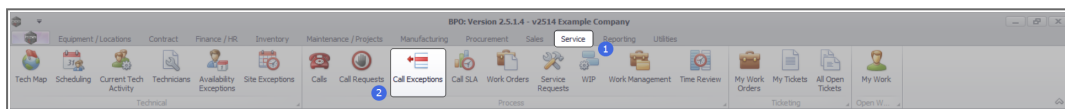


SERVICE

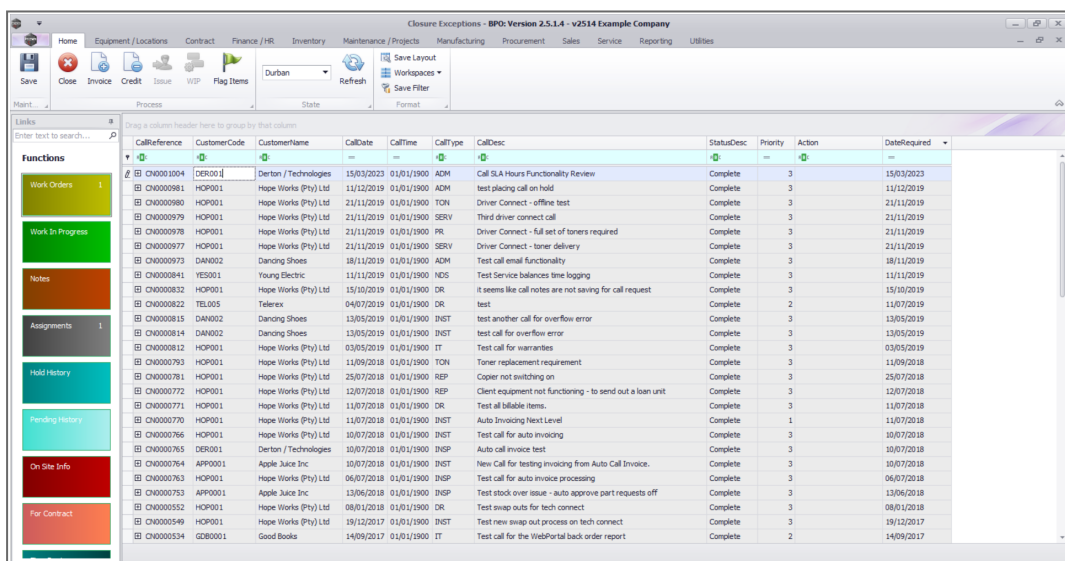
CLOSURE EXCEPTIONS – VIEW CALL DETAILS

As you investigate the Call Closure Exceptions, you may want to view or edit the call.

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.



CallReference	CustomerCode	CustomerName	CallDate	CallTime	CallType	CallDesc	StatusDesc	Priority	Action	DateRequired
CH0001004	DER0001	Derton / Technologies	15/03/2023	01/01/1900	ADM	Call SLA Hours Functionality Review	Complete	3		15/03/2023
CH0000981	HOP001	Hape Works (Pty) Ltd	11/12/2019	01/01/1900	ADM	test placing call on hold	Complete	3		11/12/2019
CH0000980	HOP001	Hape Works (Pty) Ltd	21/11/2019	01/01/1900	TON	Driver Connect - offline test	Complete	3		21/11/2019
CH0000979	HOP001	Hape Works (Pty) Ltd	21/11/2019	01/01/1900	SERV	Third driver connect call	Complete	3		21/11/2019
CH0000978	HOP001	Hape Works (Pty) Ltd	21/11/2019	01/01/1900	PR	Driver Connect - full set of toners required	Complete	3		21/11/2019
CH0000977	HOP001	Hape 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
CH0000941	YES001	Young Electric	11/11/2019	01/01/1900	NCS	Test Service balances time logging	Complete	3		11/11/2019
CH0000832	HOP001	Hape 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	Telenex	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	Hape Works (Pty) Ltd	03/05/2019	01/01/1900	IT	Test call for warranties	Complete	3		03/05/2019
CH0000793	HOP001	Hape Works (Pty) Ltd	11/09/2018	01/01/1900	TON	Toner replacement requirement	Complete	3		11/09/2018
CH0000781	HOP001	Hape Works (Pty) Ltd	25/07/2018	01/01/1900	REP	Copier not switching on	Complete	3		25/07/2018
CH0000772	HOP001	Hape 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	Hape Works (Pty) Ltd	11/07/2018	01/01/1900	DR	Test all billable items	Complete	3		11/07/2018
CH0000770	HOP001	Hape Works (Pty) Ltd	11/07/2018	01/01/1900	INST	Auto Invoicing next Level	Complete	1		11/07/2018
CH0000765	HOP001	Hape 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	Hape Works (Pty) Ltd	06/07/2018	01/01/1900	INSP	Test call for auto invoice processing	Complete	3		06/07/2018
CH0000753	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	Hape Works (Pty) Ltd	08/01/2018	01/01/1900	DR	Test swap outs for tech connect	Complete	3		08/01/2018
CH0000549	HOP001	Hape 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

- Double Click on the relevant call.

CallReference	CustomerCode	CustomerName	CalDate	CalTime	CallType	CalDesc	StatusDesc	Priority	Action	DateRequired
CH0001004	DER001	Derton / Technologies	15/03/2023	01:01:00	ADM	Call Closure Exception Functionality Review	Complete	3		15/03/2023
CH0000041	WE0001	Westwood Dynamic	21/07/2014	01:01:00	SERV	Please service machine as per error code	Complete	2		21/07/2014
CH0000049	SAM001	Samanthas Diner	04/08/2014	01:01:00	REP	Machine error	Complete	2		04/08/2014
CH0000053	OFF001	Office Supplies Unlimited	05/08/2014	01:01:00	SERV	Machine error code - drum	Complete	2		05/08/2014
CH0000054	DAN001	Danny Storm IT Cafe	05/08/2014	01:01:00	SERV	Service required	Complete	2		05/08/2014
CH0000118	HOP001	Hope Works (Pty) Ltd	26/02/2015	01:01:00	INST	Setup required	Complete	2		26/02/2015
CH0000138	WE0001	Westwood Dynamic	02/04/2015	01:01:00	SERV	Machine service required	Complete	2		02/04/2015
CH0000255	blancad	North West Branch	14/01/2016	01:01:00	PR	test	Complete	2		14/01/2016
CH0000296	HOP001	Hope Works (Pty) Ltd	29/03/2016	01:01:00	SERV	Test auto apply task to work order	Complete	2		29/03/2016
CH0000320	HOP001	Hope Works (Pty) Ltd	09/06/2016	01:01:00	INST	Tier - Commercial Tier Test	Complete	2		09/06/2016
CH0000323	HOP001	Hope Works (Pty) Ltd	09/06/2016	01:01:00	INST	Tier - Commercial Tier Test	Complete	2		09/06/2016
CH0000339	HOP001	Hope Works (Pty) Ltd	09/06/2016	01:01:00	INST	Tier - Commercial Tier Test	Complete	2		09/06/2016
CH0000355	TIAD01	Titian Group	22/06/2016	01:01:00	SERV	Loan Unit required	Complete	2		22/06/2016
CH0000370	HOP001	Hope Works (Pty) Ltd	13/09/2016	01:01:00	REP	Prior calls list for location	Complete	2		13/09/2016
CH0000372	HOP001	Hope Works (Pty) Ltd	13/09/2016	01:01:00	REP	Scheduled Maintenance	Complete	2		13/09/2016
CH0000373	HOP001	Hope Works (Pty) Ltd	19/09/2016	01:01:00	REP	12345	Complete	2		26/09/2016
CH0000228	YES001	Young Electric	18/11/2015	01:01:00	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	01:01:00	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	01:01:00	DM	TT0001 - Daily - Call per WO	Complete	2	W00001262 : call closed	12/04/2017
CH0000447	OFF001	Office Supplies Unlimited	05/05/2017	01:01:00	SERV	Test call for start and end work on a call vs scheduling	Complete	2		05/05/2017
CH0000468	HOP001	Hope Works (Pty) Ltd	17/05/2017	01:01:00	PR	Error code	Complete	2		17/05/2017
CH0000472	HOP001	Hope Works (Pty) Ltd	24/05/2017	01:01:00	SERV	Contract Service Test v2.1.0.5	Complete	2		24/05/2017
CH0000487	HOP001	Hope Works (Pty) Ltd	01/06/2017	01:01:00	NDR	New Deal Rental	Complete	2		08/06/2017
CH0000488	OFF001	Office Supplies Unlimited	06/06/2017	01:01:00	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	01:01:00	NDS	1234	Complete	2		15/06/2017
CH0000491	ABCXYZ123	ABC Shoe Co	08/06/2017	01:01:00	NDS	1234	Complete	2		15/06/2017

- This will open the Call Maintain screen for the selected call.
- You can click **Back** once you have viewed the call details, or **Save** if you have made changes.

Call maintenance : Call ref. - CH0001004 - BPO: Version 2.5.1.4 - v2514 Example Company																																																									
<div> <div>Home</div> <div>Equipment / Locations</div> <div>Contract</div> <div>Finance / HR</div> <div>Inventory</div> <div>Maintenance / Projects</div> <div>Manufacturing</div> <div>Procurement</div> <div>Sales</div> <div>Service</div> <div>Reporting</div> <div>Utilities</div> </div> <div> <div>Save</div> <div>Close</div> <div>Complete</div> <div>Assign</div> <div>Hold</div> <div>Pending</div> <div>Release</div> <div>Reinstate</div> <div>Save Layout</div> <div>Workspaces</div> <div>Print</div> <div>Note</div> </div> <div> <div>Process</div> <div>Format</div> <div>Info</div> </div>	<div> <div>Links</div> <div>Enter text to search...</div> <div> <div>On Site Info</div> <div>For Contract</div> <div>Time Review</div> <div>Transactions</div> <div>Quotes</div> <div>Orders</div> <div>Invoices</div> <div>Credit Notes</div> </div> </div> <div> <div>Customer</div> <div>Derton / Technologies</div> <div>Contact</div> <div>Maggie Smart</div> <div>Contact No.</div> <div>021 123 4785</div> <div>Address</div> <div>685 Silver Oak Road Forest Hills Upper Highway Area</div> <div>Call Type</div> <div>Administration</div> <div>Error Code</div> <div></div> <div>Description</div> <div>Call Closure Exception Functionality Review</div> <div>Cal Date Time</div> <div>15/03/2023 15:00:39</div> <div>Priority</div> <div>3</div> <div>SLA</div> <div></div> <div>Date Required</div> <div>15/03/2023</div> <div>Order No</div> <div></div> <div>Logged By</div> <div>Rance</div> <div>Status</div> <div>W - Complete</div> <div>Optional No</div> <div></div> </div> <div> <div>Relates To</div> <table border="1"> <thead> <tr> <th>ReferenceType</th> <th>ReferenceNo</th> </tr> </thead> <tbody> <tr> <td>Serial No</td> <td>2020-9896</td> </tr> <tr> <td>Prior Call Reference</td> <td></td> </tr> <tr> <td>Call Request Reference</td> <td></td> </tr> <tr> <td>Contract No</td> <td>CO0000074</td> </tr> <tr> <td>Location</td> <td></td> </tr> <tr> <td>Project Reference</td> <td></td> </tr> <tr> <td>Quote Reference</td> <td></td> </tr> <tr> <td>Invoice Reference</td> <td></td> </tr> <tr> <td>Order Reference</td> <td></td> </tr> </tbody> </table> <div>Prior Calls</div> <table border="1"> <thead> <tr> <th>CallReference</th> <th>CalDate</th> <th>CalTime</th> <th>Description</th> <th>CallType</th> <th>CallTypeDesc</th> <th>ErrorCode</th> <th>ErrorCodeDesc</th> <th>SerialNo</th> </tr> </thead> <tbody> <tr> <td>CH0001004</td> <td>15/03/2023</td> <td>15:00:39</td> <td>Call Closure Exception Functionality Review</td> <td>ADM</td> <td>Administration</td> <td></td> <td></td> <td>2020-98</td> </tr> <tr> <td>CH0000838</td> <td>25/10/2019</td> <td>12:01:48</td> <td>Test SLA Percentage test run</td> <td>SERV</td> <td>Service</td> <td></td> <td></td> <td>2020-98</td> </tr> <tr> <td>CH0000837</td> <td>16/10/2019</td> <td>16:47:02</td> <td>Service account balances test</td> <td>DR</td> <td>Select Call Type</td> <td></td> <td></td> <td>2020-98</td> </tr> </tbody> </table> </div>	ReferenceType	ReferenceNo	Serial No	2020-9896	Prior Call Reference		Call Request Reference		Contract No	CO0000074	Location		Project Reference		Quote Reference		Invoice Reference		Order Reference		CallReference	CalDate	CalTime	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc	SerialNo	CH0001004	15/03/2023	15:00:39	Call Closure Exception Functionality Review	ADM	Administration			2020-98	CH0000838	25/10/2019	12:01:48	Test SLA Percentage test run	SERV	Service			2020-98	CH0000837	16/10/2019	16:47:02	Service account balances test	DR	Select Call Type			2020-98
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For a detailed handling of this topic refer to Service - Introduction to Calls

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.125.021

