

SERVICE

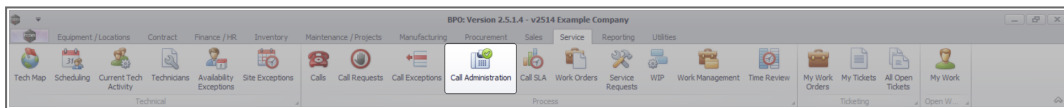
CALL ADMINISTRATION - CALL ASSIGNMENTS

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

The **Call Assignments** tile is a quick way to navigate to the list of Technician Assignments created against this call.

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

My Call Assign Close Complete Hold Pending Release Reworkable Print Reports

State Work Process

Links: 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	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 Jan.	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 - CO0000021	DR	Select Call Type			
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			
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			53
CH0000067	Danny Storm IT Cafe	69 23/09/2014	Awaiting Ac.	Daniel Balgo.	11:23:30	Test BPO fir tran	NDS	New Deal Sale			
CH0000069	Danny Storm IT Cafe	71 23/09/2014	Awaiting Ac.	Daniel Balgo.	13:16:30	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.	Karlen Jessi.	11:04:32	Machine service required	SERV	Service			ab
CH0000073	Derton / Technologies	75 25/09/2014	Awaiting Ac.	Karlen Jessi.	11:41:18	test	NDS	New Deal Sale			19
CH0000075	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 Jan.	16:17:59	Nagenta toner required	TON	Toner Required			19
CH0000085	Panda Copiers	87 11/11/2014	Awaiting Ac.	George Jan.	16:21:59	CO789	NDS	New Deal Sale			
CH0000094	Westwood Dynamic	96 08/10/2015	Awaiting Ac.	George Jan.	15:07:45	staple unit for rental on current contract	NDR	New Deal Rental			
CH0000099	Bothes Networking inc	13/01/2015	Unassigned		16:40:32	test fir 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			

Count: 381

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

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

My Call Assign Close Complete Hold Pending Release Reworkable Print Reports

State Work Process

Links: 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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CH0000051	Westwood Dynamic	51 05/08/2014	Awaiting Ac.	Belinda Sha.	13:00:23	Toner for delivery	TON	Toner Required			14
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CH0000056	Young Electric	58 07/08/2014	Awaiting Ac.	Belinda Sha.	14:14:11	Contract Closure - CO0000021	DR	Select Call Type			
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			
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			53
CH0000067	Danny Storm IT Cafe	69 23/09/2014	Awaiting Ac.	Daniel Balgo.	11:23:30	Test BPO fir tran	NDS	New Deal Sale			
CH0000069	Danny Storm IT Cafe	71 23/09/2014	Awaiting Ac.	Daniel Balgo.	13:16:30	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.	Karlen Jessi.	11:04:32	Machine service required	SERV	Service			ab
CH0000073	Derton / Technologies	75 25/09/2014	Awaiting Ac.	Karlen Jessi.	11:41:18	test	NDS	New Deal Sale			19
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CH0000099	Bothes Networking inc	13/01/2015	Unassigned		16:40:32	test fir 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			

Count: 381

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CALL ASSIGNMENTS

- Click on the **Call Assignments** tile to view the technician assignments specific to this call.

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

My Calls Workspaces Assign Close Complete Hold Pending Release Reroute Print Reports

Links Enter text to search...

Functions

- Work Orders 1
- Work In Progress
- Notes
- Assignments 1
- On Site Info
- For Contract

CallReference	CustomerName	CallDate	CallState	Technician	CallTime	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc	Serial
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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
CH0000056	Young Electric	58 07/08/2014	Awaiting Ac.	Belinda Sha.	14:14:11	Contract Closure - CO0000021	DR	Select Call Type			
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.	11:52:15	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			19
CH0000067	Danny Storm IT Cafe	69 23/09/2014	Awaiting Ac.	Daniel Balgo.	13:23:30	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.	Karlen Jess.	11:04:32	Machine service required	SERV	Service			19
CH0000073	Derton / Technologies	75 25/09/2014	Awaiting Ac.	Karlen Jess.	13:41:18	test	NDS	New Deal Sale			
CH0000074	Derton / Technologies	77 26/09/2014	Awaiting Ac.	Karlen Jess.	12:07:35	Service and toner required	SERV	Service			19
CH0000075	Derton / Technologies	86 11/11/2014	Awaiting Ac.	George Jam.	15:17:59	Magenta toner required	TON	Toner Required			19
CH0000076	Derton / Technologies	87 11/11/2014	Awaiting Ac.	George Jam.	16:21:59	CO789	NDS	New Deal Sale			
CH0000077	Derton / Technologies	96 08/01/2015	Awaiting Ac.	George Jam.	15:07:45	staple unit for rental on current contract	NDR	New Deal Rental			
CH0000078	Networking inc	13/01/2015	Awaiting Ac.	Blanca Du T.	16:40:32	test first work order	SERV	Service			
CH0000079	Networking inc	26/02/2015	Awaiting Ac.	Carolina Su.	09:52:00	Test machine	REP	Repair			19
CH0000080	Networking inc	06/03/2015	Awaiting Ac.	Carolina Su.	09:37:02	test	REP	Repair			19
CH0000081	Networking inc	06/03/2015	Awaiting Ac.	Carolina Su.	10:09:53	test	SERV	Service			19
CH0000127	Derton / Technologies	06/03/2015	Awaiting Ac.	Carolina Su.	10:09:53	test	SERV	Service			19
CH0000135	Mary Conary	22/05/2015	Awaiting Ac.	Carolina Su.	08:45:05	New customer contact call	DR	Select Call Type			
CH0000194	Hack PC - IT Shop	22/10/2015	Awaiting Ac.	Karlen Jess.	13:56:55	Contract Closure - CO0000028	DR	Select Call Type			
CH0000196	Green Tea Supplies	23/10/2015	Awaiting Ac.	Belinda Sha.	09:10:06	Contract Closure - CO0000030	DR	Select Call Type			
CH0000198	Just In Time	29/10/2015	Unassigned		13:34:41	test	INST	Installation			
CH0000199	Doff Primary	29/10/2015	Awaiting Ac.	Belinda Sha.	14:26:35	2	NDS	New Deal Sale			

Count: 377

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- The **Call Assignment** listing screen will open displaying the technician assignments.

Assignment Listing for Call Ref no : CH0000042 - BPO: Version 2.5.1.4 - v2514 Example Company

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

Add Delete Force Accept Save Layout Workspaces Refresh

Processing Format Curr...

Drag a column header here to group by that column

AssigneeName	AssignorName	AssignDate	AssignTime	Comments	GPSLongitude	GPSLatitude	Status
Belinda Sharnan	Blanca Du Tok	15/06/2016	13:52:11	Machine rep...	0.00	0.00 N	

Open Windows

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

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](#)

MNU.124.019