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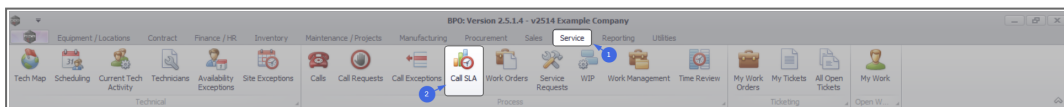
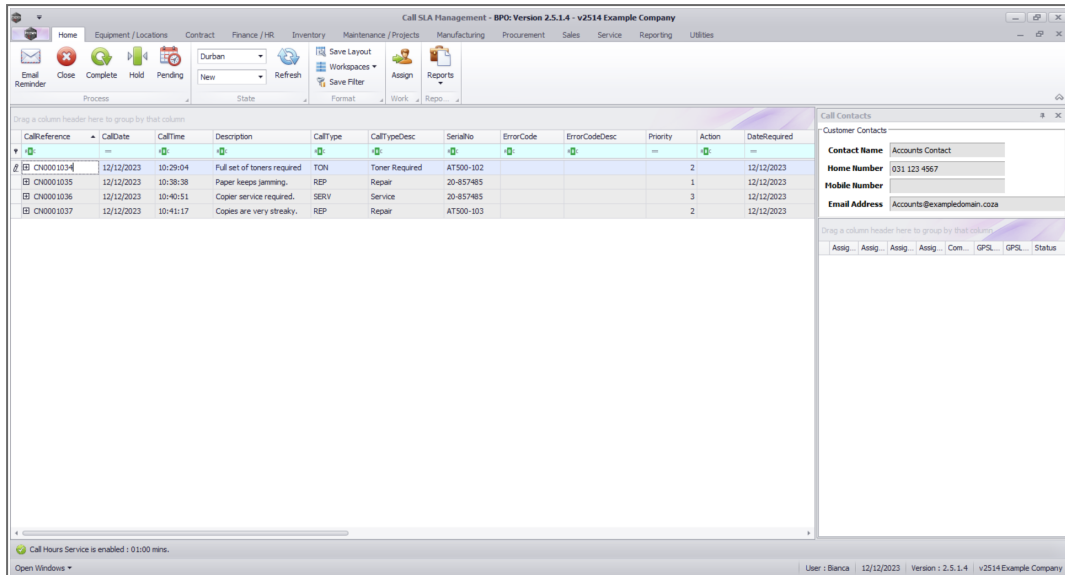A call can *manually* be placed on hold by the *Call Centre*.

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

THE CALL SLA MANAGEMENT LISTING SCREEN

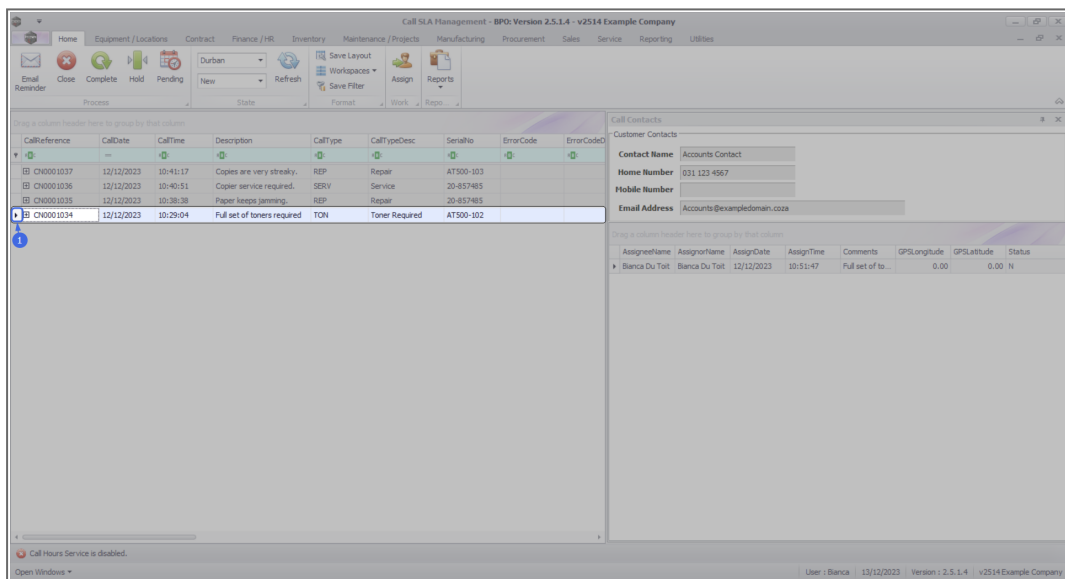*Ribbon* Select *Service > Call SLA*

- The **Call SLA Management** Listing screen will display.
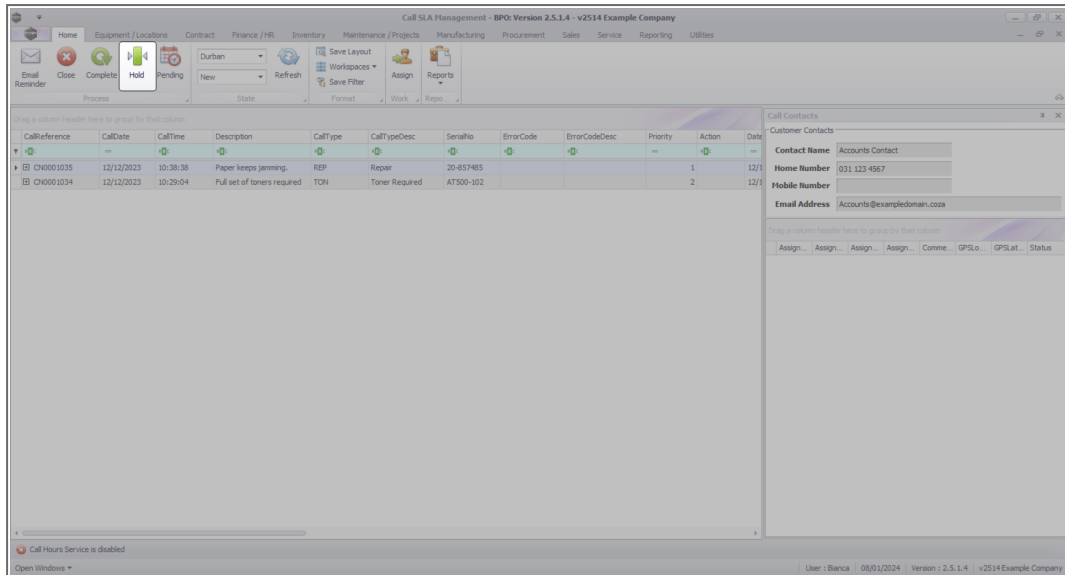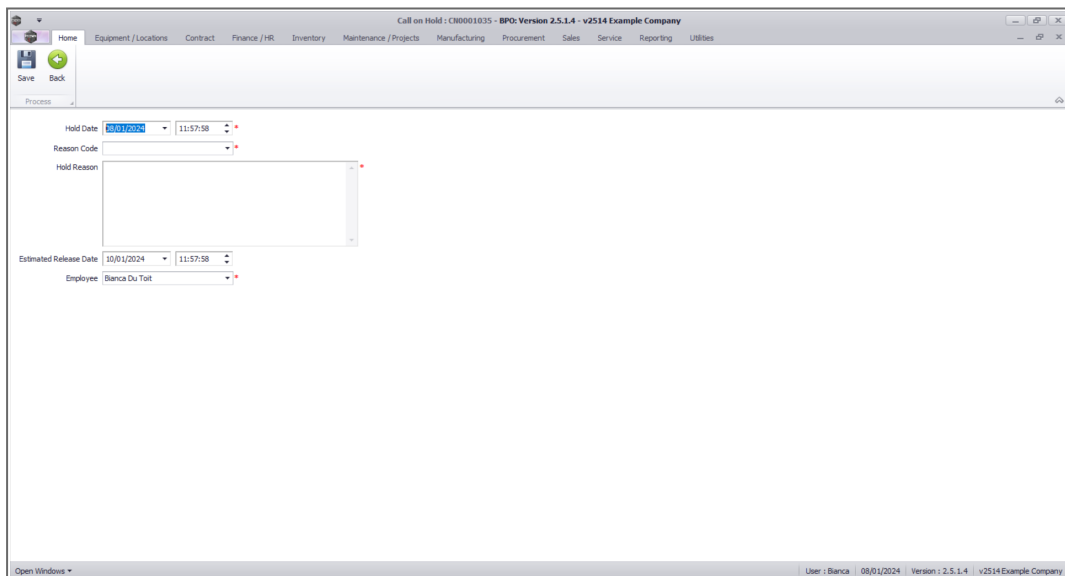
PLACE A CALL ON HOLD

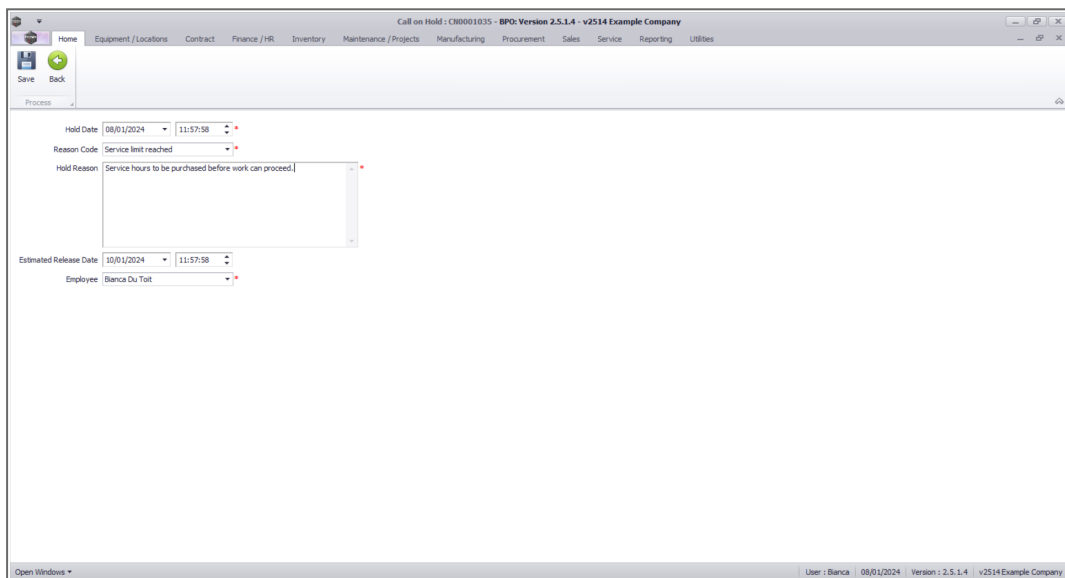- Click on the row selector in front of the Call.

- 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 <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.

- Click on the **Save** button.

- 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.
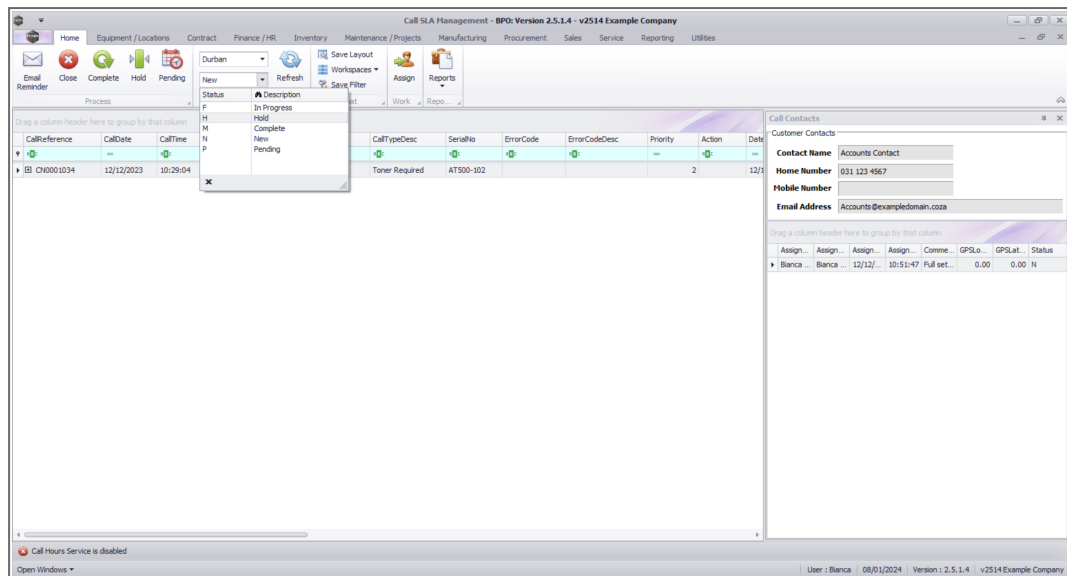
Related Topics

- 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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