

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 <u>SLA Monitor</u> will continue to run. Refer to <u>Calls</u> - <u>Release a Call</u> for information on how to release a call from pending.

Using <u>Tech Connect</u>, the call will be placed in the **Pending** status when the technician selects <u>End Work</u> on his device, with the <u>Resolution Action</u> as *Unresolved*.

THE CALL SLA MANAGEMENT LISTING SCREEN

Ribbon Select Service > Call SLA



• The Call SLA Management Listing screen will display.



					Call SLA	Management -	BPO: Version 2.	i.1.4 - v2514 Exampl	le Company					_	8
Home	Equipment / Loca	tions Contr	ract Finance / HR Inver	ntory Maint	enance / Projects	Manufacturing	Procurement	Sales Service	Reporting	Utilities				-	- 8
Reminder	Complete Hold		Durban	Save Lay	xes 🕶	eports									
												Call Contacts			4
CalReference	CalDate	CallTime	Description	CallType	CallTypeDesc	SerialNo	ErrorCode	ErrorCodeDesc	Priority	Action	DateRequired	Customer Contacts			
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E CN0001034	12/12/2023	10:29:04	Full set of toners required	TON	Toner Required	AT500-102				2	12/12/2023	Home Number	031 123 4567		
	12/12/2023	10:38:38	Paper keeps jamming.	REP	Repair	20-857485				1	12/12/2023	Mobile Number			
E CN0001036	12/12/2023	10:40:51	Copier service required.	SERV	Service	20-857485				3	12/12/2023		Accounts@exampledor		
	12/12/2023	10:41:17	Copies are very streaky.	REP	Repair	AT500-103				2	12/12/2023	Email Address	Accounts gexampledor	nam.coza	
Call Hours Service															

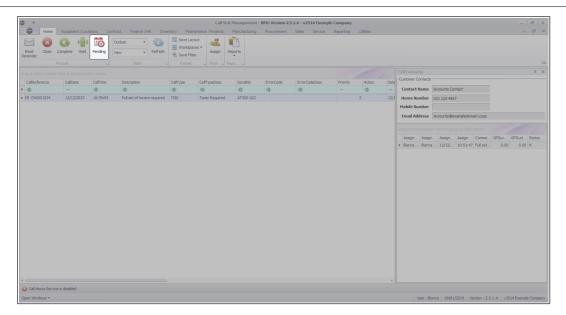
PEND A CALL

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

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• One • One <t< th=""><th>Email Close (Reminder</th><th>Complete Hold</th><th>Pending</th><th></th><th>Workspace</th><th>es • Assion</th><th>Reports</th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th></t<>	Email Close (Reminder	Complete Hold	Pending		Workspace	es • Assion	Reports										
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• Click on the **Pending** button.





- 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.

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Home Ec	quipment / Locations	Contract	Finance / HR	Inventory	Maintenance / Projects	Manufacturing	Procurement	Sales	Service	Reporting	Utilities			- & ×
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Reason	1				<u>~</u>									
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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 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.

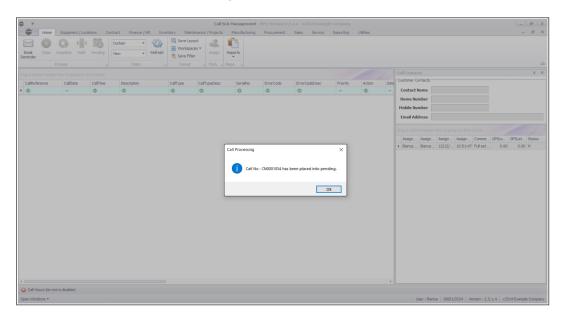
Call in Pending : CN0001034 - BPO: Version 2.5.1.4 - v2514 Example Company	- 8 ×
Home Equipment / Locations Contract Finance / HR Inventory Maintenance / Projects Manufacturing Procurement Sales Service Reporting Utilities	- 8 ×
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Estimated Release Date 10/01/2024 • 12:42:54 ¢	
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Open Windows *	User : Bianca 08/01/2024 Version : 2.5.1.4 v2514 Example Company

• Click on the **Save** button.



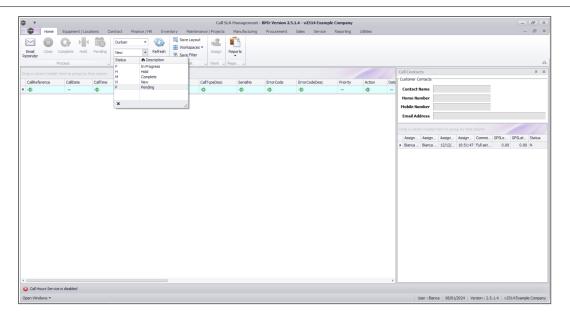
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Reason Code Parts Requirement *	
Reason Torrers on back order: Suppler will deliver in 2 days.	
Estimated Release Date 10/01/2024 * 12:42:54 \$	
Employee (Banca Du Yot *	

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



• 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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