

SERVICE

CALL ADMINISTRATION – CALL TIME REVIEW

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

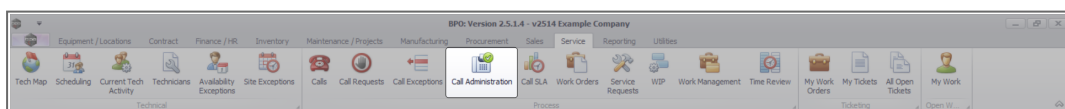
The **Time Review** tile is a quick way to navigate to the list of Time Review records related to the selected call.

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 [Time Review flag](#) must be set to **Yes** in **Configurator**.

THE CALL ADMINISTRATION LISTING SCREEN

Ribbon Select **Service > Call Administration**



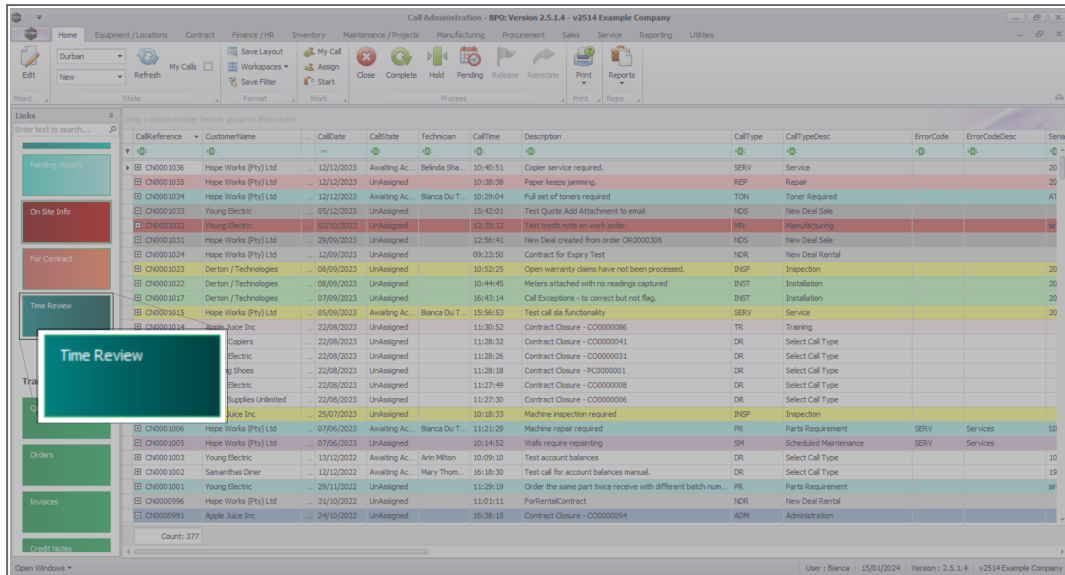
- The **Call Administration** screen will be displayed.

¹BPO2 v2.5.1.3 or higher.

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

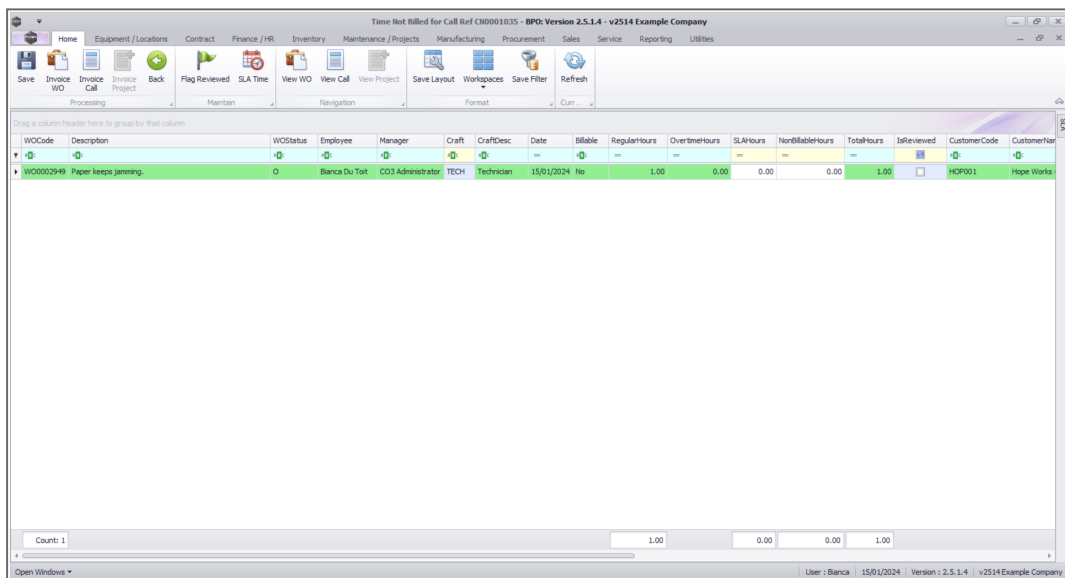
TIME REVIEW

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CallReference	CustomerName	CallDate	CallState	Technician	CallTime	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc	Serial
CH0001036	Hope Works (Pty) Ltd	12/12/2023	Awaiting Ac.	Belinda Sha	10:40:51	Copier service required.	SERV	Service			20
CH0001035	Hope Works (Pty) Ltd	12/12/2023	Unassigned		10:38:38	Paper keeps jamming.	REP	Repair			20
CH0001034	Hope Works (Pty) Ltd	12/12/2023	Awaiting Ac.	Blanca Du T.	10:29:04	Full set of toners required.	TON	Toner Required			AT
CH0001033	Young Electric	05/12/2023	Unassigned		15:42:01	Test Quote Add Attachment to email	NDS	New Deal Sale			
CH0001032	Young Electric	02/12/2023	Unassigned		12:19:12	Test credit note on work order	BNV	Manufacturing			
CH0001031	Hope Works (Pty) Ltd	29/09/2023	Unassigned		12:56:41	New Deal created from order CH0000306	NDS	New Deal Sale			
CH0001024	Hope Works (Pty) Ltd	12/09/2023	Unassigned		09:23:50	Contract for Expiry Test	NDR	New Deal Rental			
CH0001023	Derton / Technologies	08/09/2023	Unassigned		10:52:25	Open warranty claims have not been processed.	INSP	Inspection			20
CH0001022	Derton / Technologies	08/09/2023	Unassigned		10:44:46	Meters attached with no readings captured	INCT	Installation			20
CH0001017	Derton / Technologies	07/09/2023	Unassigned		16:43:14	Call Exceptions - to correct but not flag.	INCT	Installation			20
CH0001015	Hope Works (Pty) Ltd	05/09/2023	Awaiting Ac.	Blanca Du T.	15:56:53	Test call via functionality	SERV	Service			20
CH0001014	Apple Juice Inc	22/08/2023	Unassigned		11:30:52	Contract Closure - CO0000086	TR	Training			
CH0001006	Hope Works (Pty) Ltd	07/06/2023	Awaiting Ac.	Blanca Du T.	11:21:29	Machine repair required	PR	Parts Requirement	SERV	Services	53
CH0001005	Hope Works (Pty) Ltd	07/06/2023	Unassigned		10:14:52	Walls require repainting	SM	Scheduled Maintenance	SERV	Services	
CH0001003	Young Electric	13/12/2022	Awaiting Ac.	Ann Milton	10:09:10	Test account balances	DR	Select Call Type			10
CH0001002	Samanthes Diner	12/12/2022	Awaiting Ac.	Mary Thom	16:18:30	Test call for account balances manual.	DR	Select Call Type			19
CH0001001	Young Electric	29/11/2022	Unassigned		11:29:19	Order the same part twice receive with different batch num.	PR	Parts Requirement			
CH0000996	Hope Works (Pty) Ltd	31/10/2022	Unassigned		11:01:11	ForRentalContract	NDR	New Deal Rental			
CH0000991	Apple Juice Inc	24/10/2022	Unassigned		16:38:15	Contract Closure - CO0000054	ADM	Administration			

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



WOCCode	Description	WOCStatus	Employee	Manager	Craft	CraftDesc	Date	Bldg	RegularHours	OvertimeHours	SLAHours	NonBldgHours	TotalHours	IsReviewed	CustomerCode	CustomerName
WOC0002949	Paper keeps jamming.	ID	Blanca Du T.	CO3 Administrator	TECH	Technician	15/01/2024	Ne	1.00	0.00	0.00	0.00	1.00		HOP001	Hope Works



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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