

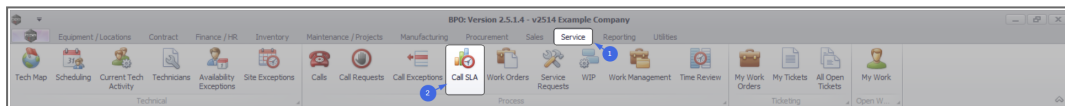
SERVICE

CALL SLA MANAGEMENT - CALL HOURS SERVICE STATUS

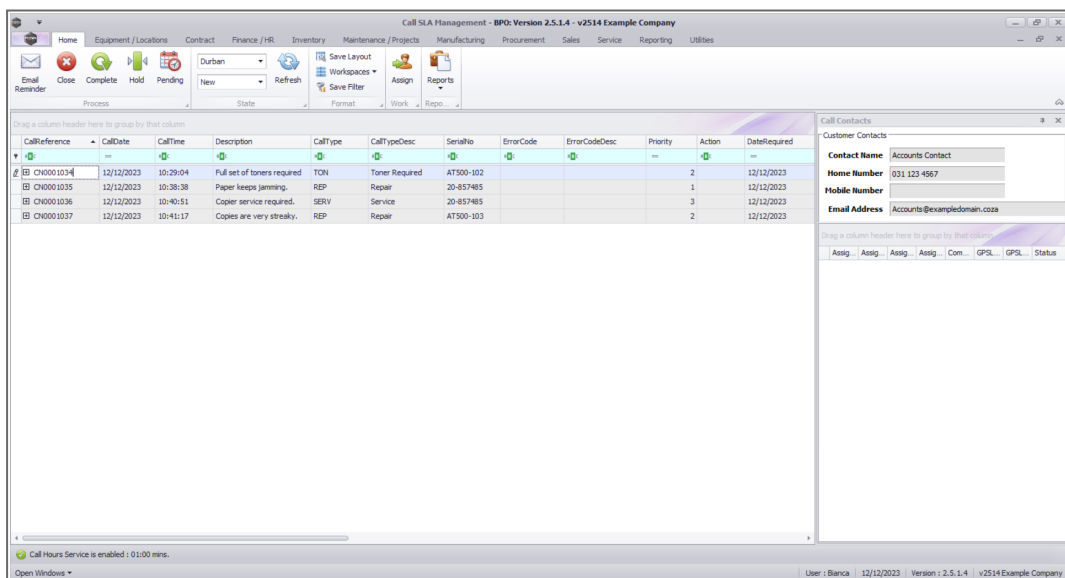
The Call Hours Service calculates the elapsed SLA hours for open calls. A notification bar at the bottom of the Call SLA Management screen will indicate whether the service is running and at what interval.

THE CALL SLA MANAGEMENT LISTING SCREEN

Ribbon Select *Service* > *Call SLA*



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

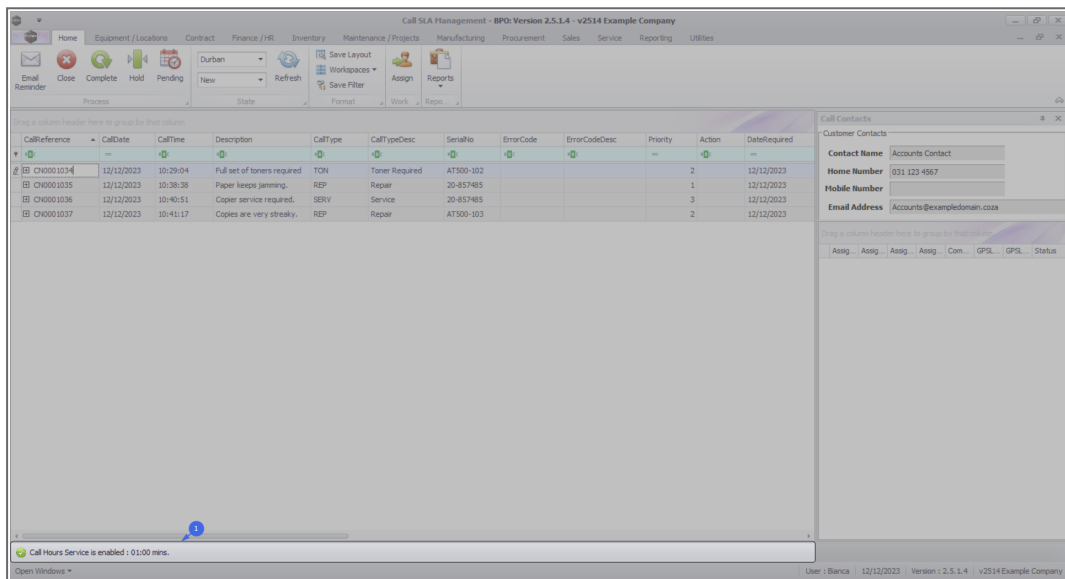


CALL HOURS SERVICE STATUS

- The notification bar at the bottom of the Call SLA Management screen will display the Call Hours Service status.

SERVICE ENABLED

- In the example below, we can see that the service is enabled and set to run at 1 minute intervals.

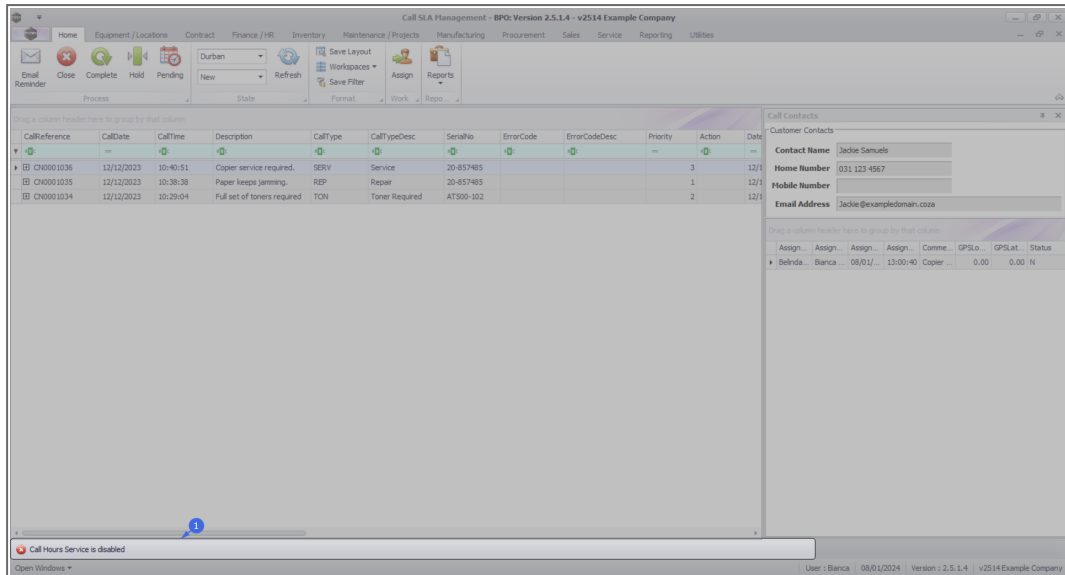


CallReference	CallDate	CallTime	Description	CallType	CallTypeDesc	SerialNo	ErrorCode	ErrorCodeDesc	Priority	Action	DateRequired
CH0001034	12/12/2023	10:29:04	Full set of toners required	TON	Toner Required	AT500-102			2		12/12/2023
CH0001035	12/12/2023	10:38:38	Paper keeps jamming.	REP	Repair	20-857485			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

Call Hours Service is enabled : 01:00 mins.

SERVICE DISABLED

- In the example below, we can see that the service is disabled. Follow up with your system administrator or CO3 support to ensure the service is running.



CALL HOURS SERVICE APPLICATION

- The [Call Hours Service application](#) is a Windows Service that is installed on, configured and runs on your company's server.

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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