

# SERVICE

## CALL CLOSURE EXCEPTIONS - PENDING HISTORY

The **Call Pending** tile is a quick way to navigate to the list of Call Pending events related to the selected call.

A call can be placed manually in the **Pending** status in the call centre. The pending history is generated as the customer is **Placed on Pending** and

#### Released from Pending.

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

- Spares must first be purchased before the work can commence.
- Awaiting loan machine to be returned.
- Requires senior Technician

#### THE CALL CLOSURE EXCEPTIONS LISTING SCREEN

Ribbon Select Service > Call Exceptions



• The *Closure Exceptions Listing* screen will be displayed, listing all Completed calls with completed work orders that have closure exceptions.



#### Call Closure Exceptions - Pending History

) v						Closu	e Excepti	ons - BPO: Version 2.5.1.4 - v2514 Example Company					_ 2
۵.	Home	Equipment / Locations	Contract Finar	nce / HR Inventory	Maintenance	/ Projects	Manufact	uring Procurement Sales Service Reporting	Utilities				- 8
ave	Close In	woice Credit Issue	WIP Flag Items	Durban 💌	Refresh	💐 Save Layo Workspace 🏅 Save Filter							
int		Process		State		Format							
iks				-	4								
	to search	p urag a column											
		CalReferer		CustomerName	CallDate	CallTime	CallType	CalDesc	StatusDesc	Priority	Action	DateRequired -	
uncti	ons	▼ 100	* <b>O</b> ¢	<ul> <li>•O:</li> </ul>	-	-	<b>(</b> ](	<ul> <li>Oc</li> </ul>	* <b>0</b> ¢	-	* <b>D</b> ¢	-	
			04 DER001	Derton / Technologies	15/03/2023	01/01/1900	ADM	Call SLA Hours Functionality Review	Complete	3		15/03/2023	
		1 E CN00009	81 HOP001	Hope Works (Pty) Ltd	11/12/2019	01/01/1900	ADM	test placing call on hold	Complete	3		11/12/2019	
			80 HOP001	Hope Works (Pty) Ltd	21/11/2019	01/01/1900	TON	Driver Connect - offline test	Complete	3		21/11/2019	
		E CN00009	79 HOP001	Hope Works (Pty) Ltd	21/11/2019	01/01/1900	SERV	Third driver connect call	Complete	3		21/11/2019	
		E CN0000	78 HOP001	Hope Works (Pty) Ltd	21/11/2019	01/01/1900	PR	Driver Connect - full set of toners required	Complete	3		21/11/2019	
		E CN00009	77 HOP001	Hope Works (Pty) Ltd	21/11/2019	01/01/1900	SERV	Driver Connect - toner delivery	Complete	3		21/11/2019	
		E CN0000	73 DAN002	Dancing Shoes	18/11/2019	01/01/1900	ADM	Test call email functionality	Complete	3		18/11/2019	
Notes	E CN0000	41 YES001	Young Electric	11/11/2019	01/01/1900	NDS	Test Service balances time logging	Complete	3		11/11/2019		
		E CN0000	32 HOP001	Hope Works (Pty) Ltd	15/10/2019	01/01/1900	DR	it seems like call notes are not saving for call request	Complete	3		15/10/2019	
		E CN0000	22 TEL005	Telerex	04/07/2019	01/01/1900	DR	test	Complete	2		11/07/2019	
		E CN0000	15 DAN002	Dancing Shoes	13/05/2019	01/01/1900	INST	test another call for overflow error	Complete	3		13/05/2019	
Asagr		L CN0000	14 DAN002	Dancing Shoes	13/05/2019	01/01/1900	INST	test call for overflow error	Complete	3		13/05/2019	
			12 HOP001	Hope Works (Pty) Ltd	03/05/2019	01/01/1900	π	Test call for warranties	Complete	3		03/05/2019	
		E CN0000	93 HOP001	Hope Works (Pty) Ltd	11/09/2018	01/01/1900	TON	Toner replacement requirement	Complete	3		11/09/2018	
		E CN0000	81 HOP001	Hope Works (Pty) Ltd	25/07/2018	01/01/1900	REP	Copier not switching on	Complete	3		25/07/2018	
		E CN0000	72 HOP001	Hope Works (Pty) Ltd	12/07/2018	01/01/1900	REP	Client equipment not functioning - to send out a loan unit	Complete	3		12/07/2018	
		E CN0000	71 HOP001	Hope Works (Pty) Ltd	11/07/2018	01/01/1900	DR	Test all bilable items.	Complete	3		11/07/2018	
		E CN0000	70 HOP001	Hope Works (Pty) Ltd	11/07/2018	01/01/1900	INST	Auto Invoicing Next Level	Complete	1		11/07/2018	
		E CN00003	66 HOP001	Hope Works (Pty) Ltd	10/07/2018	01/01/1900	INST	Test call for auto invoicing	Complete	3		10/07/2018	
		E CN0000	65 DER001	Derton / Technologies	10/07/2018	01/01/1900	INSP	Auto call invoice test	Complete	3		10/07/2018	
On Site Info	te Info	E CN00003	64 APP0001	Apple Juice Inc	10/07/2018	01/01/1900	INST	New Call for testing invoicing from Auto Call Invoice.	Complete	3		10/07/2018	
	E CN0000	63 HOP001	Hope Works (Pty) Ltd	06/07/2018	01/01/1900	INSP	Test call for auto invoice processing	Complete	3		06/07/2018		
	E CN0000	53 APP0001	Apple Juice Inc	13/06/2018	01/01/1900	INSP	Test stock over issue - auto approve part requests off	Complete	3		13/06/2018		
		E CN0000	52 HOP001	Hope Works (Pty) Ltd	08/01/2018	01/01/1900	DR	Test swap outs for tech connect	Complete	3		08/01/2018	
		E CN0000	49 HOP001	Hope Works (Pty) Ltd	19/12/2017	01/01/1900	INST	Test new swap out process on tech connect	Complete	3		19/12/2017	
		E CN0000	34 GDB0001	Good Books	14/09/2017	01/01/1900	Π	Test call for the WebPortal back order report	Complete	2		14/09/2017	

• Click on the row selector in front of the call.

Ψ.					Closu	re Exceptio	ons - BPO: Version 2.5.1.4 - v2514 Example Company					- 8
Home Equipm	ient / Locations O	ontract Financ	e / HR Inventory	Maintenance	/ Projects	Manufact.	ring Procurement Sales Service Reporting Utilit	ies				- 8
	A .0 .			49. 13	Save Layo	ut						
			Durban 🔻		Workspace	s <b>v</b>						
Save Close Invoice	Credit Issue V	VIP Flag Items		Refresh	Save Filter							
inks a												
nter text to search 🔎				CallDate	CalTime	Callforn	CalDesc	StatusDesc	Priority	Antine	DateRequired	
	Y ID:	CustomerCode	AD:		-	CalType III:	rD:	statusuesc	Priority	Action	- Uatekequired	
		-	-			-	-	-	-	-		
On Site Info		DER001		15/03/2023			Call Closure Exception Functionality Review	Complete			15/03/2023	
				21/07/2014			Please service machine as per error code	Complete	-		21/07/2014	
	E CN0000049		Samanthas Diner Office Supplies Unlimited	04/08/2014			Machine error	Complete			04/08/2014 05/08/2014	
For Contract							Machine error code - drum	Complete				
	E CN0000054			05/08/2014			Service required	Complete	-		05/08/2014	
				26/02/2015			Setup required	Complete			26/02/2015	
	E CN0000138			02/06/2015			Machine service required	Complete				
Time Review	E CN0000255		North West Branch	14/01/2016			test	Complete			14/01/2016 29/03/2016	
	E CN0000296			29/03/2016			Test auto apply task to work order Tier - Commercial Tier Test	Complete				
				09/06/2016				Complete			09/06/2016	
				09/06/2016			Tier - Commercial Tier Test	Complete				
	E CN0000339		Hope Works (Pty) Ltd Titan Group	09/06/2016			Tier - Commercial Tier Test	Complete			09/06/2016	
Transactions					01/01/1900		Loan Unit required Prior calls list for location	Complete				
	E CN0000370			13/09/2016				Complete			13/09/2016 13/09/2016	
Quotes	E CN0000372		Hope Works (Pty) Ltd	13/09/2016			Scheduled Maintenance 12345	Complete				
	E CN0000373			19/09/2016	01/01/1900		12345 Check Contract Detail record in place after partial non stock return				26/09/2016	
	E CN0000228		Young Electric Hope Works (Pty) Ltd	29/03/2017			Check Contract Detail record in place after partial non stock return My work - work order linked to a call.Installation at non dient loction				29/03/2017	
Orders	E CN0000425			29/03/2017			My work - work order inked to a call.Installation at non client loction TT0001 - Daily - Call per WO	Complete		: WO0001262 : call closed		
	E CN0000437		Hope Works (Pty) Ltd Office Supplies Unlimited				Test call for start and end work on a call vs ticketing	Complete			05/05/2017	
	E CN0000447						Error code	Complete			17/05/2017	
Invoices	E CN0000458			24/05/2017			Contract Service Test v2.1.0.5	Complete			24/05/2017	
	E CN0000472		Hope Works (Pty) Ltd				New Deal Rental	Complete			08/06/2017	
	E CN0000488		Office Supplies Unlimited				Test creating a call with the required date field filled in.	Complete			06/06/2017	
Credit Notes	E CN0000488		Hope Works (Pty) Ltd				1234	Complete			15/06/2017	
	E CN0000491			08/06/2017			1234	Complete			15/06/2017	

### **CALL PENDING HISTORY**

• Click on the **Pending History** tile.



See         Dirac         Credit         Dirac         Process	Save Layout Workspaces  Save Filter						- 8
Image: Second	0						
and bit based							
California         CutomeColor         California         California         California           Image: Color Co							
Verk Oxdem         +         00001004         20001         Centre / Technologies         150,0002           Work Sink Pagem         00000100         200001         Centre / Technologies         000/0120           Work Sin Regen         00000100         200001         Centre / Technologies         000/0120           Work Sin Regen         00000100         Centre / Technologies         000/0120         Centre / Technologies         000/0120           Work Sin Regen         00000000         Centre / Technologies         000/0120         Centre / Technologies         000/0120           Centre / Technologies         00000000         Centre / Technologies         000/0120         Centre / Technologies         000/0120           Note         000000000         Centre / Technologies         000/0120         Centre / Technologies         000/0120           Centre / Technologies         000000000         Centre / Technologies         000/0120         Centre / Technologies         000/0120           Centre / Technologies         000000000         Centre / Technologies         000/0120         Centre / Technologies         000/0120           Centre / Technologies         00000000         Centre / Technologies         000/0120         Centre / Technologies         000/0120           Centre / Technologies         0	CallTime CallType	CalDesc	StatusDesc	Priority	Action	DateRequired	
Work Dates         1         Image: Control         Centor, Technologies         078/0722           Image: Control Contrecontro Contrecontrol Control Control Contrect Control Contrecont	- 0:	0	×0:		-O:		
Week Dates:         1         1         100003310         000010         0000310         0000110         00000300         000011         00000300         000011         00000300         000011         000000000         000000000         0		Call Closure Exception Functionality Review	Complete				
IIII 00003335         CR1002         CR1007	23 01/01/1900 INST	Call exception - correct and then flag	Complete				
Image: Section of the sectio		New part requests requires approval	Complete			08/09/2023	
Wink b Progress         IIII 00003031 (00000)         D000001 (00000)         D00000000 (00000)         D00000000 (00000)         D0000000 (000000)         D000000 (00000)         D000000 (00000)         D00000 (00000)         D00000 (000000)         D00000 (00000)         D000000)         D00000 (00000)         D000000000 (00000)         D000000000000000		Open part requests need to be actioned.	Complete			08/09/2023	
Notes         B 00000014         WESD01         Veterhood Dynamic 24/07/014           Notes         C 00000014         Media         Gmonostik         Gmonostik           B 00000014         Media         Gmonostik         Gmonostik         Gmonostik           B 00000014         Media         Gmonostik         Gmonostik         Gmonostik           B 00000014         Media         Gmonostik         Gmonostik         Gmonostik           B 00000158         WESD01         Generalization         Gmonostik         Gmonostik           B 00000158         WESD01         Westmond Dynamic 20/07/015         Gmonostik         Gmonostik           B 00000158         HOR001         Hope Wesk Phylicit         SM017/015         Gmonostik           B 000000158         HOR001         Hope Wesk Phylicit         SM017/015         Gmonostik           B 000000158         HOR001         Hope Wesk Phylicit         SM017/015         Gm007/016           B 0000000157         HOR001         Hope Wesk Phylicit         SM017/015         Gm007/016           B 0000000157         HOR001         Hope Wesk Phylicit         SM017/015         Gm007/016           B 000000017         HOR001         Hope Wesk Phylicit         SM017/015         Gm00000016      <	23 01/01/1900 INSP	Open sub contracts need to be received.	Complete			08/09/2023	
Notes         El 010000053 007001         Office Supplies billemined         65(8)(2)14           El 00000054 004001         Danny Stem IT dafie         65(8)(2)14           Assignments         1         El 00000054 004001         Westwood Physics         65(8)(2)14           El 00000158 Wission         Westwood Physics         65(8)(2)14         65(8)(2)14           El 00000158 Wission         Westwood Physics         62(8)(2)14           El 00000158 Wission         Homon These Winds Physics         62(8)(2)14           El 00000058 Homon These Winds Physics         62(8)(2)14         62(8)(2)14           El 00000057 Homon These Winds Physics         62(8)(2)14         16(8)(2)14           El 00000057 Homon These Winds Physics         62(8)(2)14         16(8)(2)14           El 00000057 Homon These Winds Physics         16(8)(2)14         16(8)(2)14           El 00000057 Homon These Winds Physics         16(8)(2)14         16(8)(2)14           El 00000057 Homon These Wi	14 01/01/1900 SERV	Please service machine as per error code	Complete	2		21/07/2014	
Notes         El 00000003 00*001         Office Septet United 05/00/014           El 00000001 B         D0001 Dave (Dave) Dave (Dave) Dave         D00001 Dave) Dave           Assignmenti         El 0000001 B         H0901 Host (Dave) Dave         D00001 Dave) Dave           B 000001 B         D00001 B         H0901 Host (Dave) Dave         D00001 B           B 000001 B         D00001 B         H0901 Host (Dave) Dave         D00001 B           B 000001 B         D00001 B         H0901 Host (Host (Pr)) Lid 00/02 Dis           B 000001 B         D000003 Host (Dave) Host (Dave) Host (Dave) Dave         D00001 B           B 0000030 Host (Host (Hos	14 01/01/1900 REP	Machine error	Complete			04/08/2014	
B: 00000054         DANOS         Darrey Stem TI Cafe         69/07/2014           B: 00000054         HH0001         Head Weak Phy1 List         29/07/2014           B: 000000558         HH0001         Head Weak Phy1 List         29/07/2015           B: 000000585         HH0001         Head Weak Phy1 List         29/07/2015           B: 000000576         HH0001         Head Weak Phy1 List         29/		Machine error code - drum	Complete			05/08/2014	
Augments         1         III 00000118         WESD1         Veterimed Dynamic         02/07/015           III 00000118         III 00000118         III 00000118         III 00000118         Veterimed Dynamic         02/07/015           Not Photor         III 00000118         III 000000118         III 0000000118         III 0000000018         III 0000000018         III 000000000         III 000000000         III 000000000         III 0000000000         IIII 000000000	14 01/01/1900 SERV	Service required	Complete	2		05/08/2014	
Adaptivents         1         El: e0x000025         bancad         hern West Banch         54/0/2016           El: e0x000026         Hern West Banch         54/0/2016         54/0/2016         54/0/2016           Hold Hattry         El: e0x000026         Hern West Banch         60/0/2016         Hern West Banch         60/0/2016           Hold Hattry         El: e0x000257         Hern West Banch         60/0/2016         Hern West Banch         60/0/2016           Mediate         El: e0x000276         Hern West Banch         60/0/2016         Hern West Banch         12/0/2016           Mediate         El: e0x000276         Hern West Banch         12/0/2016         12/0/2016         12/0/2016           Mediate         El: e0x000276         Hern West Banch         12/0/2016         12/0/2016         12/0/2016           Mediate         El: e0x000276         Hern West Banch         12/0/2016         12/0/2016         12/0/2016           Mediate         El: e0x000276         Hern West Banch         12/0/2016         12/0/2016         12/0/2016           Mediate         El: e0x000276         Hern West Banch         12/0/2016         12/0/2016         12/0/2016           Mediate         El: e0x000276         Hern West Banch         12/0/2017         12/0/2016	15 01/01/1900 INST	Setup required	Complete	2		26/02/2015	
C 00000255         bancad         North Weet Banch         449(12)(2)(5)           E 00000255         bancad         Hord Weet Banch         449(12)(2)(5)           E 00000256         H00001         Hord Weet Banch         49(12)(2)(5)           E 000002570         H00001         Hord Weet Banch         49(12)(2)(3)           Restrict Harry         E 000002570         H0001         Hord Weet Banch         120(12)(2)           Pending Harry         E 00000277         H0001         Hord Weet Banch         120(12)(2)           Pending History         H0001         Hord Weet Banch         130(12)(2)         Hord Weet Banch         130(12)(2)           O         Pending History         Hord Weet Banch         130(12)(2)         Hord Weet Banch         130(12)(2)	15 01/01/1900 SERV	Machine service required	Complete	2		02/06/2015	
Hold Hatery         El 00000300         H09001         Hope Notes Pry1.14         09000000           El 00000300         H09001         Hope Notes Pry1.14         10900000           El 00000300         H09001         Hope Notes Pry1.14         10900000           El 00000300         H00001         H0000000         H00000000           El 00000300         H00001         H000000000         H0000000000000           El 00000300         H000000000000000000000000000000000000	16 01/01/1900 PR	test	Complete			14/01/2016	
Hald Hatery         El: 0x0000333         H09001         Hope Works (Pry)145         69/60/2016           El: 0x0003335         H09001         Hope Works (Pry)145         69/60/2016           El: 0x000335         H09001         Hope Works (Pry)145         69/60/2016           El: 0x000327         H00001         Hope Works (Pry)145         13/60/2016           El: 0x0003272         H0001         Hope Works (Pry)145         13/60/2016           O         Pending History         Hope Works (Pry)145         13/60/2016	16 01/01/1900 SERV	Test auto apply task to work order	Complete			29/03/2016	
B         Chancessa         Trade in the first ist.         Product ist.           B         Chancessa         That is the first ist.         Product ist.           B         Chancessa         That ist.         That ist.         Product ist.           B         Chancessa         That ist.         That ist.         Product ist.           B         Chancessa         That ist.         That ist.         Product ist.           B         Chancessa         That ist.         Product ist.         Product ist.           B         Chancessa         That ist.         Product ist.         Product ist.         Product ist.           B         Chancessa         That ist.         Product ist.         Product ist.         Product ist.           B         Chancessa         That ist.         Product ist.	16 01/01/1900 INST	Tier - Commercial Tier Test	Complete	2		09/06/2016	
B CH0000355         Title01         Titlen Graup         22/04/2014           B CH0000355         TH0001         Hope Works (Ph)14         13/07/2015           B CH0000357         HODO1         Hope Works (Ph)14         13/07/2015           B CH0000357         HODO1         Hope Works (Ph)14         13/07/2015           Pending History         Hope Works (Ph)14         19/07/2015           Pending History         Hope Works (Ph)14         19/07/2015	16 01/01/1900 INST	Tier - Commercial Tier Test	Complete			09/06/2016	
Pending Heavy         ID 0x000000         HOWD1         How Weak Phill         L300/015           IB 0x000007         Hogot         Hoge Weak Phill         L300/015           IP Pending History         Hoge Weak Phill         L300/015           IP Pending History         Hoge Weak Phill         L300/015	16 01/01/1900 INST	Tier - Commercial Tier Test	Complete			09/06/2016	
B CH0002372 HG2001 Hope Works (Phy) Ltd 13(79)/2016     Hope Works (Phy) Ltd 13(79)/2016     Hope Works (Phy) Ltd 13(79)/2016     Yang Bichte     Mil/11/002     Hope Works (Phy) Ltd 29(03/2017     Hope Works (Phy) Ltd 20(03/2017     Hope Works 20(03/2017	16 01/01/1900 SERV	Loan Unit required	Complete			22/06/2016	
CN0000372 HGP001 Hope Works (Phy) Ltd 13(09)2016     Hope Works (Phy) Ltd 13(09)2016     Hope Works (Phy) Ltd 13(09)2016     Yang Bichte     NU1/13(00)     Hope Works (Phy) Ltd 29(03)2017     Hope Works (Phy) Ltd 29(03)2017	16 01/01/1900 REP	Prior calls list for location	Complete			13/09/2016	
Pending History     Young Electric 18/11/2015     Hope Works (Pty) Ltd 29/03/2017	16 01/01/1900 REP	Scheduled Maintenance	Complete	2		13/09/2016	
Hope Works (Pty) Ltd 29/03/2017	16 01/01/1900 REP	12345	Complete	2		26/09/2016	
Hope Works (Pty) Ltd 29/03/2017	15 01/01/1900 PR	Check Contract Detail record in place after partial non stock return	Complete	2		18/11/2015	
Hope Works (Pty) Ltd 12/04/2017	17 01/01/1900 INST	My work - work order linked to a call.Installation at non client loction	Complete			29/03/2017	
	17 01/01/1900 SM	TT0001 - Daily - Call per WO	Complete	2	WO0001262 : call closed	12/04/2017	
Office Supplies Unlimited 05/05/2017	17 01/01/1900 SERV	Test call for start and end work on a call vs ticketing	Complete			05/05/2017	
Hope Works (Pty) Ltd 17/05/2017	17 01/01/1900 PR	Error code	Complete	2		17/05/2017	
Hope Works (Pty) Ltd 24/05/2017	17 01/01/1900 SERV	Contract Service Test v2.1.0.5	Complete			24/05/2017	

• The **Pending History** listing screen will open displaying the call pending events.

â +			Pe	ending Events Listing for Call ,Ref no : CN0001004 - BPO: \	/ersion 2.5.1.4 - v2	514 Example Compa	ny			_ 8 ×
Ф. В	forme Equipment / Lo	cations Contract Fi	nance / HR Inventory Mair	ntenance / Projects Manufacturing Procurement Sa	les Service R	Reporting Utilities				_ & ×
<b>(</b> )	Save Layout Workspa	ces Refresh								۵
	header here to group by									-/-/
PendingDate	e PendingTime	PendingReasonCode	PendingReasonCodeDesc	PendingReason	EstReleaseDate	EstReleaseTime	ReleaseDate	ReleaseTime	EmployeeName	
-	-0:	(D)	10:	0	-	(D)	-	(D)	<ul> <li>(D)</li> </ul>	
05/12/2023	16:21:52	RS	Requires Senior Tech	Not a standard problem, requires senior technician to assist.	07/12/2023	16:21:52	05/12/2023	16:22:41	Bianca Du Toit	
Open Windows	s <b>*</b>							User : Bianca	05/12/2023 Version : 2.5.1.	4 v2514 Example Compa

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

**Related Topics** 



- Service Introduction to Call Closure Exceptions
- Service View Call Closure Exception Details
- Service Closure Exceptions View Call Details
- Service Closure Exceptions Invoice Call
- Service Closure Exceptions Credit Call
- Service Closure Exceptions Issue Stock
- Service Closure Exceptions WIP
- Service Closure Exceptions Flag Items

MNU.125.012