

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 <u>SLA Monitor</u> 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.



Home					Call SLA	Management -	BPO: Version 2	5.1.4 - v2514 Exampl	e Company					- 2:
	Equipment / Loca	itions Cont	tract Finance / HR Inve	ntory Maint	tenance / Projects	Manufacturing	Procurement	Sales Service	Reporting	Utilities				_ @
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												Call Contacts		4
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	12/12/2023	10:38:38	Paper keeps jamming.	REP	Repair	20-857485				1	12/12/2023	Mobile Number		
	12/12/2023	10:40:51	Copier service required.	SERV	Service	20-857485				3	12/12/2023	Email Address	Accounts@exampledomain.coza	
	12/12/2023	10:41:17	Copies are very streaky.	REP	Repair	AT500-103				2	12/12/2023			

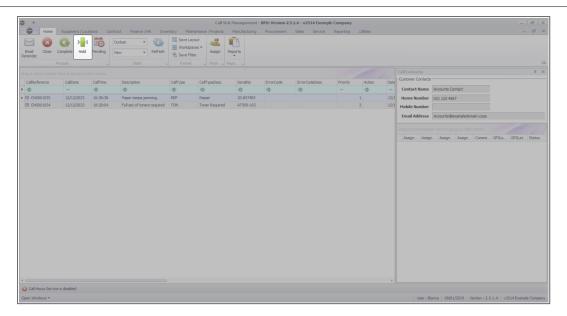
PLACE A CALL ON HOLD

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

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	12/12/2023	10:38:38	Paper keeps jamming.	REP	Repair	20-857485			Email Address	Accounts@exa	mpledomain.co	za				
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Call Hours Servic																

• 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.

Call on Hold : CN0001035 - BPO: Version 2.5.1.4 - v2514 Example Company	- 8 x
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Estimated Release Date 10/01/2024 + 11:57:58 +	
Employee Blanca Du Toit •	
Open Windows •	User : Bianca 08/01/2024 Version : 2.5.1.4 v2514 Example Company



- Complete the details as follows:
 - **Reason Code:** Select a <u>reason</u> 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.

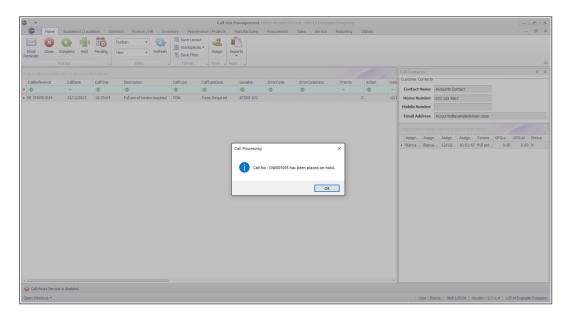
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• Click on the **Save** button.



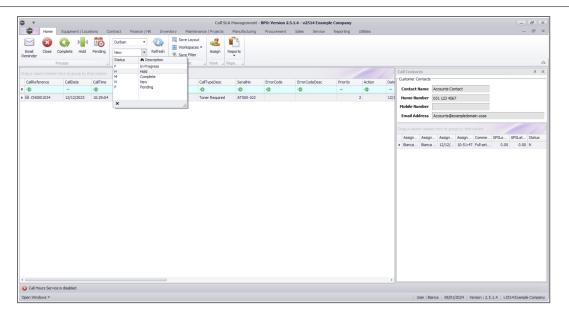
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	Employee Bianca Du Toit	••			

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



• 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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