

# SERVICE

## **CALL SLA MANAGEMENT - CLOSE CALL**

Once all work has been completed, logged and invoicing completed where required, the call can be closed. Calls can be auto closed by using the <u>Auto</u> <u>Close Call Service</u>.

Note that a call cannot be closed if the following exceptions exist. These items will need to be processed before the call can be closed.

### The Call Closure Exceptions List

- New part requests requires approval (where approval is required).
- Open part requests need to be actioned.
- Open sub contracts need to be received.
- Invoices need to be printed.
- Credit notes need to be authorised.
- Loan unit out against the call.
- Non billable serialized stock issues.
- Meters attached with no readings captured (where meter reading required is yes)
- Open warranty claims have not been processed.
- Unreviewed hours (where TimeReview flag is Yes)
- Items to Invoice:
  - Part requests
  - Travel
  - Warranties
  - Sub-contracts
  - Services
  - Work expense
  - Labour



### THE CALL SLA MANAGEMENT LISTING SCREEN

### Ribbon Select Service > Call SLA



• The Call SLA Management Listing screen will display.

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### **CLOSE CALL**

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



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• Click on the **Close** button.

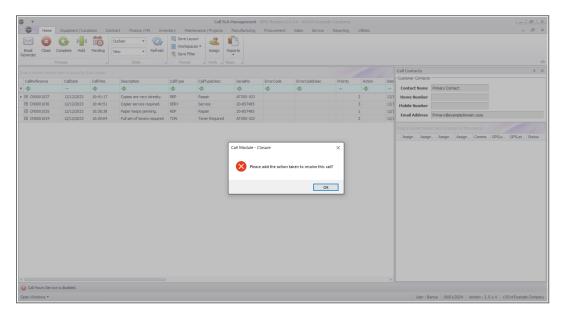
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- A message box will come up, asking:
  - Are you sure you want to close this call, reference no. [call ref no]? It cannot be reopened. Answer 'Yes' to close the call.



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• A message box will come up, asking:



• Please add the action taken to resolve this call?

- The Comments for Call Ref: [call ref no] screen will come up
  - **Comment:** This comment is to note the work that was done to resolve the call. Comments may already appear here if logged via TechConnect or manually on the underlying work order. You could append details



or add the rectification comment if not yet entered.

• Error Code: The error code is may be mandatory depending on the company configuration: <u>Call Error</u> <u>Code Mandatory</u>. The error codes are a list of codes that may display on the devices being services and set up on the system for selection. This code may have already been selected on call creation. This could be changed or selected at this point. Depending on your company's requirements, you may not need to select the error code.

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• Click on the **Save** button.



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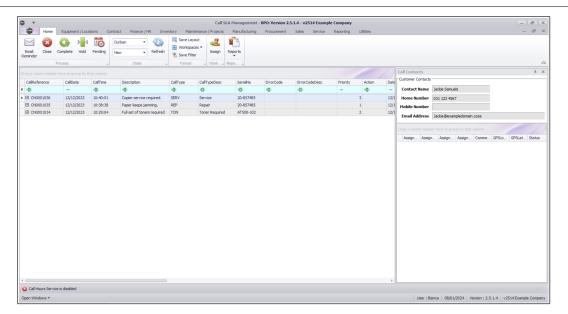
• A message box will come up, noting:



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	12/12/2023	10:38:38	Paper keeps jamming.	REP	Repair	20-857485				1	12/1	Email Address	Primary@example	domain.coza		
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• The call will be closed and removed from the Call SLA Management listing screen.





For a detailed handling of this topic refer to Service - Introduction to Calls

#### **Related Topics**

- Service Introduction to Call SLA Management
- Service Call SLA Management Email Reminder
- Service Call SLA Management Close Call
- Service Call SLA Management Complete Call
- Service Call SLA Management Hold a Call
- Service Call SLA Management Pend a Call
- Service Call SLA Management Assign a Call
- Service Call SLA Management Call Hours Service Status
- Introduction to Call Hours Service

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