

SERVICE

CALL CLOSURE EXCEPTIONS - ON SITE INFO

The **On Site Info** tile is a quick way to navigate to the machine list for the customer linked to the selected call.

On Site Info is the Equipment Asset Listing screen that has been filtered to only display serialised items that belong to the customer (customer assets) or internal assets that are on contract with the customer.

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 - On Site Info

					Closul	e excepti	ans - or o. reision 2.3.1.4 - v2514 Example Company				
Home Equipm	ment / Locations C	Contract Finance	ce / HR Inventory	Maintenance	/ Projects	Manufact	uring Procurement Sales Service Reporting	Utilities			
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Work Orders 1	ℤ Ш CN0001004	DER001	Derton / Technologies	15/03/2023	01/01/1900	ADM	Call SLA Hours Functionality Review	Complete		3	15/03/2023
	E CN0000981	HUP001	nope Works (Pty) Ltd	11/12/2019	01/01/1900	ADM	test placing call on hold	Complete		2	11/12/2019
	E CN0000980	HOPOUI	Hope works (Pty) Ltd	21/11/2019	01/01/1900	ION	Driver connect - offine test	Complete		3	21/11/2019
	E CN0000979	HUP001	nope Works (Pty) Ltd	21/11/2019	01/01/1900	SERV	Initia any connect call	Complete			21/11/2019
work in Progress	E CN0000978	HOPOUI	Hope works (Pty) Ltd	21/11/2019	01/01/1900	PK	Driver Connect - tui set or toners required	Complete		3	21/11/2019
	E CN0000977	HOP001	Hope Works (Pty) Ltd	21/11/2019	01/01/1900	SERV	Driver Connect - toner delivery	Complete		3	21/11/2019
	E CN0000973	DAN002	Dancing Shoes	18/11/2019	01/01/1900	ADM	Test call email functionality	Complete		3	18/11/2019
Notes	E CN0000841	YES001	Young Electric	11/11/2019	01/01/1900	NDS	Test Service balances time logging	Complete		3	11/11/2019
	E CN0000832	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 CN0000822	TELOOS	Telerex	04/07/2019	01/01/1900	DR	test	Complete		2	11/07/2019
Assignments 1	E CN0000815	DAN002	Dancing Shoes	13/05/2019	01/01/1900	INST	test another call for overflow error	Complete		3	13/05/2019
	E CN0000814	DAN002	Dancing Shoes	13/05/2019	01/01/1900	INST	test call for overflow error	Complete		3	13/05/2019
	E CN0000812	HOP001	Hope Works (Pty) Ltd	03/05/2019	01/01/1900	π	Test call for warranties	Complete		3	03/05/2019
Mold Metory	E CN0000793	HOP001	Hope Works (Pty) Ltd	11/09/2018	01/01/1900	TON	Toner replacement requirement	Complete		3	11/09/2018
Thord Tabler y	E CN0000781	HOP001	Hope Works (Pty) Ltd	25/07/2018	01/01/1900	REP	Copier not switching on	Complete		3	25/07/2018
	E CN0000772	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
	CN0000771	HOP001	Hope Works (Pty) Ltd	11/07/2018	01/01/1900	DR	Test all billable items.	Complete		3	11/07/2018
Pending History	E CN0000770	HOP001	Hope Works (Pty) Ltd	11/07/2018	01/01/1900	INST	Auto Invoicing Next Level	Complete		1	11/07/2018
	E CN0000766	HOP001	Hope Works (Pty) Ltd	10/07/2018	01/01/1900	INST	Test call for auto invoicing	Complete		3	10/07/2018
	E CN0000765	DER001	Derton / Technologies	10/07/2018	01/01/1900	INSP	Auto call invoice test	Complete		3	10/07/2018
On Site Info	CN0000764	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 CN0000763	HOP001	Hope Works (Pty) Ltd	06/07/2018	01/01/1900	INSP	Test call for auto invoice processing	Complete		3	06/07/2018
		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
For Contract	E CN0000552	HOP001	Hope Works (Pty) Ltd	08/01/2018	01/01/1900	DR	Test swap outs for tech connect	Complete		3	08/01/2018
		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 CN0000534	GDB0001	Good Books	14/09/2017	01/01/1900	п	Test call for the WebPortal back order report	Complete		2	14/09/2017

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

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		CalReference	CustomerCode	CustomerName	CallDate	CallTime	CallType	CalDesc	StatusDesc	Priority	Action	DateRequired	
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		▶	DER001	Derton / Technologies	15/03/2023	01/01/1900	ADM	Call Closure Exception Functionality Review	Complete	1		15/03/2023	
On Sit	e Into		WES001	Westwood Dynamic	21/07/2014	01/01/1900	SERV	Please service machine as per error code	Complete	-		21/07/2014	
		EE CN00000-49	SAM001	Samanthas Diner	04/08/2014	01/01/1900	REP	Machine error	Complete	-		04/08/2014	
			OFF001	Office Supplies Unlimited	05/08/2014	01/01/1900	SERV	Machine error code - drum	Complete	2		05/08/2014	
For Co	For Contract	⊞ CN0000054	DAN001	Danny Storm IT Cafe	05/08/2014	01/01/1900	SERV	Service required	Complete			05/08/2014	
			HOP001	Hope Works (Pty) Ltd	26/02/2015	01/01/1900	INST	Setup required	Complete	-		26/02/2015	
		⊞ CN0000138	WES001	Westwood Dynamic	02/06/2015	01/01/1900	SERV	Machine service required	Complete			02/06/2015	
Time R	leview		biancad	North West Branch	14/01/2016	01/01/1900	PR	test	Complete	-		14/01/2016	
			HOP001	Hope Works (Pty) Ltd	29/03/2016	01/01/1900	SERV	Test auto apply task to work order	Complete			29/03/2016	
			HOP001	Hope Works (Pty) Ltd	09/06/2016	01/01/1900	INST	Tier - Commercial Tier Test	Complete			09/06/2016	
		E CN0000333	HOP001	Hope Works (Pty) Ltd	09/06/2016	01/01/1900	INST	Tier - Commercial Tier Test	Complete			09/06/2016	
			HOP001	Hope Works (Pty) Ltd	09/06/2016	01/01/1900	INST	Tier - Commercial Tier Test	Complete			09/06/2016	
Transa	ctions		TIA001	Titan Group	22/06/2016	01/01/1900	SERV	Loan Unit required	Complete			22/06/2016	
_			HOP001	Hope Works (Pty) Ltd	13/09/2016	01/01/1900	REP	Prior calls list for location	Complete			13/09/2016	
Quote		E CN0000372	HOP001	Hope Works (Pty) Ltd	13/09/2016	01/01/1900	REP	Scheduled Maintenance	Complete			13/09/2016	
			HOP001	Hope Works (Pty) Ltd	19/09/2016	01/01/1900	REP	12345	Complete			26/09/2016	
		E CN0000228	YES001	Young Electric	18/11/2015	01/01/1900	PR.	Check Contract Detail record in place after partial non stock return	Complete			18/11/2015	
Orders			HOP001	Hope Works (Pty) Ltd	29/03/2017	01/01/1900	INST	My work - work order linked to a call.Installation at non client loction	Complete			29/03/2017	
		E CN0000437	HOP001	Hope Works (Pty) Ltd	12/04/2017	01/01/1900	SM	TT0001 - Daily - Call per WO	Complete		WO0001262 : call closed	12/04/2017	
		E CN0000447	OFF001	Office Supplies Unlimited		01/01/1900	SERV	Test call for start and end work on a call vs ticketing	Complete			05/05/2017	
		E CN0000458	HOP001	Hope Works (Pty) Ltd	17/05/2017	01/01/1900	PR.	Error code	Complete			17/05/2017	
anvoic		E CN0000472	HOP001	Hope Works (Pty) Ltd	24/05/2017	01/01/1900	SERV	Contract Service Test v2.1.0.5	Complete	-		24/05/2017	
		E CN0000487	HOP001	Hope Works (Pty) Ltd	01/06/2017	01/01/1900	NDR	New Deal Rental	Complete	3		08/06/2017	
-		E CN0000488	OFF001	Office Supplies Unlimited	06/06/2017	01/01/1900	INST	Test creating a call with the required date field filled in.	Complete	-		06/06/2017	
Credit		EE CN0000-490	HOP001	Hope Works (Pty) Ltd	08/06/2017	01/01/1900	NDS	1234	Complete	1		15/06/2017	
		E CN0000491	ABCXYZ123	ABC SHoe Co	08/06/2017	01/01/1900	NDS	1234	Complete	1		15/06/2017	*

CALL ON SITE INFO

• Click on the **On Site Info** tile.



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nter text	to search J	CalReference	CustomerCode	CustomerName	CallDate	CallTime	CallType	CalDesc	StatusDesc	Priority	Action	DateRequired	
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		▶ E CN0001004	DER001	Derton / Technologies	15/03/2023	01/01/1900	ADM	Call Closure Exception Functionality Review	Complete			15/03/2023	
		E CN0001018	DER001	Derton / Technologies	07/09/2023	01/01/1900	INST	Call exception - correct and then flag	Complete			07/09/2023	
		E CN0001019	DER001	Derton / Technologies	08/09/2023	01/01/1900	INST	New part requests requires approval	Complete			08/09/2023	
		E CN0001020	DER001	Derton / Technologies	08/09/2023	01/01/1900	INST	Open part requests need to be actioned.	Complete			08/09/2023	
	In Progress	E CN0001021	DER001	Derton / Technologies	08/09/2023	01/01/1900	INSP	Open sub contracts need to be received.	Complete			08/09/2023	
		E CN0000041	WES001	Westwood Dynamic	21/07/2014	01/01/1900	SERV	Please service machine as per error code	Complete	2		21/07/2014	
		E CN0000049	SAM001	Samanthas Diner	04/08/2014	01/01/1900	REP	Machine error	Complete	2		04/08/2014	
Notes			OFF001	Office Supplies Unlimited	05/08/2014	01/01/1900	SERV	Machine error code - drum	Complete	2		05/08/2014	
		E CN0000054	DAN001	Danny Storm IT Cafe	05/08/2014	01/01/1900	SERV	Service required	Complete	2		05/08/2014	
		E CN0000118	HOP001	Hope Works (Pty) Ltd	26/02/2015	01/01/1900	INST	Setup required	Complete	2		26/02/2015	
			WES001	Westwood Dynamic	02/06/2015	01/01/1900	SERV	Machine service required	Complete	2		02/06/2015	
Assig	nments 1	E CN0000255	biancad	North West Branch	14/01/2016	01/01/1900	PR.	test	Complete	2		14/01/2016	
		E CN0000296	HOP001	Hope Works (Pty) Ltd	29/03/2016	01/01/1900	SERV	Test auto apply task to work order	Complete	2		29/03/2016	
		E CN0000330	HOP001	Hope Works (Pty) Ltd	09/06/2016	01/01/1900	INST	Tier - Commercial Tier Test	Complete	2		09/06/2016	
	History	E CN0000333	HOP001	Hope Works (Pty) Ltd	09/06/2016	01/01/1900	INST	Tier - Commercial Tier Test	Complete	2		09/06/2016	
			HOP001	Hope Works (Pty) Ltd	09/06/2016	01/01/1900	INST	Tier - Commercial Tier Test	Complete	2		09/06/2016	
		E CN0000355	TIA001	Titan Group	22/06/2016	01/01/1900	SERV	Loan Unit required	Complete	2		22/06/2016	
			HOP001	Hope Works (Pty) Ltd	13/09/2016	01/01/1900	REP	Prior calls list for location	Complete	2		13/09/2016	
			HOP001	Hope Works (Pty) Ltd	13/09/2016	01/01/1900	REP	Scheduled Maintenance	Complete	2		13/09/2016	
		E CN0000373	HOP001	Hope Works (Pty) Ltd	19/09/2016	01/01/1900	REP	12345	Complete	2		26/09/2016	
On Si	te Info	E CN0000228	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	
		E CN0000425	HOP001	Hope Works (Pty) Ltd	29/03/2017	01/01/1900	INST	My work - work order linked to a call.Installation at non client loction	Complete	2		29/03/2017	
				Hope Works (Pty) Ltd	12/04/2017	01/01/1900	SM	TT0001 - Daily - Call per WO	Complete	2	2 WO0001262 : call closed	12/04/2017	
Fe.	On Site	7-6-		Office Supplies Unlimited	05/05/2017	01/01/1900	SERV	Test call for start and end work on a call vs ticketing	Complete	2		05/05/2017	
	On Site	1010		Hope Works (Pty) Ltd	17/05/2017	01/01/1900	PR	Error code	Complete	2		17/05/2017	
				Hope Works (Pty) Ltd	24/05/2017	01/01/1900	SERV	Contract Service Test v2.1.0.5	Complete	2		24/05/2017	

• The **On Site Info** listing screen will open displaying the machine list for the customer linked to the selected call.

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		•	SP2020	SP2020	Sprint Colour Mult	t Functional Copie	ST	Hardware			Ware	nouse	SP2020	abc147c	A	07/05/2014	No	No	No
Meters			SP2020	SP2020	Sprint Colour Mult	ti Functional Copie	BT .	Hardware			Contr	act	SP2020	2020-102046	A	03/07/2014	No	No	Yes
			SP1912	SP 19-12	2 Colour Copier			Hardware			Contr	sct	SP1912	1912-102045	A	03/07/2014	No	No	Yes
			SP2020	SP2020	Sprint Colour Mult	ti Functional Copie	5r	Hardware			Contr	sct	SP2020	20-457896	A	07/01/2015	No	No	No
History		AREGO0008	50 SP2020	SP2020	Sprint Colour Mult	ti Functional Copie	ST .	Hardware			Ware	nouse	SP2020	2020-9896	A	22/02/2017	No	No	No
		AREGO0008	88 SP2020	SP 2020	Sprint Colour Mult	ti Functional Copie	Br.	Hardware			Ware	nouse	SP2020	2020-9194	A	23/02/2017	No	No	No
		AREGOOOOR	89 SP2020	SP2020	Sprint Colour Mult	ti Functional Copie	81	Hardware			Ware	nouse	SP2020	2020-9195	A	23/02/2017	No	No	No
BOM		AREGODOOS	0 SP2020	SP2020	Sprint Colour Mul	ti Functional Cope	5	Hardware			Ware	nouse	SP2020	2020-9196	A	23/02/2017	No	No	No
		AREGUUUUS	72 SP2020	SP2020	Sprint Colour Mul	ti Functional Copie	57 57	Hardware			Ware	louse	SP2020	2020-9198	A	23/02/2017	NO	No	No
		AREGUUUUS	97 SP2020	SP 2020	Sprint Colour Mult	ti Functional Copie	5	Hardware			Ware	louse	SP2020	220-8084	A .	23/02/2017	NO	No	No
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warance		AREGODOT	2 3P 2020	Drum	oprinc colour Man	a Fancaonal Copie		Accessories			Ware	NUSC	342020	2020-1111	A	22/05/2017	No	No	No
		AREG00022	2020-050	Drum				Accessories	9 0		Warel	NUISA		2020-1111	A	23/05/2017	No	No	No
		AREGODO3	18 SP2020	SP2020	Sprint Colour Mult	ti Euroctional Conie	w.	Hardware			Invoid		\$22020	M00019120000	A	13/02/2018	No	No	No
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For a detailed handling of this topic refer to Calls - On Site Info

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.125.013