

SERVICE

CALL ADMINISTRATION - CALL TIME REVIEW

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

The **Time Review** tile is a quick way to navigate to the list of Time Review records related to the selected call.

Time review enables managers to allocate *regular* time logged by employees as *SLA* or *non billable* time. For example, if an employee books **4** hours against a work order, and the manager knows that the task should only require **2** hours to complete, then the manager can allocate **2** hours as Billable or *SLA* hours and the remaining **2** hours as *Non Billable* hours in the Time Review screen.

The <u>Time Review flag</u> must be set to **Yes** in **Configurator**.

THE CALL ADMINISTRATION LISTING SCREEN

Ribbon Select Service > Call Administration



• The *Call Administration* screen will be displayed.

1BPO2 v2.5.1.3 or higher.



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Work		1	CN0000042	Samanthas	Diner	42 3	1/07/2014	Awaiting	Ac	Belinda Sha	13:59:38	Machine rep	pair needed			REP	Repair			
			CN0000044	Office Supp	lies Unlimited	44 3	8/07/2014	Awaiting	Ac	Belinda Sha	11:34:37	1 black tone	er for collection			TON	Toner Required			
			CN0000047	Titan Group		47 3	1/07/2014	Awaiting	Ac	George Jam	14:13:49	Service req	uired			SERV	Service			
Work	In Progress		CN0000051	Westwood	Dynamic	51 0	5/08/2014	Awaiting	Ac	Belinda Sha	13:00:23	Toner for d	elvery			TON	Toner Required			
		E	CN0000055	Titan Group		57 0	7/08/2014	Awaiting	Ac	Belinda Sha	12:14:38	Toner requi	red			TON	Toner Required			
		E	CN0000056	Young Elec	ric	58 0	7/08/2014	Awaiting	Ac	Belinda Sha	14:14:11	Contract Cl	osure - CO0000	021		DR	Select Call Type			
Notes			CN0000057	Westwood	Dynamic	59 0	8/08/2014	Awaiting	Ac	Belinda Sha	11:39:50	Deliver full:	set of toners			TON	Toner Required			
			CN0000058	Samanthas	Diner	60 0	8/08/2014	Awaiting	Ac	Wesley Har	11:52:16	New machin	ie .			NDS	New Deal Sale			
		E	CN0000060	Westwood	Dynamic	62 0	8/08/2014	Awaiting	Ac	Wesley Har	13:12:15	Machine Re	ntal Deal			NDR	New Deal Rental			
			CN0000063	Young Elec	ric	65 3	0/08/2014	Awaiting	Ac	Wesley Har	12:26:58	Machine se	vice required			SERV	Service			
Assign	nments	-	CN0000067	Danny Stor	m IT Cafe	69 2	3/09/2014	Awaiting	Ac	Daniel Balgo	. 11:23:30	Test BPO fi	n tran			NDS	New Deal Sale			
			CN0000069	Danny Stor	m IT Cafe	71 3	3/09/2014	Awaiting	Ac	Daniel Balgo	. 13:16:20	Toner for d	elivery			TON	Toner Required			
			CN0000070	Derton / Te	chnologies	72 3	3/09/2014	Awaiting	Ac	Daniel Balgo	. 13:45:10	Service man	thine			SERV	Service			
Hold H			CN0000072	Derton / Te	chnologies	74 3	5/09/2014	Awaiting	Ac	Karlien Jessi	. 11:04:32	Machine se	vice required			SERV	Service			
			CN0000073	Derton / Te	chnologies	75 2	5/09/2014	Awaiting	Ac	Karlien Jessi	. 11:41:18	test				NDS	New Deal Sale			
			CN0000075	Derton / Te	chnologies	77 :	6/09/2014	Awaiting	Ac	Karlien Jessi	12:07:35	Service and	toner required			SERV	Service			
		E	CN0000084	Titan Group		86 :	1/11/2014	Awaiting	Ac	George Jam	16:17:59	Magenta to	ner required			TON	Toner Required			
			CN0000085	Panda Copi	ers	87 :	1/11/2014	Awaiting	Ac	George Jam	16:21:59	CO789				NDS	New Deal Sale			
		÷	CN0000094	Westwood	Dynamic	96 0	8/01/2015	Awaiting	Ac	George Jam	15:07:45	staple unit	for rental on cur	rrent contract		NDR	New Deal Rental			
On Sit	te Info		CN0000099	Bothas Net	working inc	1	3/01/2015	UnAssig	ned		16:40:32	test first we	ork order			SERV	Service			
			CN0000109	Titan Group		3	6/02/2015	Awaiting	Ac	Carolina Su	09:52:00	Test machin	ne -			REP	Repair			
			CN0000125	Derton / Te	chnologies	(6/03/2015	Awaiting	Ac	Carolina Su	09:37:02	test				REP	Repair			
En Co	ontract		CN0000127	Derton / Te	chnologies	0	6/03/2015	Awaiting	Ac	Carolina Su	10:09:53	test				SERV	Service			
		E	CN0000135	Mary Contr	ary	:	7/05/2015	Awaiting	Ac	Carolina Su	08:45:05	New custon	ner contact call			DR	Select Call Type			
			Count: 38	81																
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• Click on the row selector of the call you would like to work with.

Home Equips	ment / Locations Co	ntract Finance / HR I	inventory Maint				ersion 2.5.1.4 - v2514 Example Company curement Sales Service Reporting U	tities				8
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anceons	E CN0000040	Westwood Dynamic	40 21/07/2014				Service machine S/N: 1912-102036	SERV	Service			
	CN0000042	Samanthas Diner	40 21/07/2014				Machine repair needed	REP	Repair			
	E CN0000044	Office Supplies Unlimited	44 28/07/2014				1 black toner for collection	TON	Toner Required			
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Work In Progress	E CN0000051	Westwood Dynamic	51 05/08/2014				Toner for delivery	TON	Toner Required			
		Titan Group	57 07/08/2014				Toner required	TON	Toner Required			
	E CN0000056	Young Electric	58 07/08/2014				Contract Closure - CO0000021	DR	Select Call Type			
Notes		Westwood Dynamic	59 08/08/2014				Deliver full set of toners	TON	Toner Required			
Notes		Samanthas Diner	60 08/08/2014				New machine	NDS	New Deal Sale			
		Westwood Dynamic	62 08/08/2014		Wesley Har.		Machine Rental Deal	NDR	New Deal Rental			
	E CN0000063	Young Electric	65 20/08/2014			. 12:26:58	Machine service required	SERV	Service			
Assignments 1		Danny Storm IT Cafe	69 23/09/2014				Test BPO fin tran	NDS	New Deal Sale			
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		Titan Group	86 11/11/2014	Awaiting Ac	George Jam.	16:17:59	Magenta toner required	TON	Toner Required			
	E CN0000085	Panda Copiers	87 11/11/2014	Awaiting Ac	George Jam.	. 16:21:59	CO789	NDS	New Deal Sale			
		Westwood Dynamic	96 08/01/2015	Awaiting Ac	George Jam.	15:07:45	staple unit for rental on current contract	NDR	New Deal Rental			
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on and ano	E CN0000109	Titan Group	26/02/2015	Awaiting Ac	Carolina Su	. 09:52:00	Test machine	REP	Repair			
	E CN0000125	Derton / Technologies	06/03/2015	Awaiting Ac	Carolina Su	. 09:37:02	test	REP	Repair			
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TIME REVIEW

• Click on the Time Review tile.



Call Administration - Call Time Review

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	E CN0001036	Hope Works (Pty) Ltd		Awaiting Ac	Belinda Sha	10:40:51	Copier service required.	SERV	Service			
	E CN0001035	Hope Works (Ptv) Ltd				10:38:38	Paper keeps jamming.	REP	Repair			
	E CN0001034	Hope Works (Pty) Ltd		Awaiting Ac	Bianca Du T	. 10:29:04	Full set of toners required	TON	Toner Required			
On Site Info		Young Electric	05/12/2023	UnAssigned		15:42:01	Test Quote Add Attachment to email	NDS	New Deal Sale			
	CN0001032	Young Electric		UnAssigned			Test credit note on work order	MN	Manufacturing			
		Hope Works (Pty) Ltd	29/09/2023	UnAssigned		12:56:41	New Deal created from order OR0000306	NDS	New Deal Sale			
For Contract	E CN0001024	Hope Works (Pty) Ltd	12/09/2023	UnAssigned		09:23:50	Contract for Expiry Test	NDR	New Deal Rental			
	E CN0001023	Derton / Technologies	08/09/2023	UnAssigned		10:52:25	Open warranty claims have not been processed.	INSP	Inspection			
	E CN0001022	Derton / Technologies	08/09/2023	UnAssigned		10:44:45	Meters attached with no readings captured	INST	Installation			
	E CN0001017	Derton / Technologies	07/09/2023	UnAssigned		16:43:14	Call Exceptions - to correct but not flag.	INST	Installation			
	E CN0001015	Hope Works (Pty) Ltd	05/09/2023	Awaiting Ac	Bianca Du T	. 15:56:53	Test call sla functionality	SERV	Service			
	E CN0001014	Apple Juice Inc	22/08/2023	UnAssigned		11:30:52	Contract Closure - CO0000086	TR	Training			
		Copiers	22/08/202	UnAssigned		11:28:32	Contract Closure - CO0000041	DR	Select Call Type			
Time Re	view	Electric	22/08/2023	UnAssigned		11:28:26	Contract Closure - CO0000031	DR.	Select Call Type			
		g Shoes	22/08/202	UnAssigned		11:28:18	Contract Closure - PC0000001	DR	Select Call Type			
rai 👘		Electric	22/08/2023	UnAssigned		11:27:49	Contract Closure - CO000008	DR	Select Call Type			
		Supplies Unlimited	22/08/202	UnAssigned		11:27:30	Contract Closure - CO0000006	DR	Select Call Type			
Q		Juice Inc	25/07/2023	UnAssigned		10:18:33	Machine inspection required	INSP	Inspection			
		Hope Works (Pty) Ltd	07/06/2023	Awaiting Ac	Bianca Du T	. 11:21:29	Machine repair required	PR	Parts Requirement	SERV	Services	
		Hope Works (Pty) Ltd	07/06/2023	UnAssigned		10:14:52	Walls require repainting	SM	Scheduled Maintenance	SERV	Services	
		Young Electric	13/12/2023	Awaiting Ac	Arin Milton	10:09:10	Test account balances	DR	Select Call Type			
	E CN0001002	Samanthas Diner	12/12/2023	Awaiting Ac	Mary Thom	16:18:30	Test call for account balances manual.	DR	Select Call Type			
		Young Electric	29/11/2023	2 UnAssigned		11:29:19	Order the same part twice receive with different batch num	PR	Parts Requirement			
		Hope Works (Pty) Ltd	31/10/2023	2 UnAssigned		11:01:11	ForRentalContract	NDR	New Deal Rental			
	CN0000991	Apple Juice Inc	24/10/2023	! UnAssigned		16:38:15	Contract Closure - CO0000054	ADM	Administration			
	Count: 37											

• The **Time Review** listing screen will open displaying the time review records.

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For a detailed handling of this topic refer to Time Review - Review Time

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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