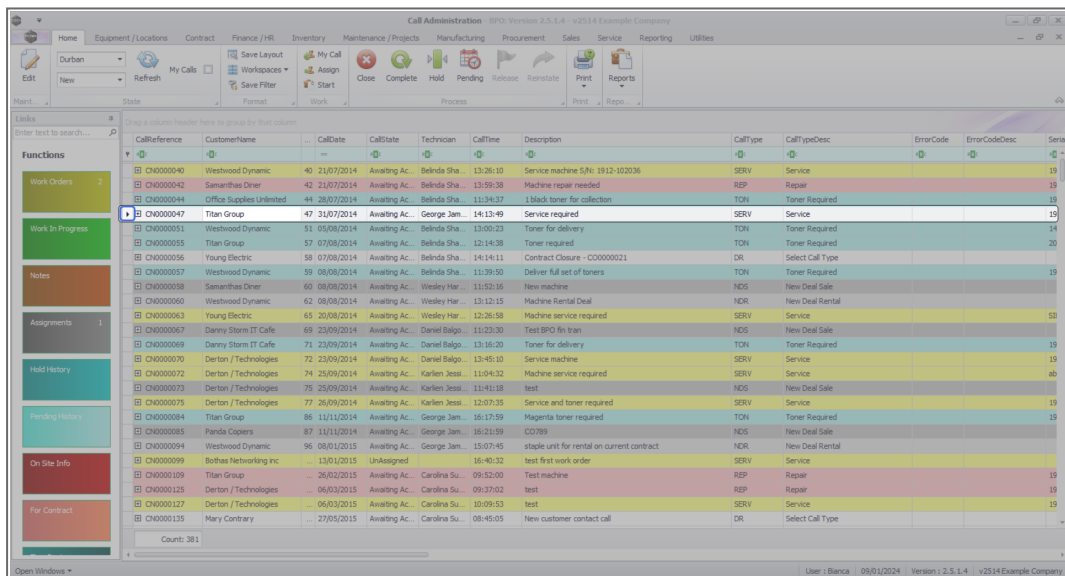
<sup>1</sup>BPO2 v2.5.1.3 or higher.



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

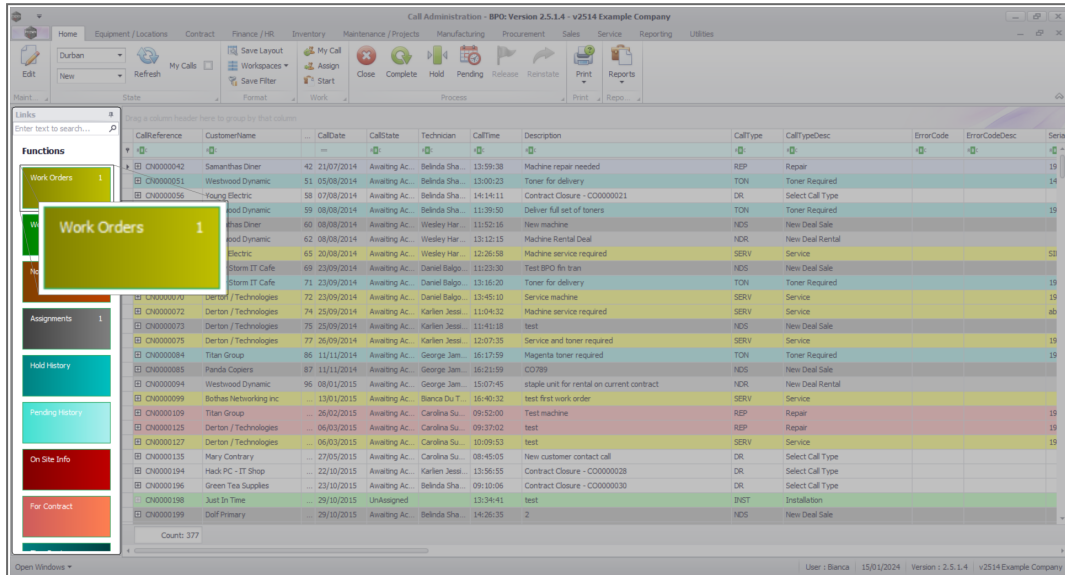


- Click on the row selector of the call you would like to work with.



## WORK ORDERS

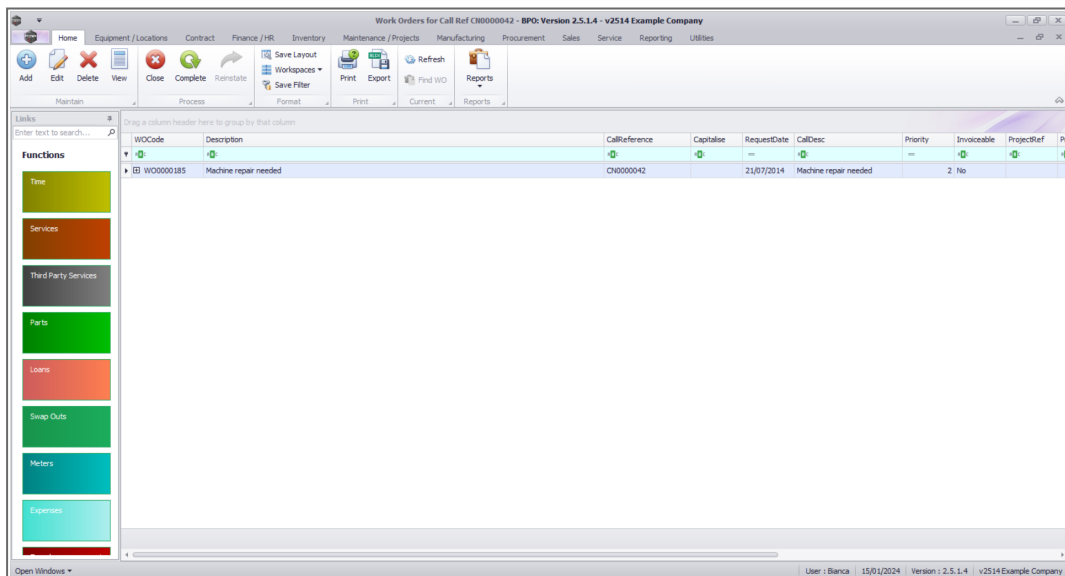
- Click on the **Work Orders** tile to view the list of work orders associated with the selected call.



The screenshot shows the CO3 Call Administration interface. The left sidebar has a 'Functions' menu with 'Work Orders' highlighted. The main window displays a table of work orders for a selected call. The table has columns: CallReference, CustomerName, CallDate, CallState, Technician, CallTime, Description, CallType, CallTypeDesc, ErrorCode, ErrorCodeDesc, and Serial.

CallReference	CustomerName	CallDate	CallState	Technician	CallTime	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc	Serial
CH0000042	Samantha Diner	42 21/07/2014	Awaiting Ac.	Belinda Sha.	13:09:38	Machine repair needed	REP	Repair			19
CH0000051	Westwood Dynamic	51 05/08/2014	Awaiting Ac.	Belinda Sha.	13:00:23	Toner for delivery	TON	Toner Required			54
CH0000056	Young Electric	56 07/08/2014	Awaiting Ac.	Belinda Sha.	14:14:11	Contract Closure - CO0000021	DR	Select Call Type			
CH0000056	Young Electric	56 08/08/2014	Awaiting Ac.	Belinda Sha.	13:39:50	Deliver full set of toners	TON	Toner Required			19
CH0000056	Young Electric	56 08/08/2014	Awaiting Ac.	Wesley Har.	11:52:16	New machine	NDS	New Deal Sale			
CH0000056	Young Electric	56 08/08/2014	Awaiting Ac.	Wesley Har.	13:12:15	Machine Rental Deal	NDR	New Deal Rental			
CH0000056	Young Electric	56 20/08/2014	Awaiting Ac.	Wesley Har.	12:26:58	Machine service required	SERV	Service			58
CH0000056	Young Electric	56 23/09/2014	Awaiting Ac.	Daniel Balgo.	11:23:30	Test BPO fin tran	NDS	New Deal Sale			
CH0000056	Young Electric	56 23/09/2014	Awaiting Ac.	Daniel Balgo.	13:16:20	Toner for delivery	TON	Toner Required			19
CH0000056	Young Electric	56 23/09/2014	Awaiting Ac.	Daniel Balgo.	13:45:10	Service machine	SERV	Service			19
CH0000056	Young Electric	56 23/09/2014	Awaiting Ac.	Karlens Jess.	11:04:32	Machine service required	SERV	Service			ab
CH0000056	Young Electric	56 25/09/2014	Awaiting Ac.	Karlens Jess.	11:40:18	test	NDS	New Deal Sale			
CH0000056	Young Electric	56 26/09/2014	Awaiting Ac.	Karlens Jess.	12:07:25	Service and toner required	SERV	Service			19
CH0000056	Young Electric	56 11/11/2014	Awaiting Ac.	George Jam.	16:17:59	Magenta toner required	TON	Toner Required			19
CH0000056	Young Electric	56 11/11/2014	Awaiting Ac.	George Jam.	16:21:59	CO789	NDS	New Deal Sale			
CH0000056	Young Electric	56 08/01/2015	Awaiting Ac.	George Jam.	15:07:45	staple unit for rental on current contract	NDR	New Deal Rental			
CH0000056	Young Electric	56 13/01/2015	Awaiting Ac.	Blanca Du T.	16:40:32	test first work order	SERV	Service			
CH0000056	Young Electric	56 26/02/2015	Awaiting Ac.	Carolina Su.	09:52:00	test machine	REP	Repair			19
CH0000056	Young Electric	56 06/03/2015	Awaiting Ac.	Carolina Su.	09:37:02	test	REP	Repair			19
CH0000056	Young Electric	56 06/03/2015	Awaiting Ac.	Carolina Su.	10:09:53	test	SERV	Service			19
CH0000056	Young Electric	56 27/05/2015	Awaiting Ac.	Carolina Su.	08:45:05	New customer contact call	DR	Select Call Type			
CH0000056	Young Electric	56 22/10/2015	Awaiting Ac.	Karlens Jess.	13:36:55	Contract Closure - CO0000038	DR	Select Call Type			
CH0000056	Young Electric	56 22/10/2015	Awaiting Ac.	Belinda Sha.	09:10:06	Contract Closure - CO0000039	DR	Select Call Type			
CH0000056	Young Electric	56 29/10/2015	Unassigned		13:34:41	test	INST	Installation			
CH0000056	Young Electric	56 29/10/2015	Awaiting Ac.	Belinda Sha.	14:26:35	2	NDS	New Deal Sale			

- The **Work Order** listing screen will open with work orders associated to the selected call.



The screenshot shows the 'Work Orders for Call Ref CH0000042 - v2514 Example Company' screen. The left sidebar has a 'Functions' menu with 'Time' highlighted. The main window displays a table of work orders for the selected call. The table has columns: WCode, Description, CallReference, Capitalise, RequestDate, CallDesc, Priority, Invoiceable, ProjectRef, and ProjectRef.

WCode	Description	CallReference	Capitalise	RequestDate	CallDesc	Priority	Invoiceable	ProjectRef	ProjectRef
W00000185	Machine repair needed	CH0000042		21/07/2014	Machine repair needed	2	No		



For a detailed handling of this topic refer to [Introduction to Work Orders](#)

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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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