

SERVICE

CALL SLA MANAGEMENT – PLACE A CALL ON HOLD

Placing a call on **Hold** means that work will be stopped to resolve a **customer** issue, e.g. no one is available at Customer site to allow a technician access to a location, or the Customer is awaiting approval from their finance department before a new part requested can be fitted. The [SLA Monitor](#) will "pause" until the call has been Released from Hold. Refer to [Calls - Release a Call](#) for information on how to release a call from hold.

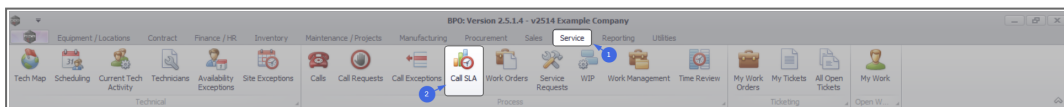
A call can **manually** be placed on hold by the **Call Centre**.



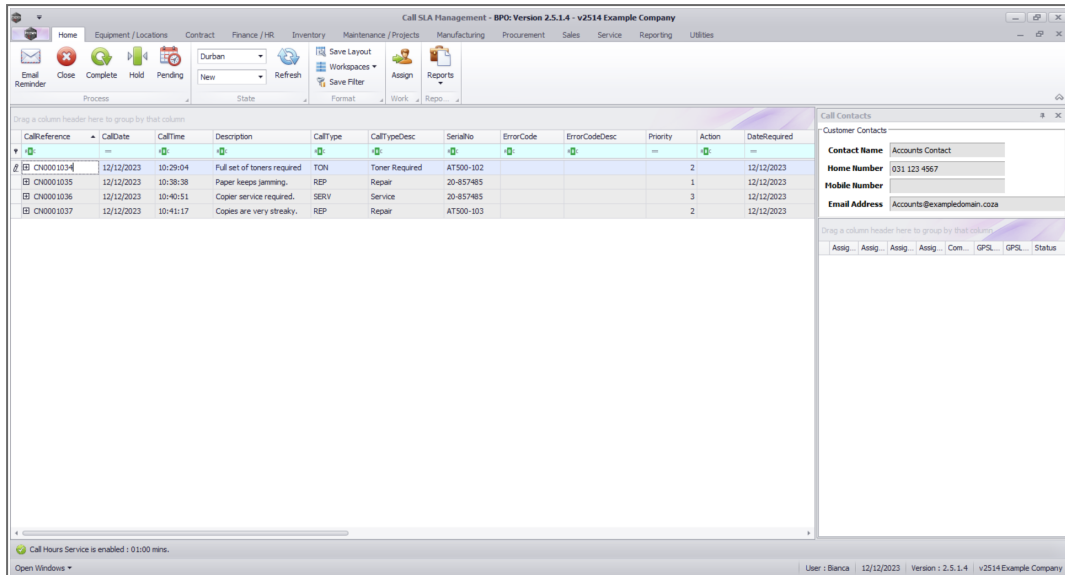
Using **Tech Connect**, the technician selects [End Call](#) on his device, followed by the **Resolution Action** as **Unresolved (Client)**. The call will be placed on **Hold**.

THE CALL SLA MANAGEMENT LISTING SCREEN

Ribbon Select **Service > Call SLA**

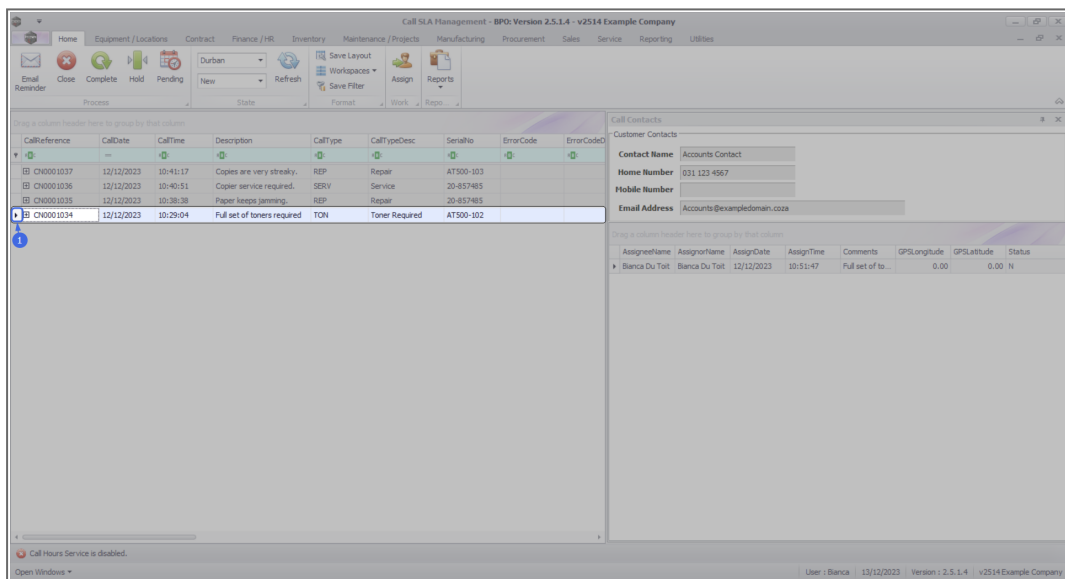


- The **Call SLA Management** Listing screen will display.

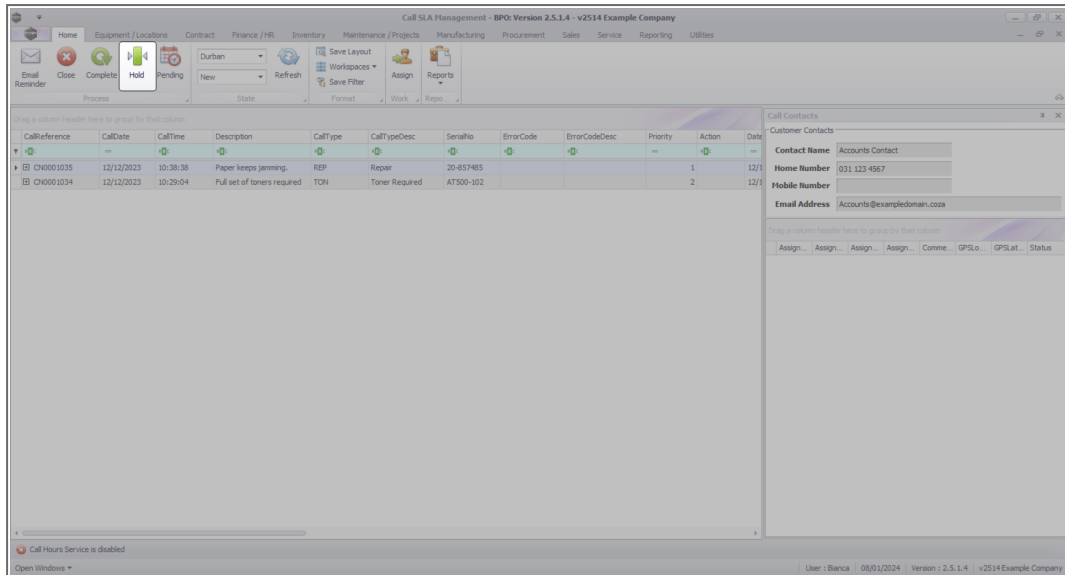


PLACE A CALL ON HOLD

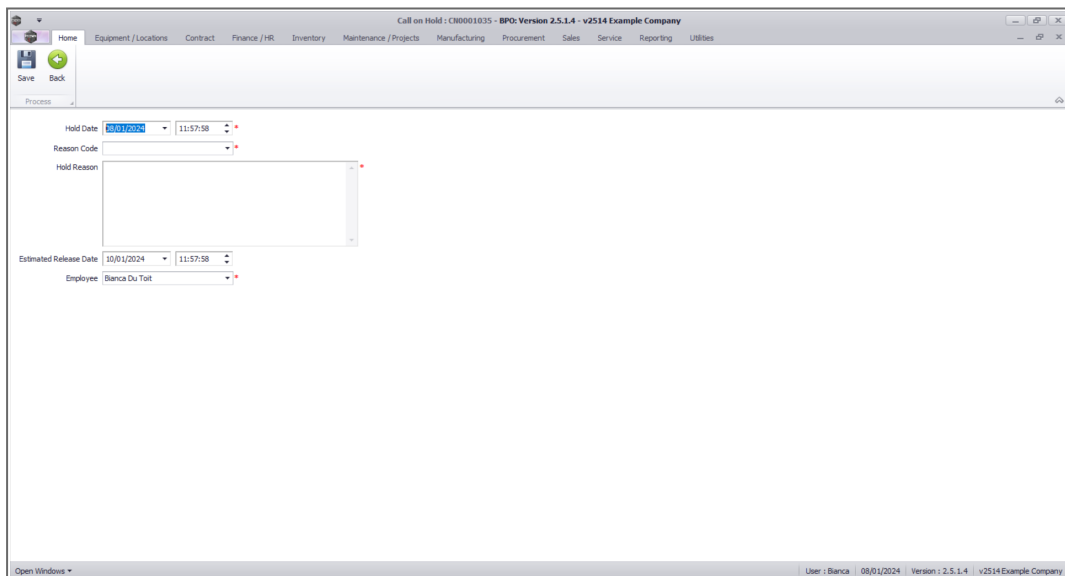
- Click on the row selector in front of the Call.



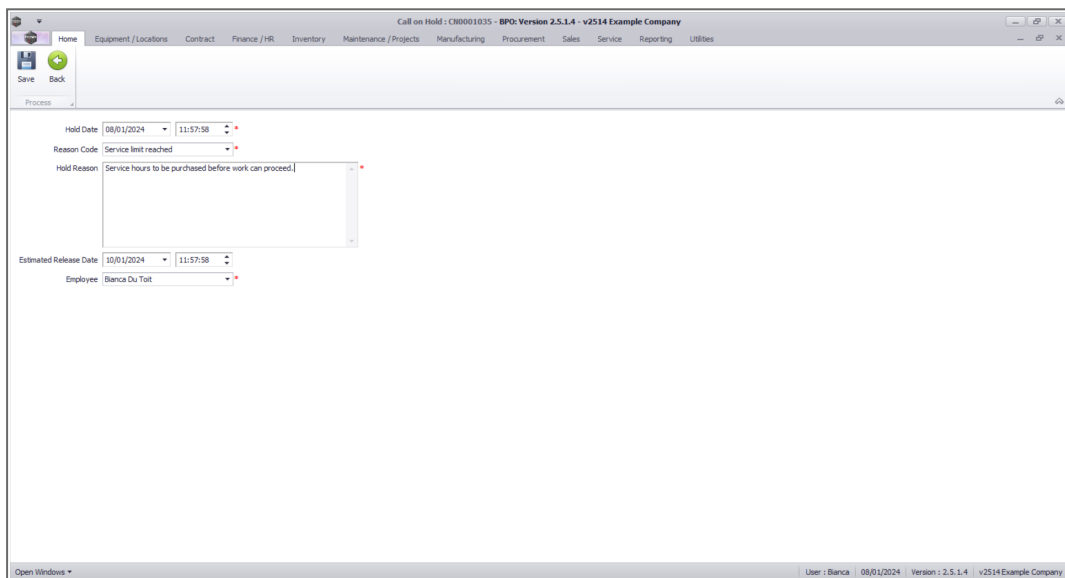
- Click on the **Hold** button.



- The **Call on Hold** maintain screen will come up, with the following fields populated:
 - **Hold Date and Time:** Current date and time.
 - **Estimated Release Date and time:** 2 days from current date and time.
 - **Employee:** The employee who is currently logged on.



- Complete the details as follows:
 - **Reason Code:** Select a reason for putting this call on hold.
 - **Hold Reason:** Expand on the reason for putting this call on hold, e.g. Account in arrears, payment required before work can be done.
 - **Estimated Release Date:** a default of 2 days from the current day is populated by default, but this can be changed. For example, the customer may note a specific payment date to settle their outstanding balance.



Call on Hold - CH0001035 - 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 Back

Process

Hold Date: 08/01/2024 11:57:58

Reason Code: Service limit reached

Hold Reason: Service hours to be purchased before work can proceed.

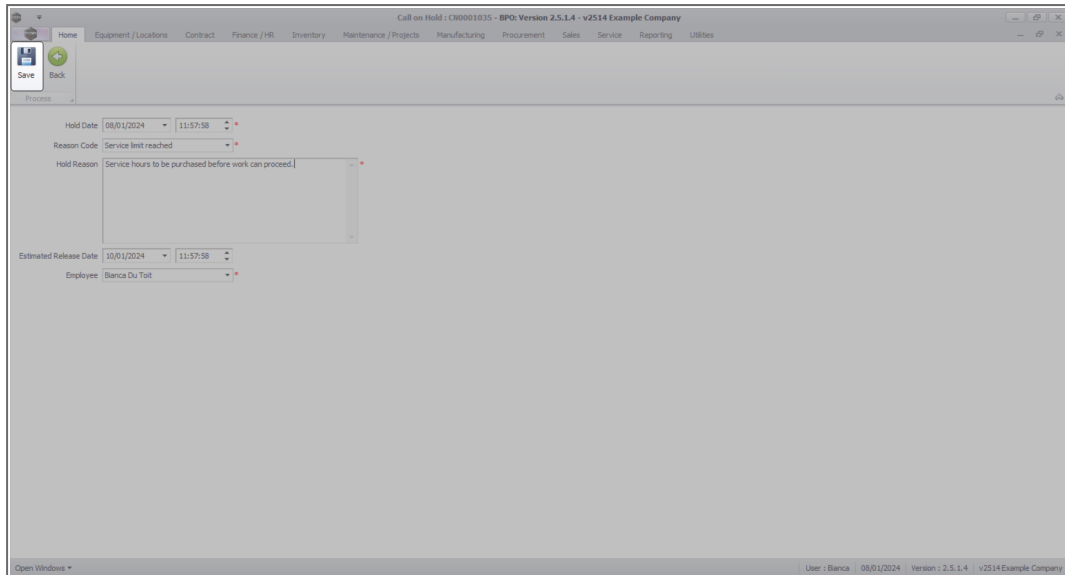
Estimated Release Date: 10/01/2024 11:57:58

Employee: Blanca Du Toit

Open Windows

User: Blanca | 08/01/2024 | Version: 2.5.1.4 | v2514 Example Company

- Click on the **Save** button.



Call on Hold : CN0001035 - 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 Back

Process

Hold Date: 08/01/2024 11:57:58

Reason Code: Service limit reached

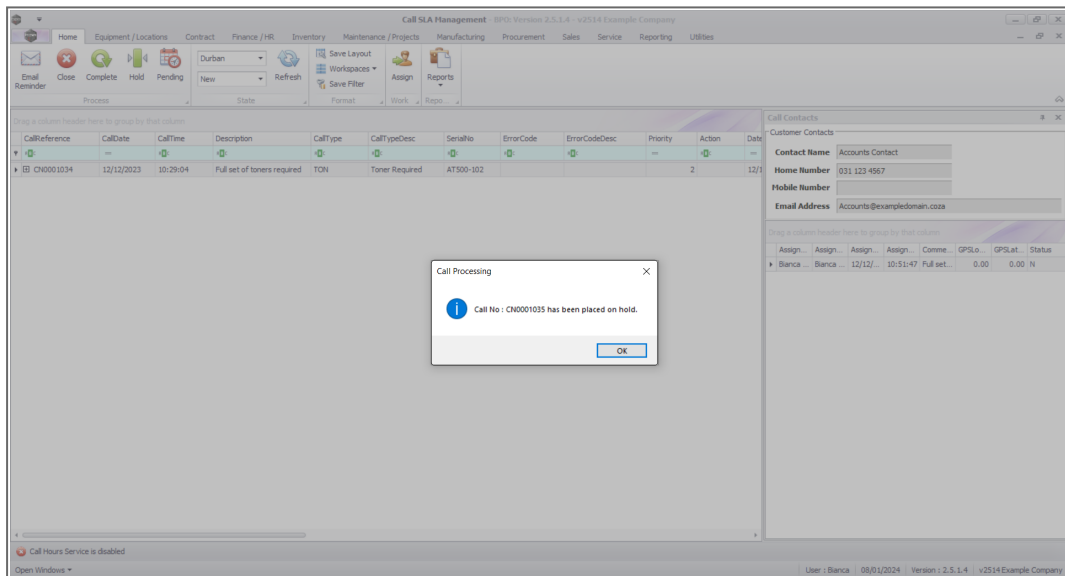
Hold Reason: Service hours to be purchased before work can proceed.

Estimated Release Date: 10/01/2024 11:57:58

Employee: Bianca Du Toit

Open Windows User : Bianca 08/01/2024 Version : 2.5.1.4 v2514 Example Company

- A message box will come up, noting:
 - The call, reference *[call ref no]* has been placed on hold.



Call SLA Management BPO: Version 2.5.1.4 - v2514 Example Company

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

Email Reminder Close Complete Hold Pending New Refresh

Process State Format Work Rep.

Save Layout Workspaces Assign Reports

Drag a column header here to group by that column

CallReference	CalDate	CalTime	Description	CallType	CallTypeDesc	SerialNo	ErrorCode	ErrorCodeDesc	Priority	Action	Date
▶ CN0001034	12/12/2023	10:29:04	Full set of toners required	TON	Toner Required	AT500-102			2		12/1

Call Processing

Call No : CN0001035 has been placed on hold.

OK

Call Contacts

Customer Contacts

Contact Name: Accounts Contact

Home Number: 031 123 4567

Mobile Number

Email Address: Accounts@example.com.co.za

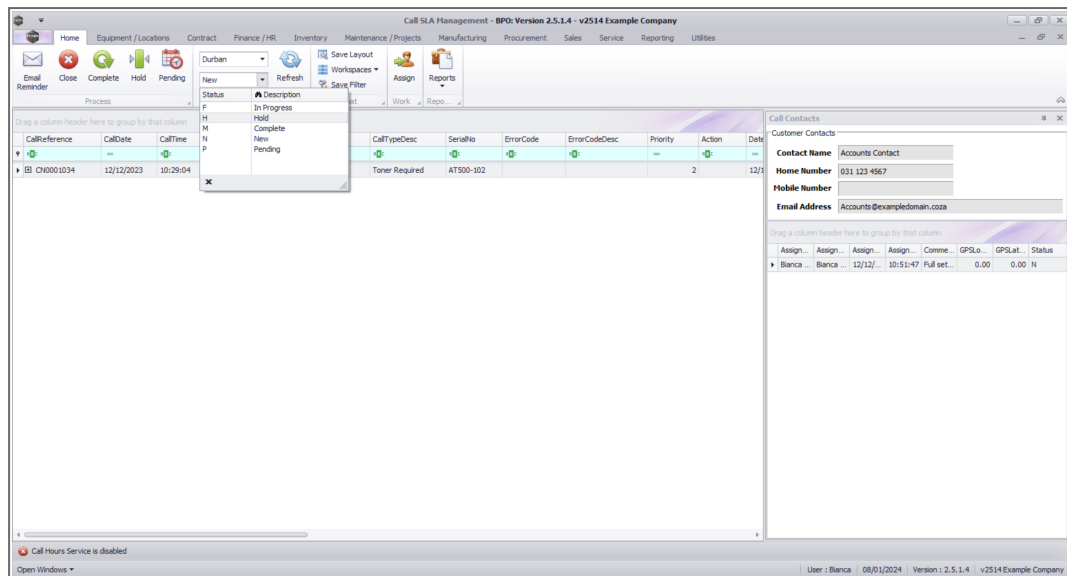
Drag a column header here to group by that column

Assign...	Assign...	Assign...	Assign...	Comme...	GPSLo...	GPSLat...	Status
▶ Bianca	Bianca	12/12/...	10:51:47	Full set...	0.00	0.00	N

Call Hours Service is disabled

Open Windows User : Bianca 08/01/2024 Version : 2.5.1.4 v2514 Example Company

- The call will be placed on hold and moved to the **Hold** status.



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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