

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.

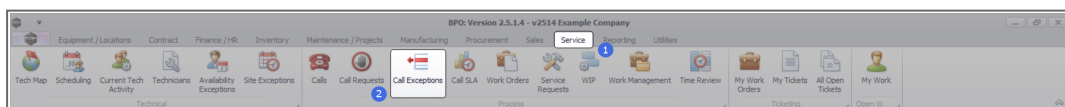
A call can be placed manually in the **Pending** status in the call centre. The pending history is generated as the customer is **Placed on Pending** and **Released from Pending**.

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.

CO3 Technologies - BPO: Version 2.5.1.4 - v2514 Example Company

Home Equipment / Locations Contract Finance / HR Inventory Maintenance / Projects Manufacturing Procurement Sales Service Reporting Utilities

Save Close Invoice Credit Issue WIP Flag Items Durban Refresh Save Layout Workspaces Save Filter

Links Enter text to search...

Functions

- Work Orders
- Work In Progress
- Notes
- Assignments
- Held History
- Pending History
- On Site Info
- For Contract

| CallReference | CustomerCode | CustomerName | CallDate | CallTime | CallType | CallDesc | StatusDesc | Priority | Action | DateRequired |
|---------------|--------------|-----------------------|------------|------------|----------|------------------------------------------------------------|------------|----------|--------|--------------|
| CH0001004 | DER001 | Derton / Technologies | 15/03/2023 | 01/01/1900 | ADM | Call SLA Hours Functionality Review | Complete | 3 | | 15/03/2023 |
| CH0000981 | HOP001 | Hope Works (Pty) Ltd | 11/12/2019 | 01/01/1900 | ADM | test plecting call on hold | Complete | 3 | | 11/12/2019 |
| CH0000980 | HOP001 | Hope Works (Pty) Ltd | 21/11/2019 | 01/01/1900 | TON | Driver Connect - offline test | Complete | 3 | | 21/11/2019 |
| CH0000979 | HOP001 | Hope Works (Pty) Ltd | 21/11/2019 | 01/01/1900 | SERV | Third driver connect call | Complete | 3 | | 21/11/2019 |
| CH0000978 | HOP001 | Hope Works (Pty) Ltd | 21/11/2019 | 01/01/1900 | PR | Driver Connect - full set of toners required | Complete | 3 | | 21/11/2019 |
| CH0000977 | HOP001 | Hope Works (Pty) Ltd | 21/11/2019 | 01/01/1900 | SERV | Driver Connect - toner delivery | Complete | 3 | | 21/11/2019 |
| CH0000973 | DAN002 | Dancing Shoes | 18/11/2019 | 01/01/1900 | ADM | Test call email functionality | Complete | 3 | | 18/11/2019 |
| CH0000841 | YES001 | Young Electric | 11/11/2019 | 01/01/1900 | NDS | Test Service balances time logging | Complete | 3 | | 11/11/2019 |
| CH0000832 | 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 |
| CH0000822 | TEL005 | Telerex | 04/07/2019 | 01/01/1900 | DR | test | Complete | 2 | | 11/07/2019 |
| CH0000815 | DAN002 | Dancing Shoes | 13/05/2019 | 01/01/1900 | INST | test another call for overflow error | Complete | 3 | | 13/05/2019 |
| CH0000814 | DAN002 | Dancing Shoes | 13/05/2019 | 01/01/1900 | INST | test call for overflow error | Complete | 3 | | 13/05/2019 |
| CH0000812 | HOP001 | Hope Works (Pty) Ltd | 03/05/2019 | 01/01/1900 | IT | Test call for warranties | Complete | 3 | | 03/05/2019 |
| CH0000793 | HOP001 | Hope Works (Pty) Ltd | 11/09/2018 | 01/01/1900 | TON | Toner replacement requirement | Complete | 3 | | 11/09/2018 |
| CH0000781 | HOP001 | Hope Works (Pty) Ltd | 25/07/2018 | 01/01/1900 | REP | Copier not switching on | Complete | 3 | | 25/07/2018 |
| CH0000772 | 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 |
| CH0000771 | HOP001 | Hope Works (Pty) Ltd | 11/07/2018 | 01/01/1900 | DR | Test all billable items | Complete | 3 | | 11/07/2018 |
| CH0000770 | HOP001 | Hope Works (Pty) Ltd | 11/07/2018 | 01/01/1900 | INST | Auto Invoicing Next Level | Complete | 1 | | 11/07/2018 |
| CH0000766 | HOP001 | Hope Works (Pty) Ltd | 10/07/2018 | 01/01/1900 | INST | Test call for auto invoicing | Complete | 3 | | 10/07/2018 |
| CH0000765 | DER001 | Derton / Technologies | 10/07/2018 | 01/01/1900 | INSP | Auto call invoice test | Complete | 3 | | 10/07/2018 |
| CH0000764 | 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 |
| CH0000763 | HOP001 | Hope Works (Pty) Ltd | 06/07/2018 | 01/01/1900 | INSP | Test call for auto invoice processing | Complete | 3 | | 06/07/2018 |
| CH0000763 | 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 |
| CH0000552 | HOP001 | Hope Works (Pty) Ltd | 08/01/2018 | 01/01/1900 | DR | Test swap outs for tech connect | Complete | 3 | | 08/01/2018 |
| CH0000549 | 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 |
| CH0000534 | GB0001 | Good Books | 14/09/2017 | 01/01/1900 | IT | Test call for the WebPortal back order report | Complete | 2 | | 14/09/2017 |

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

CO3 Technologies - BPO: Version 2.5.1.4 - v2514 Example Company

Home Equipment / Locations Contract Finance / HR Inventory Maintenance / Projects Manufacturing Procurement Sales Service Reporting Utilities

Save Close Invoice Credit Issue WIP Flag Items Durban Refresh Save Layout Workspaces Save Filter

Links Enter text to search...

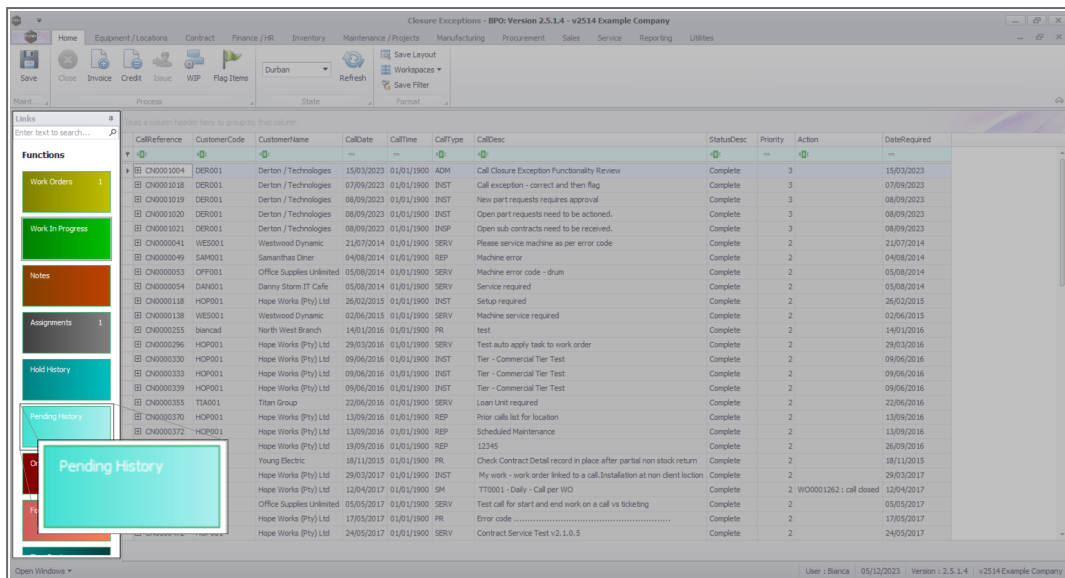
Functions

- On Site Info
- For Contract
- Time Review
- Transactions
- Quotes
- Orders
- Invoices
- Credit Notes

| CallReference | CustomerCode | CustomerName | CallDate | CallTime | CallType | CallDesc | StatusDesc | Priority | Action | DateRequired |
|---------------|--------------|---------------------------|------------|------------|----------|---------------------------------------------------------------------------|------------|----------|--------|--------------|
| CH0001004 | DER001 | Derton / Technologies | 15/03/2023 | 01/01/1900 | ADM | Call Closure Exception Functionality Review | Complete | 3 | | 15/03/2023 |
| CH0000441 | WES001 | Westwood Dynamic | 21/07/2014 | 01/01/1900 | SERV | Please service machine as per error code | Complete | 2 | | 21/07/2014 |
| CH0000049 | SAH001 | Samanthas Diner | 04/08/2014 | 01/01/1900 | REP | Machine error | Complete | 2 | | 04/08/2014 |
| CH0000053 | OFF001 | Office Supplies Unlimited | 05/08/2014 | 01/01/1900 | SERV | Machine error code - drum | Complete | 2 | | 05/08/2014 |
| CH0000054 | DAN001 | Danny Storm IT Cafe | 05/08/2014 | 01/01/1900 | SERV | Service required | Complete | 2 | | 05/08/2014 |
| CH0000118 | WES001 | Westwood Dynamic | 02/06/2015 | 01/01/1900 | SERV | Machine service required | Complete | 2 | | 02/06/2015 |
| CH0000255 | BAR001 | North West Branch | 14/01/2016 | 01/01/1900 | PR | test | Complete | 2 | | 14/01/2016 |
| CH0000296 | HOP001 | Hope Works (Pty) Ltd | 29/03/2016 | 01/01/1900 | SERV | Test auto apply task to work order | Complete | 2 | | 29/03/2016 |
| CH0000330 | HOP001 | Hope Works (Pty) Ltd | 09/06/2016 | 01/01/1900 | INST | Tier - Commercial Tier Test | Complete | 2 | | 09/06/2016 |
| CH0000333 | HOP001 | Hope Works (Pty) Ltd | 09/06/2016 | 01/01/1900 | INST | Tier - Commercial Tier Test | Complete | 2 | | 09/06/2016 |
| CH0000339 | HOP001 | Hope Works (Pty) Ltd | 09/06/2016 | 01/01/1900 | INST | Tier - Commercial Tier Test | Complete | 2 | | 09/06/2016 |
| CH0000355 | TTA001 | Titan Group | 22/06/2016 | 01/01/1900 | SERV | Loan Unit required | Complete | 2 | | 22/06/2016 |
| CH0000370 | HOP001 | Hope Works (Pty) Ltd | 13/09/2016 | 01/01/1900 | REP | Prior calls let for location | Complete | 2 | | 13/09/2016 |
| CH0000372 | HOP001 | Hope Works (Pty) Ltd | 13/09/2016 | 01/01/1900 | REP | Scheduled Maintenance | Complete | 2 | | 13/09/2016 |
| CH0000373 | HOP001 | Hope Works (Pty) Ltd | 18/09/2016 | 01/01/1900 | REP | 12345 | Complete | 2 | | 26/09/2016 |
| CH0000238 | YES001 | Young Electric | 18/11/2015 | 01/01/1900 | PR | Check Contract Detail record in place after partial non stock return | Complete | 2 | | 18/11/2015 |
| CH0000425 | HOP001 | Hope Works (Pty) Ltd | 29/03/2017 | 01/01/1900 | INST | My work - work order linked to a call installation at non client location | Complete | 2 | | 29/03/2017 |
| CH0000437 | HOP001 | Hope Works (Pty) Ltd | 12/04/2017 | 01/01/1900 | SM | TT0001 - Delay - Call per WO | Complete | 2 | | 12/04/2017 |
| CH0000447 | OFF001 | Office Supplies Unlimited | 05/05/2017 | 01/01/1900 | SERV | Test call for start and end work on a call via ticketing | Complete | 2 | | 05/05/2017 |
| CH0000458 | HOP001 | Hope Works (Pty) Ltd | 17/05/2017 | 01/01/1900 | PR | Error code | Complete | 2 | | 17/05/2017 |
| CH0000472 | HOP001 | Hope Works (Pty) Ltd | 24/05/2017 | 01/01/1900 | SERV | Contract Service Test v2.1.0.5 | Complete | 2 | | 24/05/2017 |
| CH0000487 | HOP001 | Hope Works (Pty) Ltd | 01/06/2017 | 01/01/1900 | NDR | New Deal Rental | Complete | 2 | | 08/06/2017 |
| CH0000488 | OFF001 | Office Supplies Unlimited | 06/06/2017 | 01/01/1900 | INST | Test creating a call with the required date field filled in. | Complete | 2 | | 06/06/2017 |
| CH0000490 | HOP001 | Hope Works (Pty) Ltd | 08/06/2017 | 01/01/1900 | NDS | 1234 | Complete | 2 | | 15/06/2017 |
| CH0000491 | ABC123 | ABC Shoe Co | 08/06/2017 | 01/01/1900 | NDS | 1234 | Complete | 2 | | 15/06/2017 |

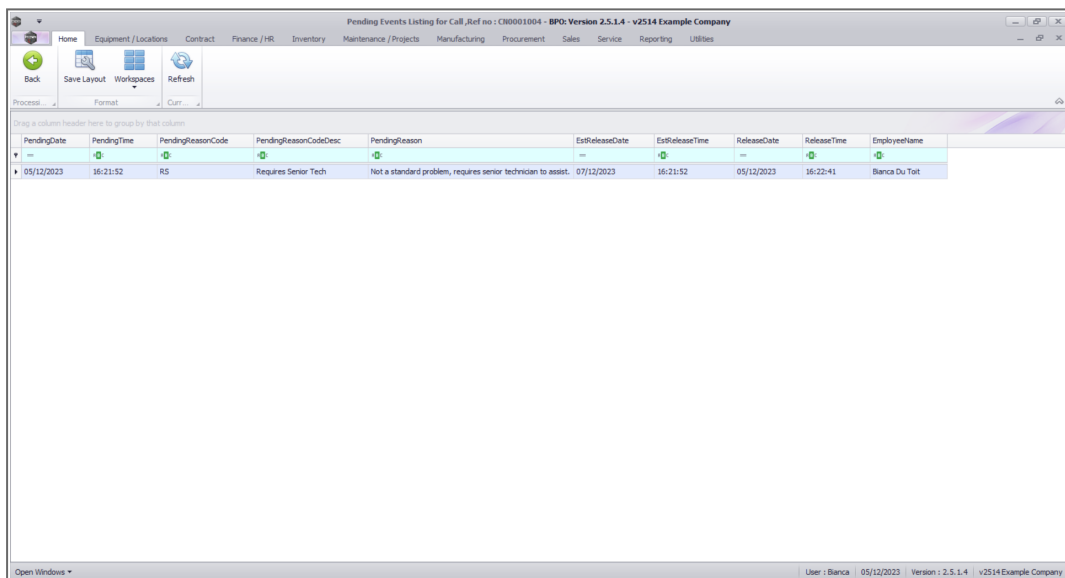
CALL PENDING HISTORY

- Click on the Pending History tile.



| CallReference | CustomerCode | CustomerName | CallDate | CallTime | CallType | CallDesc | StatusDesc | Priority | Action | DateRequired |
|---------------|--------------|---------------------------|------------|------------|----------|---------------------------------------------------------------------------|------------|----------|--------|--------------|
| CH0001004 | DER001 | Derton / Technologies | 15/03/2023 | 01/01/1900 | ADM | Call Closure Exception Functionality Review | Complete | 3 | | 15/03/2023 |
| CH0001018 | DER001 | Derton / Technologies | 07/09/2023 | 01/01/1900 | INST | Call exception - correct and then flag | Complete | 3 | | 07/09/2023 |
| CH0001019 | DER001 | Derton / Technologies | 08/09/2023 | 01/01/1900 | INST | New part requests requires approval | Complete | 3 | | 08/09/2023 |
| CH0001020 | DER001 | Derton / Technologies | 08/09/2023 | 01/01/1900 | INST | Open part requests need to be actioned. | Complete | 3 | | 08/09/2023 |
| CH0001021 | DER001 | Derton / Technologies | 08/09/2023 | 01/01/1900 | INSP | Open sub contracts need to be received. | Complete | 3 | | 08/09/2023 |
| CH0000041 | WES001 | Westwood Dynamic | 21/07/2014 | 01/01/1900 | SERV | Please service machine as per error code | Complete | 2 | | 21/07/2014 |
| CH0000049 | SAH001 | Samanthas Diner | 04/08/2014 | 01/01/1900 | REP | Machine error | Complete | 2 | | 04/08/2014 |
| CH0000053 | OFF001 | Office Supplies Unlimited | 05/08/2014 | 01/01/1900 | SERV | Machine error code - drum | Complete | 2 | | 05/08/2014 |
| CH0000054 | DAW001 | Danny Storm IT Cafe | 05/08/2014 | 01/01/1900 | SERV | Service required | Complete | 2 | | 05/08/2014 |
| CH0000118 | HOP001 | Hope Works (Pty) Ltd | 26/02/2015 | 01/01/1900 | INST | Setup required | Complete | 2 | | 26/02/2015 |
| CH0000138 | WES001 | Westwood Dynamic | 02/06/2015 | 01/01/1900 | SERV | Machine service required | Complete | 2 | | 02/06/2015 |
| CH0000255 | NAN001 | North West Branch | 14/01/2016 | 01/01/1900 | PR | test | Complete | 2 | | 14/01/2016 |
| CH0000296 | HOP001 | Hope Works (Pty) Ltd | 29/03/2016 | 01/01/1900 | SERV | Test auto apply task to work order | Complete | 2 | | 29/03/2016 |
| CH0000330 | HOP001 | Hope Works (Pty) Ltd | 09/06/2016 | 01/01/1900 | INST | Tier - Commercial Tier Test | Complete | 2 | | 09/06/2016 |
| CH0000333 | HOP001 | Hope Works (Pty) Ltd | 09/06/2016 | 01/01/1900 | INST | Tier - Commercial Tier Test | Complete | 2 | | 09/06/2016 |
| CH0000339 | HOP001 | Hope Works (Pty) Ltd | 09/06/2016 | 01/01/1900 | INST | Tier - Commercial Tier Test | Complete | 2 | | 09/06/2016 |
| CH0000355 | TTA001 | Titan Group | 22/06/2016 | 01/01/1900 | SERV | Loan Unit required | Complete | 2 | | 22/06/2016 |
| CH0000270 | HOP001 | Hope Works (Pty) Ltd | 13/09/2016 | 01/01/1900 | REP | Prior calls list for location | Complete | 2 | | 13/09/2016 |
| CH0000272 | HOP001 | Hope Works (Pty) Ltd | 13/09/2016 | 01/01/1900 | REP | Scheduled Maintenance | Complete | 2 | | 13/09/2016 |
| CH0000273 | HOP001 | Hope Works (Pty) Ltd | 13/09/2016 | 01/01/1900 | REP | 12345 | Complete | 2 | | 13/09/2016 |
| CH0000274 | HOP001 | Hope Works (Pty) Ltd | 18/11/2019 | 01/01/1900 | PR | Check Contract Detail record in place after partial non stock return | Complete | 2 | | 18/11/2019 |
| CH0000275 | HOP001 | Hope Works (Pty) Ltd | 29/03/2017 | 01/01/1900 | INST | My work - work order linked to a call installation at non client location | Complete | 2 | | 29/03/2017 |
| CH0000276 | HOP001 | Hope Works (Pty) Ltd | 12/04/2017 | 01/01/1900 | SM | TT0001 - Daily - Call per WO | Complete | 2 | | 12/04/2017 |
| CH0000277 | HOP001 | Hope Works (Pty) Ltd | 05/05/2017 | 01/01/1900 | SERV | Test call for start and end work on a call vs ticketing | Complete | 2 | | 05/05/2017 |
| CH0000278 | HOP001 | Hope Works (Pty) Ltd | 17/05/2017 | 01/01/1900 | PR | Error code | Complete | 2 | | 17/05/2017 |
| CH0000279 | HOP001 | Hope Works (Pty) Ltd | 24/05/2017 | 01/01/1900 | SERV | Contract Service Test v2.1.0.5 | Complete | 2 | | 24/05/2017 |

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



| PendingDate | PendingTime | PendingReasonCode | PendingReasonCodeDesc | PendingReason | EstReleaseDate | EstReleaseTime | ReleaseDate | ReleaseTime | EmployeeName |
|-------------|-------------|-------------------|-----------------------|---------------------------------------------------------------|----------------|----------------|-------------|-------------|---------------|
| 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 | Bence Du Toit |



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