

## SERVICE

### CALL ADMINISTRATION - CALL HOLD HISTORY

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

The **Hold History** tile is a quick way to navigate to the list of hold events for the selected call.

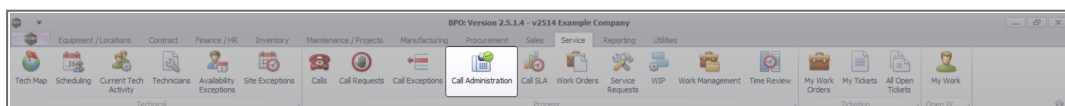
A call can be placed on **Hold** manually in the call centre. If a call is placed on hold, no further processing can be performed until it has been released. The hold history is generate when the call is **Placed on Hold** and **Released from Hold**.

There can be many reasons to place a call on Hold, but these reasons are based on a delay from the client's side, for example:

- Awaiting client quote confirmation
- Awaiting client response
- Client unreachable
- Account in arrears

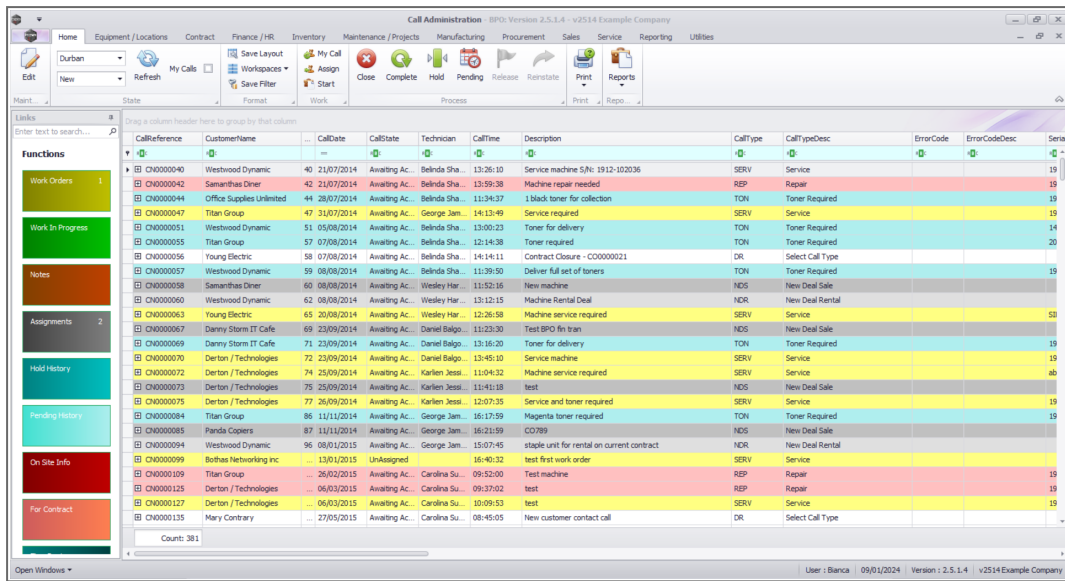
### THE CALL ADMINISTRATION LISTING SCREEN

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



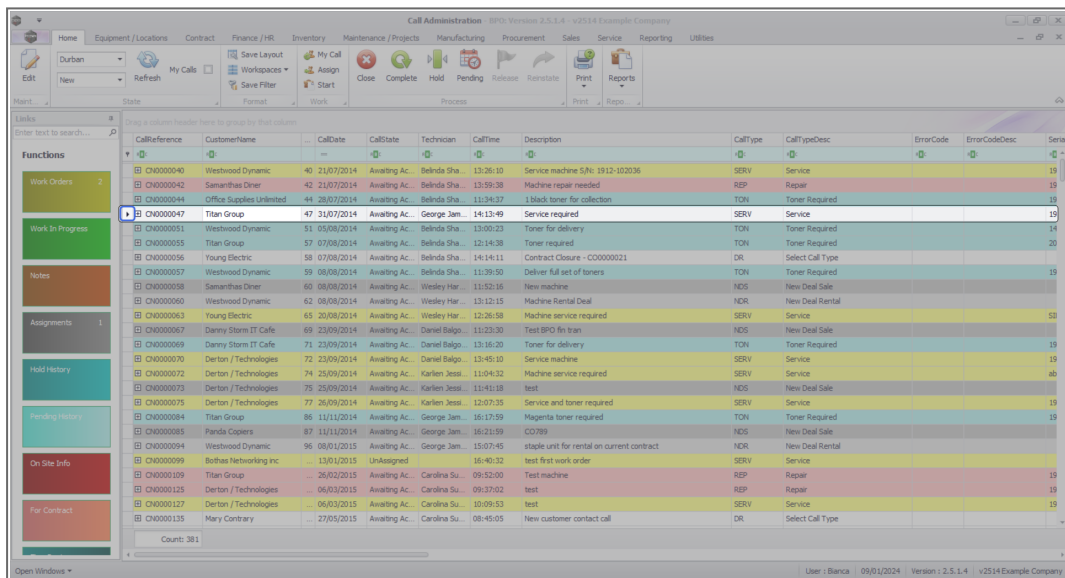
<sup>1</sup>BPO2 v2.5.1.3 or higher.

- 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 Jen.	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			58
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.	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			
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 Jen.	16:17:59	Magenta toner required	TON	Toner Required			19
CH0000085	Panda Copiers	87 11/11/2014	Awaiting Ac.	George Jen.	16:21:59	CO789	NDS	New Deal Sale			
CH0000094	Westwood Dynamic	96 08/01/2015	Awaiting Ac.	George Jen.	15:07:45	staple unit for rental on current contract	NDR	New Deal Rental			
CH0000099	Bothas 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			

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



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CH0000073	Derton / Technologies	75 25/09/2014	Awaiting Ac.	Karlen Jessi.	11:41:18	test	NDS	New Deal Sale			
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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			

## CALL HOLD HISTORY

- Click on the **Hold History** tile.

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 Reallocate Print Reports

Links: Enter text to search...

Functions: Work Orders 1, Work In Progress, Notes, Assignments 1, Hold History, For Contract

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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			50
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	Dertan / Technologies	72 23/09/2014	Awaiting Ac.	Daniel Balgo.	13:46:10	Service machine	SERV	Service			19
CH0000072	Dertan / Technologies	74 25/09/2014	Awaiting Ac.	Karlen Jess.	11:04:32	Machine service required	SERV	Service			40
CH0000073	Dertan / Technologies	75 25/09/2014	Awaiting Ac.	Karlen Jess.	13:41:18	test	NDS	New Deal Sale			
CH0000075	Dertan / Technologies	77 26/09/2014	Awaiting Ac.	Karlen 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	staple unit for rental on current contract	NDR	New Deal Rental			
CH0000094	Networking inc	13/01/2015	Awaiting Ac.	Blanca Du T.	16:40:32	test first work order	SERV	Service			
CH0000096	Group	26/02/2015	Awaiting Ac.	Carolina Su.	09:52:00	Test machine	REP	Repair			19
CH0000096	/ Technologies	06/03/2015	Awaiting Ac.	Carolina Su.	09:37:02	test	REP	Repair			19
CH0000096	/ Technologies	06/03/2015	Awaiting Ac.	Carolina Su.	10:09:53	test	SERV	Service			19
CH0000096	Binary	22/05/2015	Awaiting Ac.	Carolina Su.	08:45:05	New customer contact call	DR	Select Call Type			
CH0000096	C - IT Shop	22/10/2015	Awaiting Ac.	Karlen Jess.	13:56:55	Contract Closure - CO0000028	DR	Select Call Type			
CH0000096	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

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

- The **Hold History** listing screen will open displaying the call hold events.

Hold Events 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

Back Save Layout Workspaces Refresh

Process: Curr...

Enter a column header here to group by that column

HoldDate	HoldTime	HoldReasonCode	HoldReasonCodeDesc	HoldReason	EstReleaseDate	EstReleaseTime	ReleaseDate	ReleaseTime	EmployeeName
15/01/2024	11:46:05	AC	Awaiting Client Confirmation	Awaiting confir...	17/01/2024	11:46:05	15/01/2024	13:11:38	Blanca Du Tort

Open Windows

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



For a detailed handling of this topic refer to Calls - Hold History

## 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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