SERVICE

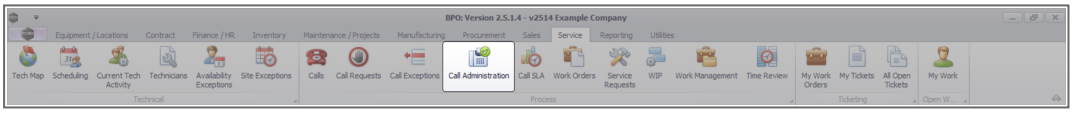
CALL ADMINISTRATION – CALL NOTES

The Call Administration screen is part of the Extended Call Centre - Version Compatibility[1]

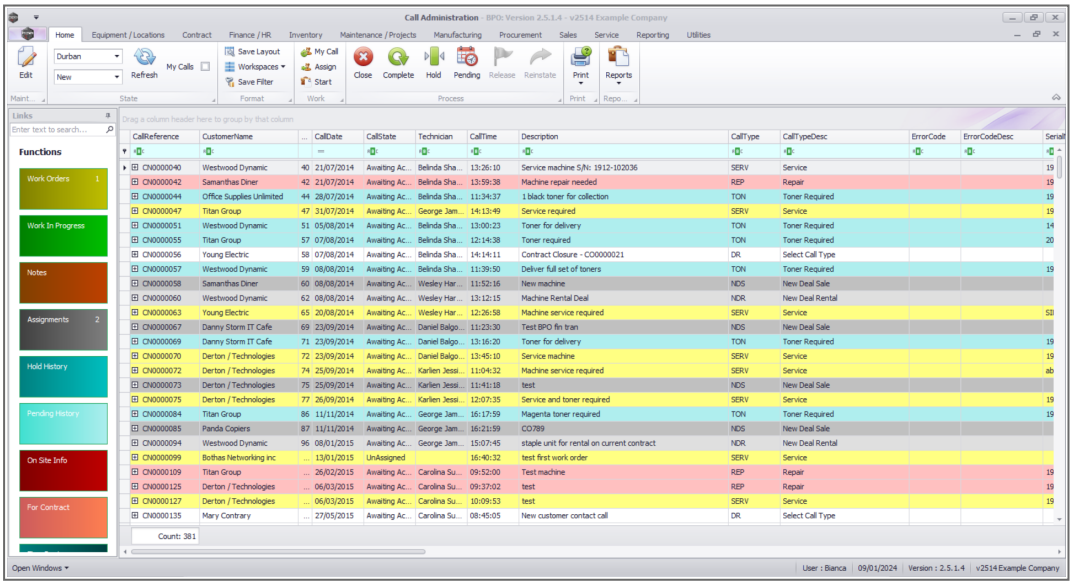
The **Notes** tile is a quick way to navigate to the list of Notes created against this call. Additional notes can be added, if required.

THE CALL ADMINISTRATION LISTING SCREEN

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



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



[1] BPO2 v2.5.1.3 or higher.

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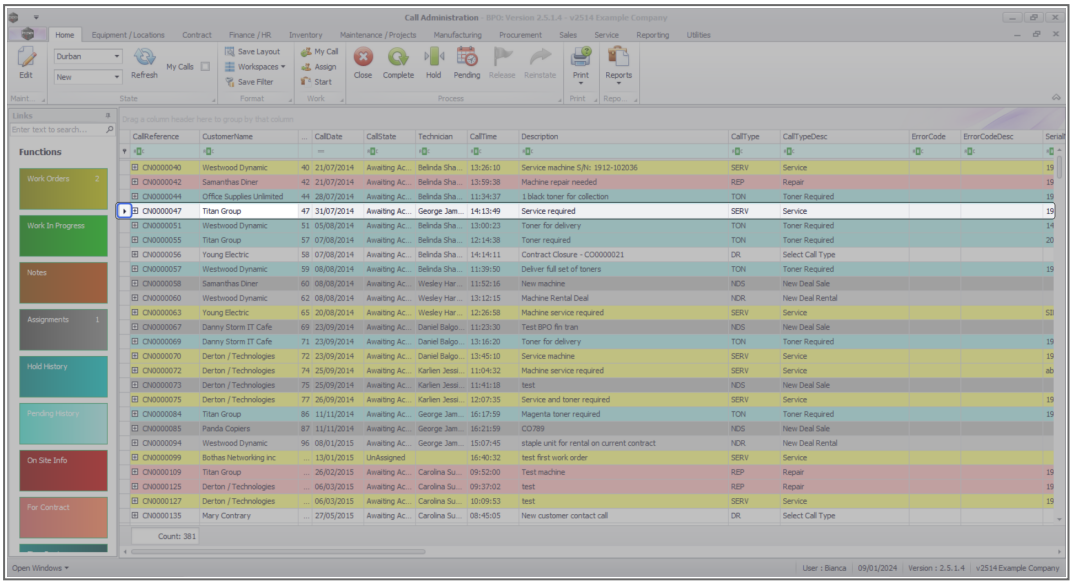
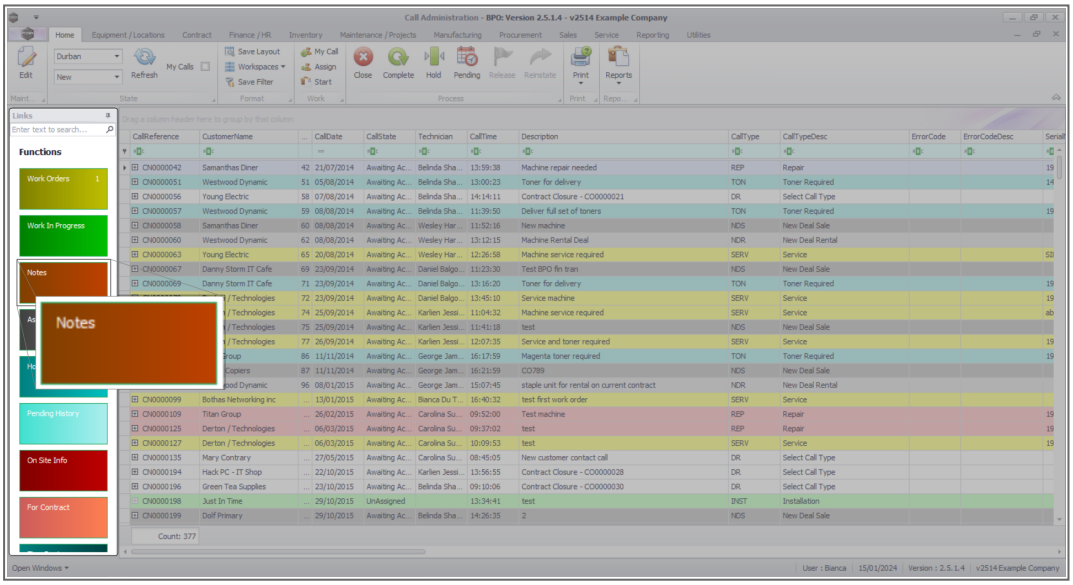
- Click on the row selector of the call you would like to work with.



NOTES

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



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

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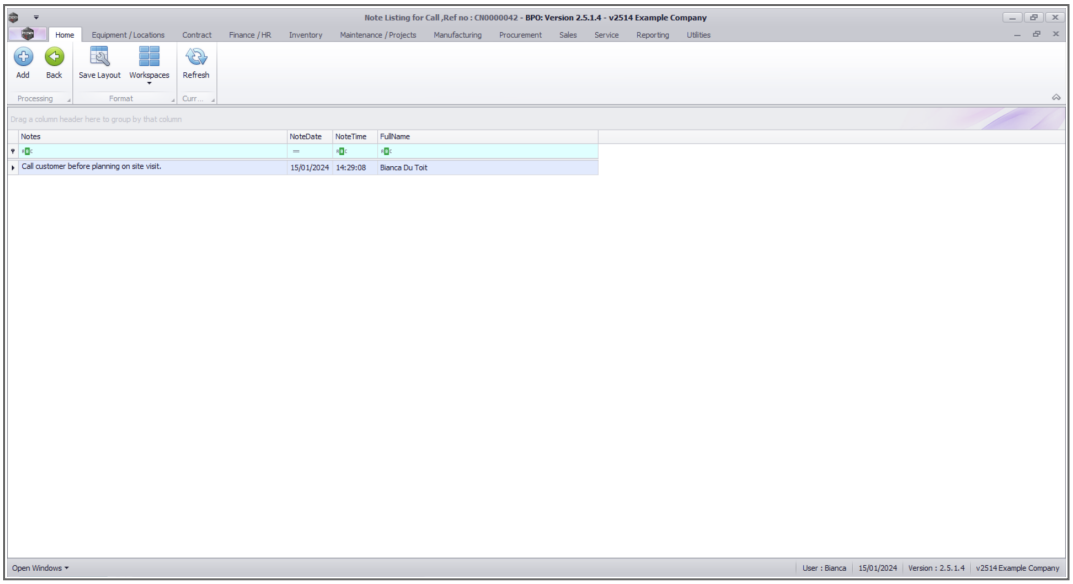

For a detailed handling of this topic refer to Calls - Notes

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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