

SERVICE

CALL SLA MANAGEMENT – PLACE A CALL IN PENDING

A call can be placed in a **Pending** status by the Call Centre.

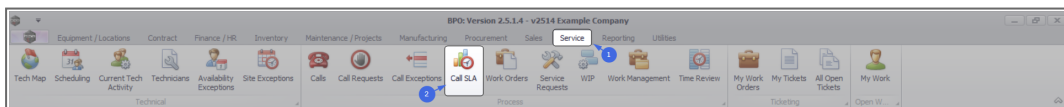
Pending differs from Hold, in that work will be stopped to resolve a **company** issue e.g. there is no stock available to complete the work. The [SLA Monitor](#) will continue to run. Refer to [Calls - Release a Call](#) for information on how to release a call from pending.



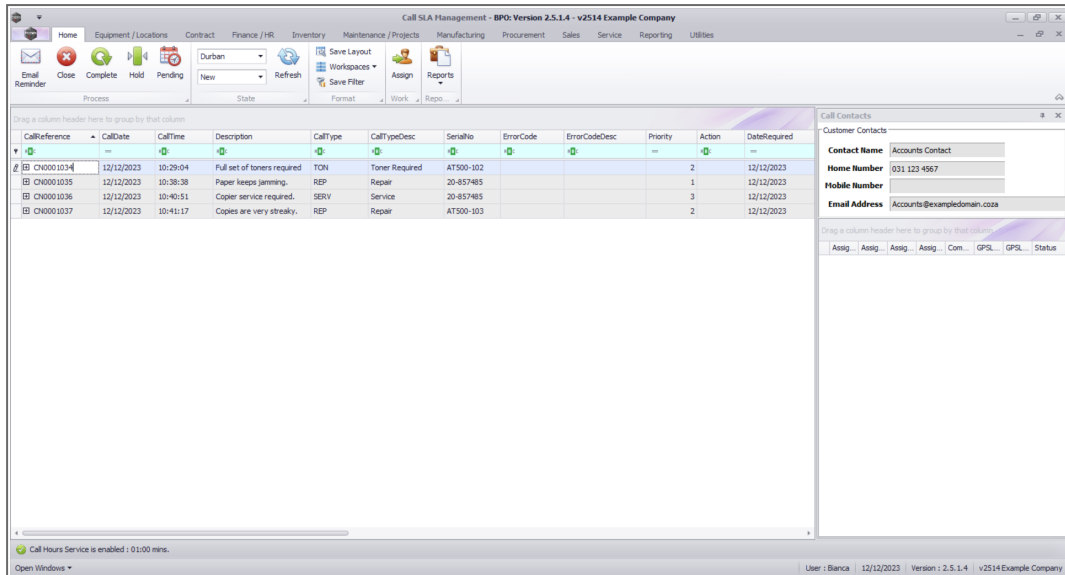
Using [Tech Connect](#), the call will be placed in the **Pending** status when the technician selects [End Work](#) on his device, with the [Resolution Action](#) as *Unresolved*.

THE CALL SLA MANAGEMENT LISTING SCREEN

Ribbon Select *Service* > *Call SLA*



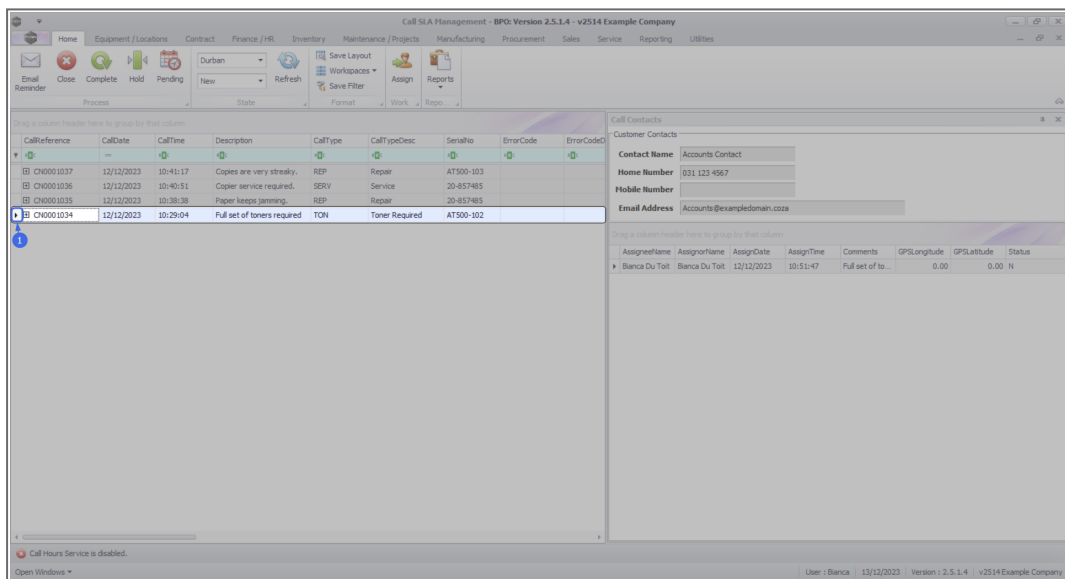
- The **Call SLA Management** Listing screen will display.



CallReference	CalDate	CalTime	Description	CallType	CallTypeDesc	SerialNo	ErrorCode	ErrorCodeDesc	Priority	Action	DateRequired
CH0001034	12/12/2023	10:29:04	Full set of toners required	TON	Toner Required	AT500-102			2		12/12/2023
CH0001035	12/12/2023	10:38:38	Paper keeps jamming.	REP	Repair	20-857485			1		12/12/2023
CH0001036	12/12/2023	10:40:51	Copier service required.	SERV	Service	20-857485			3		12/12/2023
CH0001037	12/12/2023	10:41:17	Copies are very streaky.	REP	Repair	AT500-103			2		12/12/2023

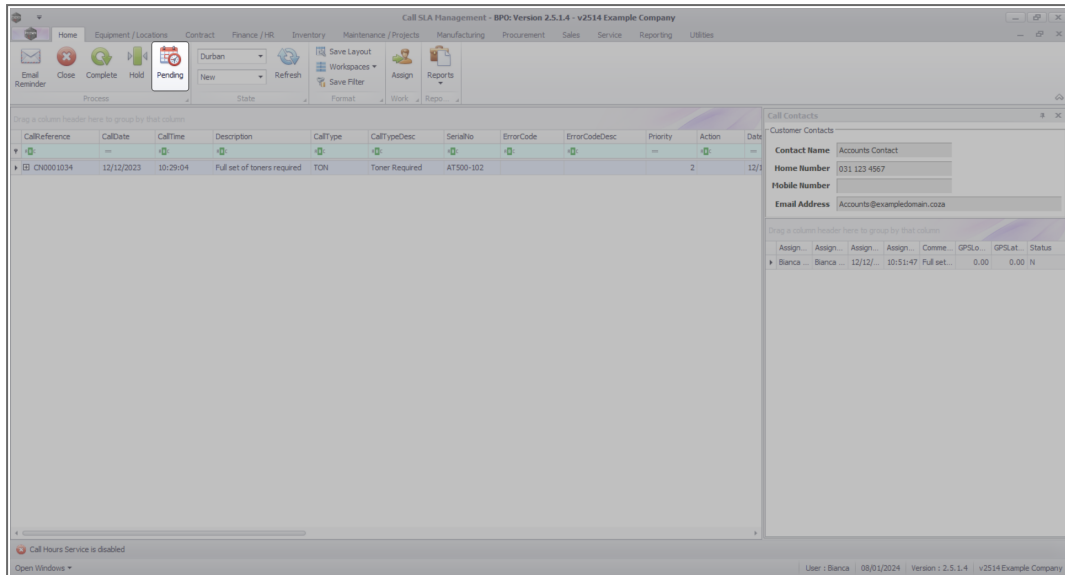
PEND A CALL

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



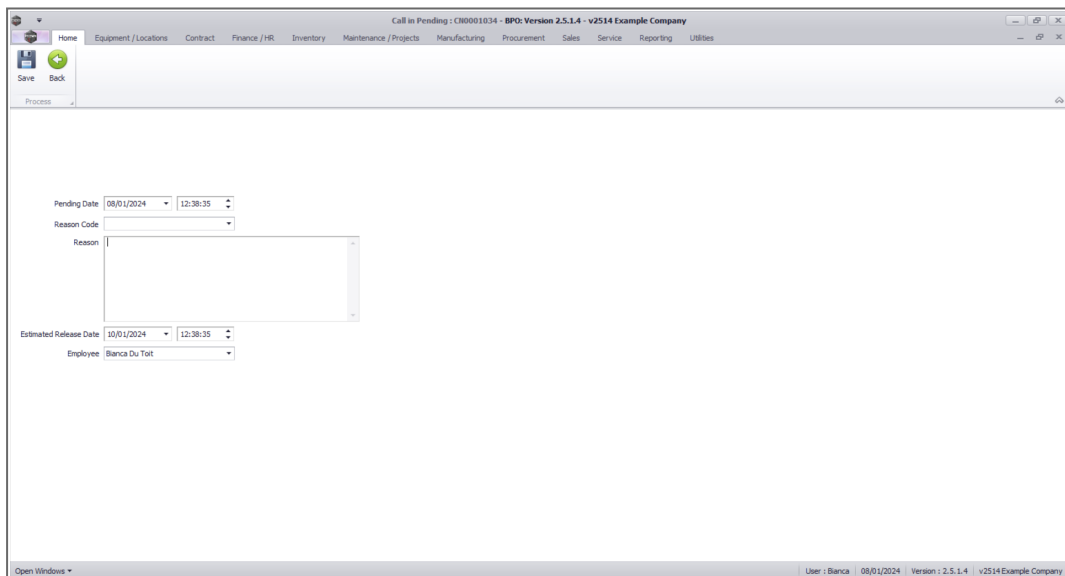
CallReference	CalDate	CalTime	Description	CallType	CallTypeDesc	SerialNo	ErrorCode	ErrorCodeDesc	Priority	Action	DateRequired
CH0001037	12/12/2023	10:41:17	Copies are very streaky.	REP	Repair	AT500-103					
CH0001036	12/12/2023	10:40:51	Copier service required.	SERV	Service	20-857485					
CH0001035	12/12/2023	10:38:38	Paper keeps jamming.	REP	Repair	20-857485					
CH0001034	12/12/2023	10:29:04	Full set of toners required	TON	Toner Required	AT500-102					

- Click on the **Pending** button.



CallReference	CalDate	CalTime	Description	CallType	CallTypeDesc	SerialNo	ErrorCode	ErrorCodeDesc	Priority	Action	Date
CH0001034	12/12/2023	10:29:04	Full set of toners required	TCN	Toner Required	AT500-102			2		12/12/2023

- The **Call in Pending** maintain screen will come up, with the following fields populated:
 - **Pending 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.



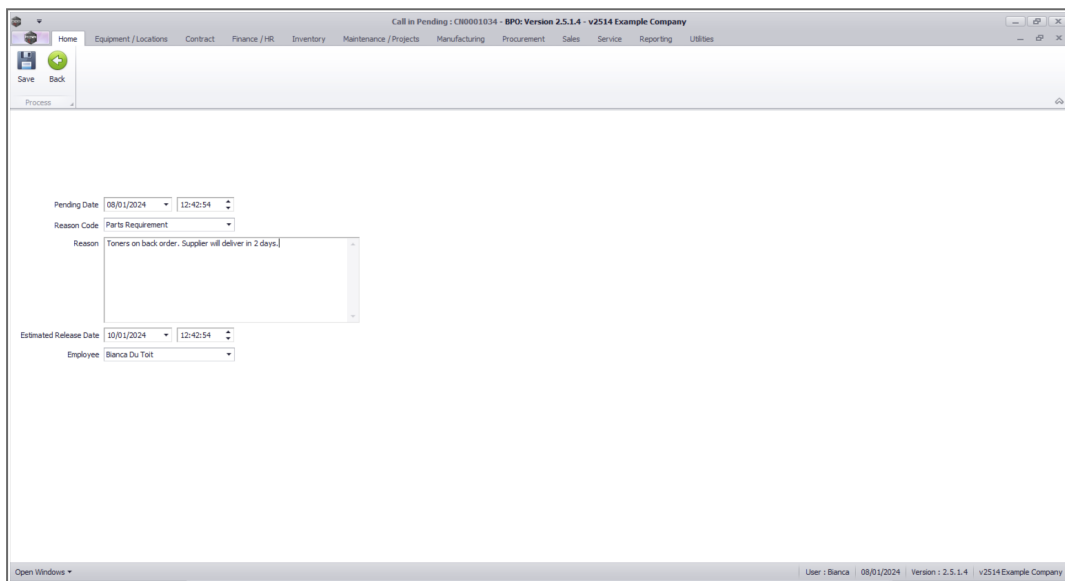
Pending Date: 08/01/2024 12:38:35

Reason Code:

Estimated Release Date: 10/01/2024 12:38:35

Employee: Bianca Du Toit

- Complete the details as follows:
 - **Reason Code:** Select a reason for putting this call in pending.
 - **Hold Reason:** Expand on the reason for putting this call on hold, e.g. Required Spares on Back Order.
 - **Estimated Release Date:** a default of 2 days from the current day is populated by default, but this can be changed. For example, for parts on back order, the supplier may give an estimated delivery date.



Call in Pending: CM0001034 - 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

Pending Date: 08/01/2024 12:42:54

Reason Code: Parts Requirement

Reason: Toners on back order. Supplier will deliver in 2 days.

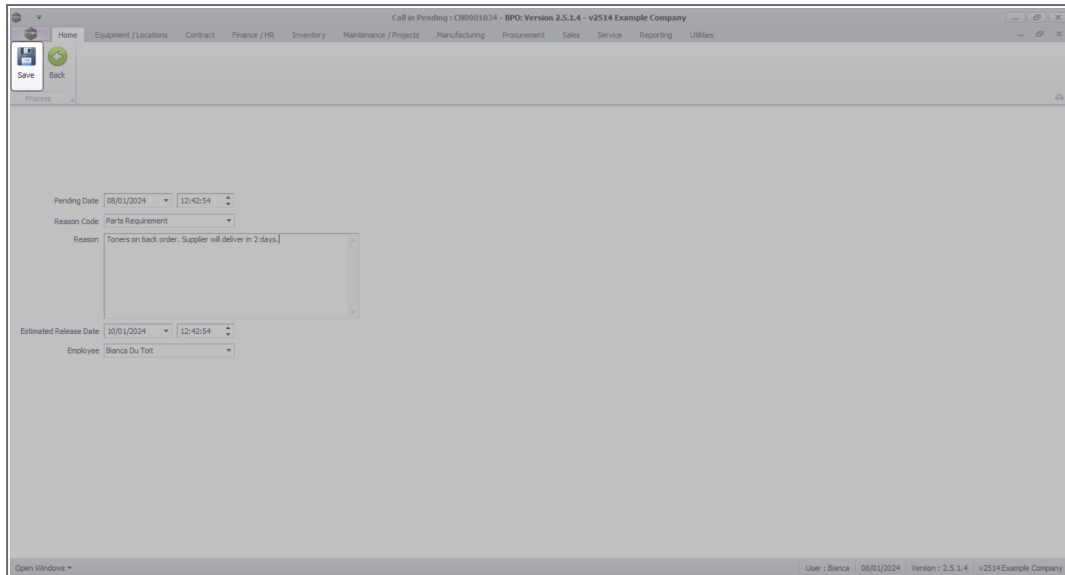
Estimated Release Date: 10/01/2024 12:42:54

Employee: Bianca Du Toit

Open Windows

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

- Click on the **Save** button.



Call in Pending : CH0001034 - 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

Pending Date: 08/01/2024 12:42:54

Reason Code: Parts Requirement

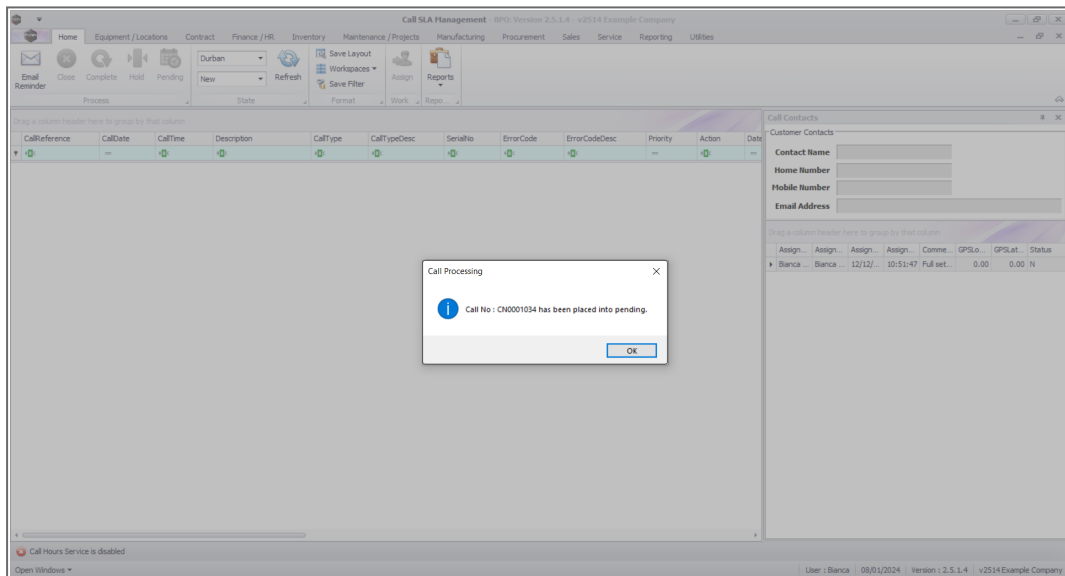
Reason: Toner on back order. Supplier will deliver in 2 days.

Estimated Release Date: 10/01/2024 12:42:54

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 into pending.



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

Save Layout Workspaces Save Filter Assign Reports

Format Work Rep

Drag a column header here to group by that column

CallReference	CalDate	CalTime	Description	CallType	CallTypeDesc	SerialNo	ErrorCode	ErrorCodeDesc	Priority	Action	Date

Call Processing

Call No : CH0001034 has been placed into pending.

OK

Call Contacts

Customer Contacts

Contact Name

Home Number

Mobile Number

Email Address

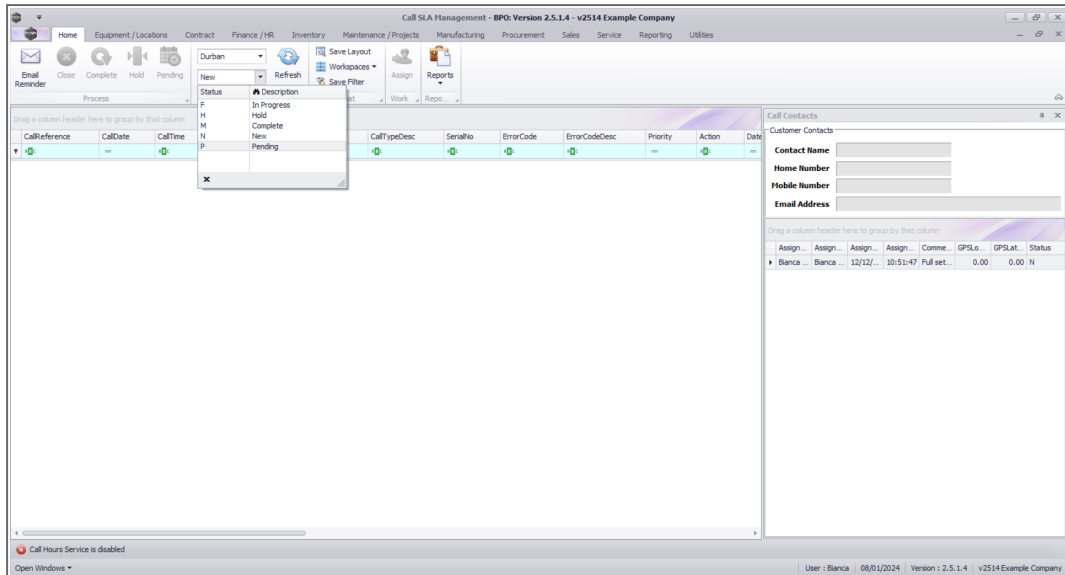
Drag a column header here to group by that column

Assign...	Assign...	Assign...	Assign...	Comme...	GPStat...	GPStat...	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 in pending and moved to the **Pending** 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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