

## SERVICE

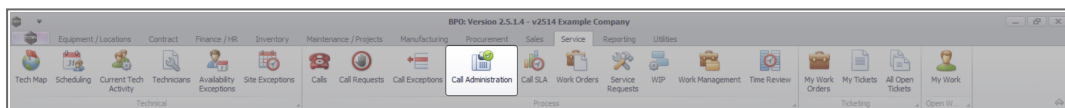
### CALL ADMINISTRATION - CALL NOTES

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

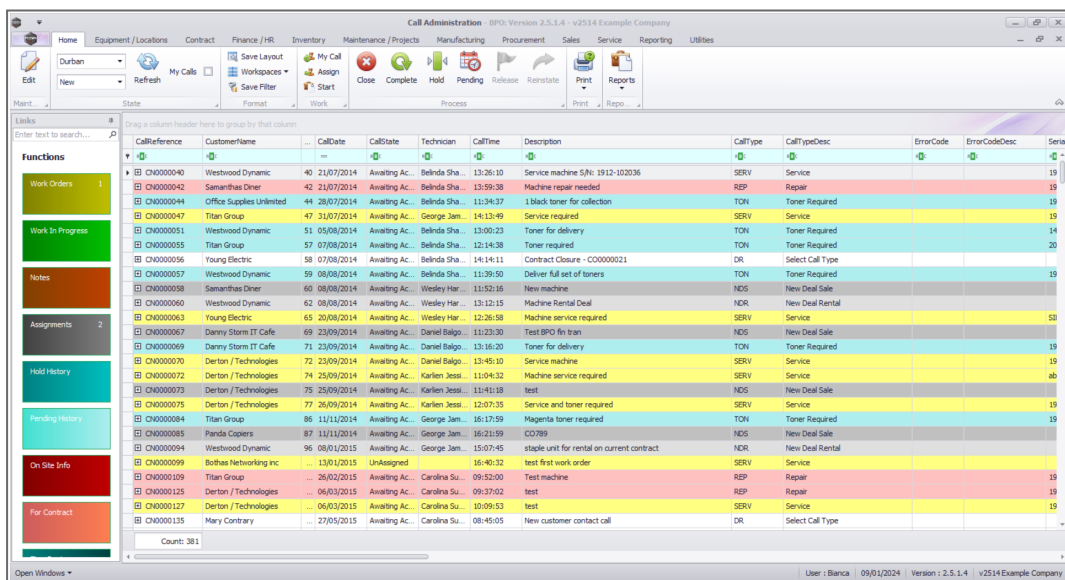
The **Notes** tile is a quick way to navigate to the list of Notes created against this call. Additional notes can be added, if required.

### THE CALL ADMINISTRATION LISTING SCREEN

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



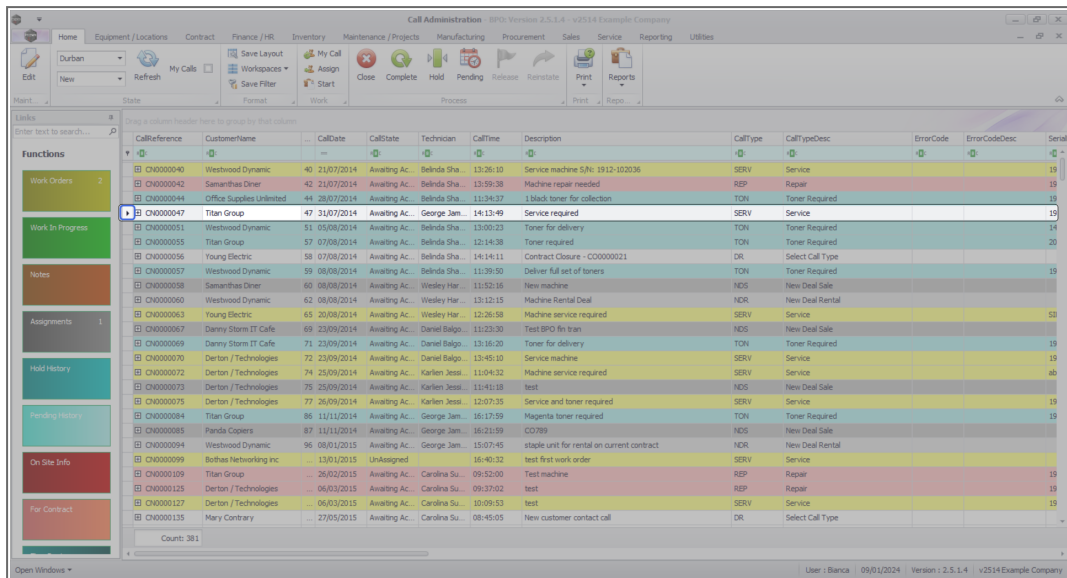
- The **Call Administration** screen will be displayed.



CallReference	CustomerName	CallDate	CallState	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 Jam...	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 - CO00000221	DR	Select Call Type			
CH0000057	Westwood Dynamic	59 08/08/2014	Awaiting Ac...	Belinda Sha...	13:39:50	Deliver full set of toners	TON	Toner Required			19
CH0000058	Samanthas Diner	60 08/08/2014	Awaiting Ac...	Wesley Har...	13:52:16	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			50
CH0000067	Danny Storm IT Cafe	69 23/09/2014	Awaiting Ac...	Daniel Balgo...	11:23:30	Test BPO fin tran	NDS	New Deal Sale			
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 Jess...	11:04:32	Machine service required	SERV	Service			ab
CH0000073	Derton / Technologies	75 25/09/2014	Awaiting Ac...	Karlens Jess...	11:41:18	test	NDS	New Deal Sale			
CH0000075	Derton / Technologies	77 26/09/2014	Awaiting Ac...	Karlens Jess...	12:07:35	Service and toner required	SERV	Service			19
CH0000084	Titan Group	86 11/11/2014	Awaiting Ac...	George Jam...	16:17:59	Magenta toner required	TON	Toner Required			19
CH0000085	Panda Copiers	87 11/11/2014	Awaiting Ac...	George Jam...	16:21:59	CO789	NDS	New Deal Sale			
CH0000094	Westwood Dynamic	96 08/01/2015	Awaiting Ac...	George Jam...	15:07:45	single unit for rental on current contract	NDR	New Deal Rental			
CH0000099	Botheas 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			

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

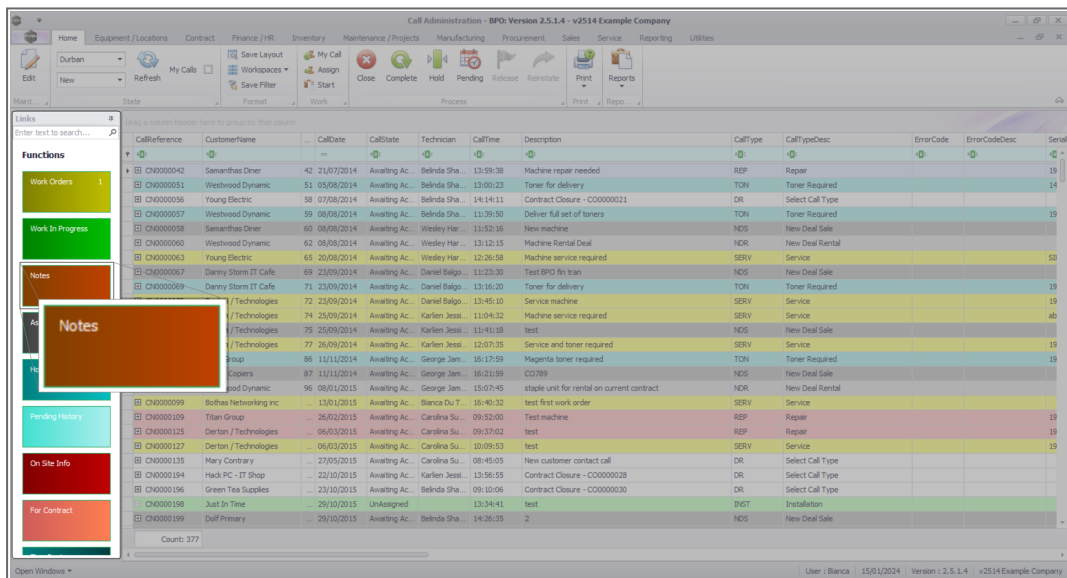
- Click on the row selector of the call you would like to work with.



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 1912-103036	SERV	Service			19
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CH0000044	Office Supplies Unlimited	44 28/07/2014	Awaiting Ac.	Belinda Sha	11:34:37	1 black toner for collection	TON	Toner Required			19
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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	13:23:30	Test BPO for train	NDS	New Deal Sale			19
CH0000069	Danny Storm IT Cafe	71 23/09/2014	Awaiting Ac.	Daniel Balgo	13:16:20	Toner for delivery	TON	Toner Required			19
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CH0000072	Derton / Technologies	74 23/09/2014	Awaiting Ac.	Karlen Jessi	11:04:32	Machine service required	SERV	Service			ab
CH0000073	Derton / Technologies	75 23/09/2014	Awaiting Ac.	Karlen Jessi	11:41:18	test	NDS	New Deal Sale			19
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CH0000094	Westwood Dynamic	96 08/01/2015	Awaiting Ac.	George Jen	15:07:45	single unit for rental on current contract	NDR	New Deal Rental			19
CH0000099	Bothas 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

## NOTES

- Click on the **Notes** tile to view the notes specific to this call.



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
CH0000051	Westwood Dynamic	51 05/08/2014	Awaiting Ac.	Belinda Sha	13:00:23	Toner for delivery	TON	Toner Required			14
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
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CH0000073	Derton / Technologies	74 23/09/2014	Awaiting Ac.	Karlen Jessi	11:04:32	Machine service required	SERV	Service			19
CH0000075	Derton / Technologies	75 23/09/2014	Awaiting Ac.	Karlen Jessi	11:41:18	test	NDS	New Deal Sale			19
CH0000077	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 Jen	16:17:59	Magenta toner required	TON	Toner Required			19
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CH0000094	Westwood Dynamic	96 08/01/2015	Awaiting Ac.	George Jen	15:07:45	single unit for rental on current contract	NDR	New Deal Rental			19
CH0000099	Bothas 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
CH0000194	Hack PC - IT Shop	22/10/2015	Awaiting Ac.	Karlen Jessi	13:56:55	Contract Closure - CO0000028	DR	Select Call Type			19
CH0000196	Green Tea Supplies	23/10/2015	Awaiting Ac.	Belinda Sha	09:10:06	Contract Closure - CO0000030	DR	Select Call Type			19
CH0000198	Just In Time	29/10/2015	Unassigned		13:34:41	test	INGT	Installation			19
CH0000199	Doff Primary	29/10/2015	Awaiting Ac.	Belinda Sha	14:26:35	2	NDS	New Deal Sale			19

- The **Notes** listing screen will open displaying the call notes.

Note Listing for Call Ref no : CR0000042 - BPO: Version 2.5.1.4 - v2514 Example Company

Notes	NoteDate	NoteTime	FullName
Call customer before planning on site visit.	15/01/2024	14:29:08	Bianca Du Toit

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



For a detailed handling of this topic refer to Calls - Notes

## 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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