

## SERVICE

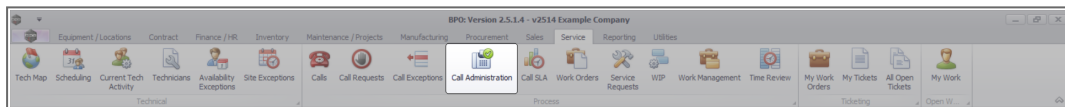
## CALL ADMINISTRATION - DELIVERY REPORT

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

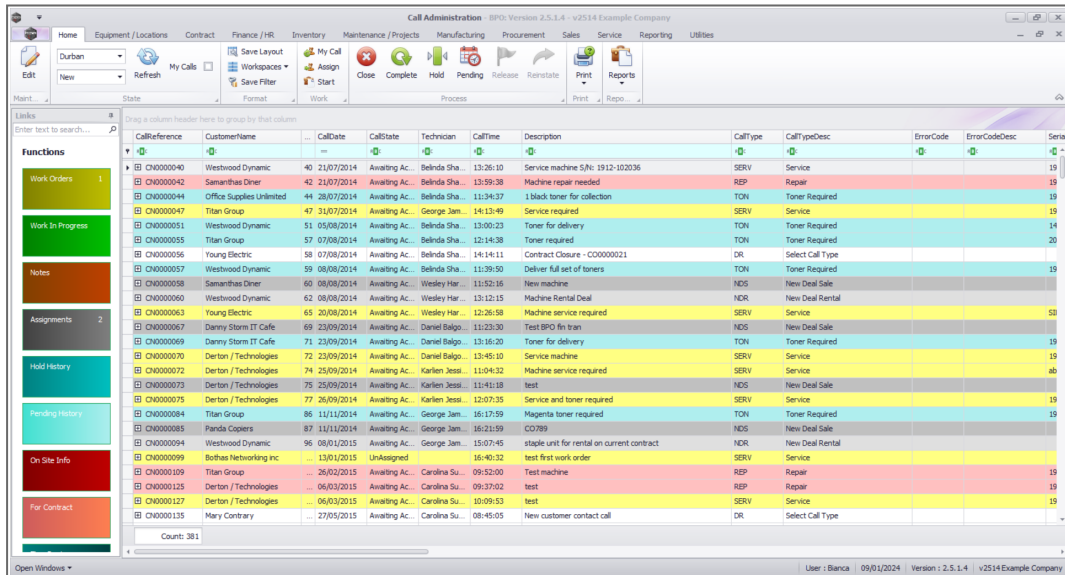
The **Delivery Report** returns a stock issued against this call.

## THE CALL ADMINISTRATION LISTING SCREEN

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



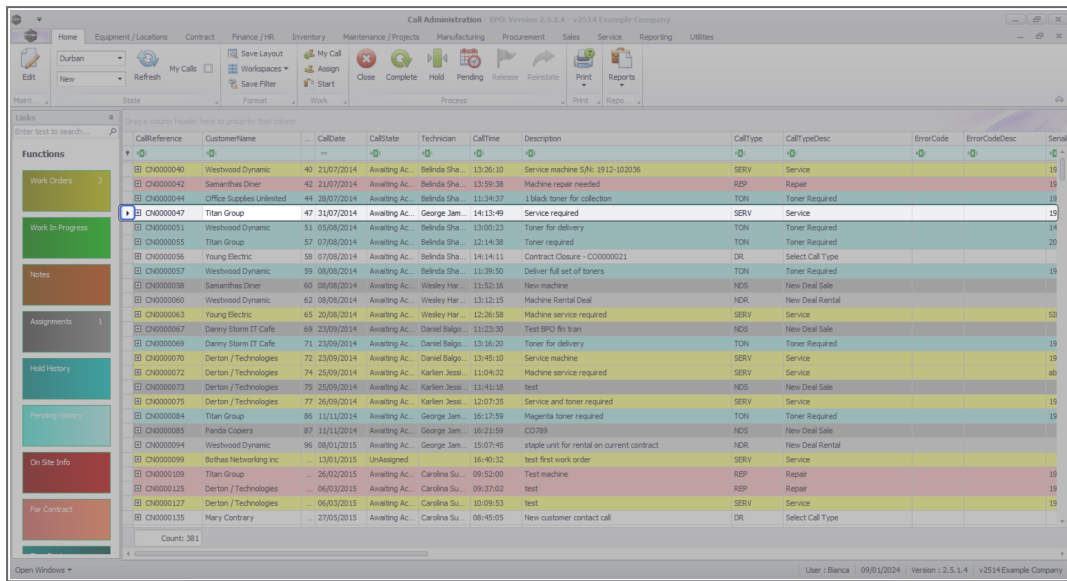
- The **Call Administration** screen will be displayed.



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 Jam...	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			52
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...	Karlens Jess...	11:04:32	Machine service required	SERV	Service			46
CH0000073	Derton / Technologies	75 25/09/2014	Awaiting Ac...	Karlens Jess...	11:41:18	test	NDS	New Deal Sale			
CH0000075	Derton / Technologies	77 26/09/2014	Awaiting Ac...	Karlens 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			
CH0000099	Bobbas 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 Conrady	23/05/2015	Awaiting Ac...	Carolina Su...	08:45:05	New customer contact call	DR	Select Call Type			

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

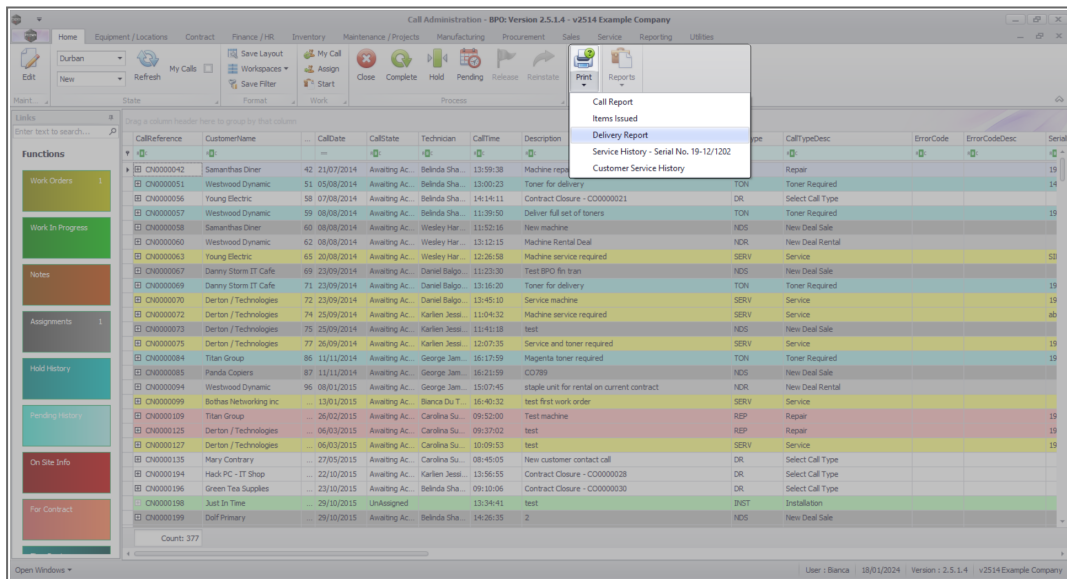
- Click on the row selector of the call you would like to work with.



CallReference	CustomerName	CallDate	CallState	Technician	CallTime	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc	Serial
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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
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CH0000058	Samanthas Diner	60 08/08/2014	Awaiting Ac.	Wesley Har	11:52:16	New machine	NDS	New Deal Sale			19
CH0000060	Westwood Dynamic	62 08/08/2014	Awaiting Ac.	Wesley Har	13:12:15	Machine Rental Deal	NDR	New Deal Rental			19
CH0000063	Young Electric	65 20/08/2014	Awaiting Ac.	Wesley Har	12:26:58	Machine service required	SERV	Service			58
CH0000067	Danny Storms IT Cafe	69 23/09/2014	Awaiting Ac.	Daniel Balgo	13:23:30	Test BPO for train	NDS	New Deal Sale			19
CH0000069	Danny Storms 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			46
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
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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			19
CH0000099	Bohbas Networking Inc	13/01/2015	Unassigned		16:40:32	test first work order	SERV	Service			19
CH0000109	Titan Group	26/02/2015	Awaiting Ac.	Carolina Su	09:52:00	Test machine	REP	Repair			19
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CH0000127	Derton / Technologies	06/03/2015	Awaiting Ac.	Carolina Su	10:09:53	test	SERV	Service			19
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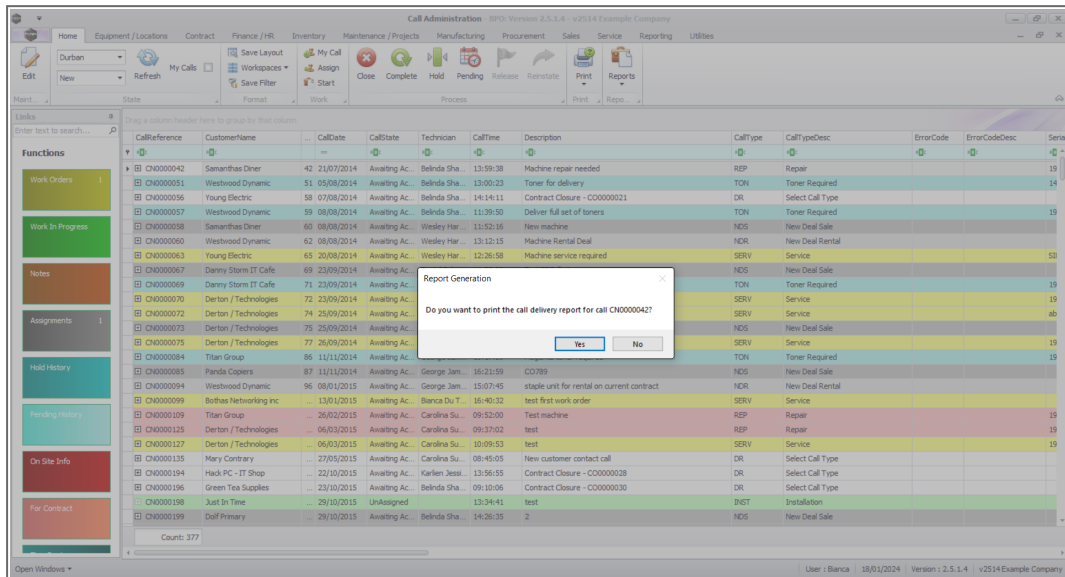
## PRINT DELIVERY REPORT

- Click on the **Print** button to display a list of **Report Options**.
- Click on **Delivery Report**.

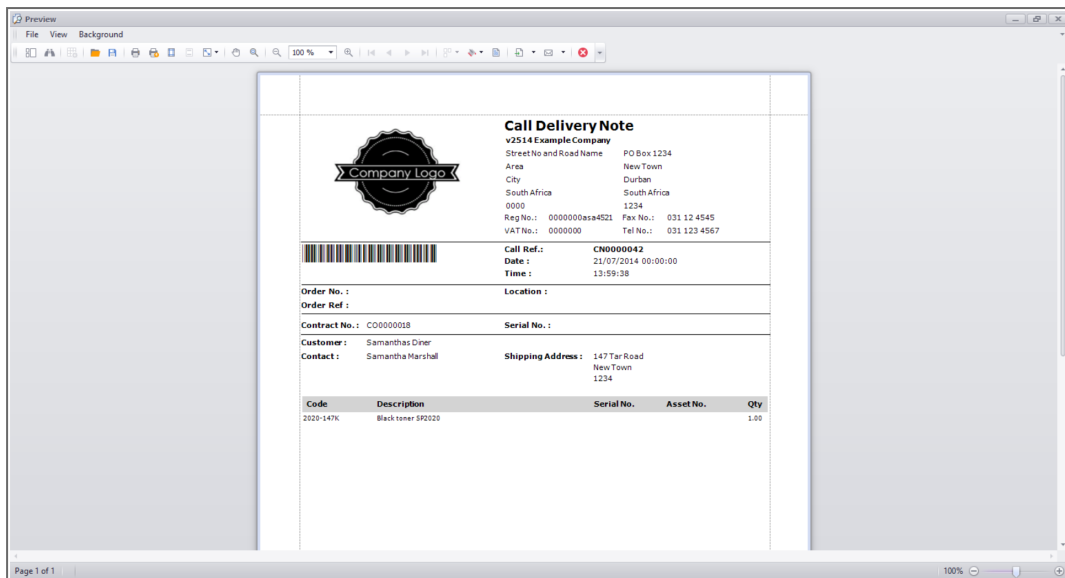


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CH0000051	Westwood Dynamic	51 05/08/2014	Awaiting Ac.	Belinda Sha	13:00:23	Toner for delivery	TON	Toner Required			14
CH0000056	Young Electric	58 07/08/2014	Awaiting Ac.	Belinda Sha	14:14:11	Contract Closure - CO0000021	DR	Select Call Type			19
CH0000057	Westwood Dynamic	59 08/08/2014	Awaiting Ac.	Belinda Sha	11:39:50	Deliver full set of toners	TON	Toner Required			19
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CH0000060	Westwood Dynamic	62 08/08/2014	Awaiting Ac.	Wesley Har	13:12:15	Machine Rental Deal	NDR	New Deal Rental			19
CH0000063	Young Electric	65 20/08/2014	Awaiting Ac.	Wesley Har	12:26:58	Machine service required	SERV	Service			58
CH0000067	Danny Storms IT Cafe	69 23/09/2014	Awaiting Ac.	Daniel Balgo	13:23:30	Test BPO for train	NDS	New Deal Sale			19
CH0000069	Danny Storms IT Cafe	71 23/09/2014	Awaiting Ac.	Daniel Balgo	13:16:20	Toner for delivery	TON	Toner Required			19
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CH0000073	Derton / Technologies	75 25/09/2014	Awaiting Ac.	Karlen Jessi	11:41:18	test	NDS	New Deal Sale			19
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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			19
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			19
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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			19
CH0000194	Hack PC - IT Shop	22/10/2015	Awaiting Ac.	Karlen Jessi	13:56:05	Contract Closure - CO0000038	DR	Select Call Type			19
CH0000196	Green Tea Supplies	23/10/2015	Awaiting Ac.	Belinda Sha	09:10:06	Contract Closure - CO0000030	DR	Select Call Type			19
CH0000198	Just In Time	29/10/2015	Unassigned		13:34:41	test	INST	Installation			19
CH0000199	Duff Primary	29/10/2015	Awaiting Ac.	Belinda Sha	14:26:35	2	NDS	New Deal Sale			19

- When you receive the **Report Generation** message to confirm:  
***Do you want to print the Delivery report for call CN[number]?***
- Click on **Yes**.



- The selected Report will display in the Reports **Preview** screen.
- From this screen you can make cosmetic changes to the document, as well as **Save, Zoom, Add a Watermark, Export** or **Email** the Call Report.
- Close the **Preview** screen when done.



**Call Delivery Note**  
v2514 Example Company

Street No and Road Name: PO Box 1234  
Area: New Town  
City: Durban  
South Africa: South Africa  
0000: 1234  
Reg No.: 00000000ase4521 Fax No.: 031 12 4545  
VAT No.: 00000000 Tel No.: 031 123 4567

**Call Ref.:** CN00000042  
**Date:** 21/07/2014 00:00:00  
**Time:** 13:59:38

**Order No.:** Location:  
**Order Ref.:**

**Contract No.:** C000000018 **Serial No.:**

**Customer:** Samanthas Diner  
**Contact:** Samantha Marshall **Shipping Address:** 147 Tar Road  
New Town  
1234

Code	Description	Serial No.	Asset No.	Qty
2020-147K	Black toner SP2020			1.00

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## 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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