

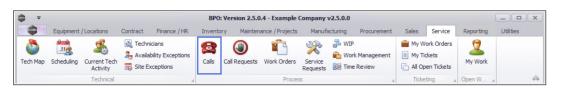
SERVICE

CALLS - THE EDIT BUTTONS

When a call is saved, BPO automatically generates a Work Order for the call that holds all the information logged against the call.

If the *Company*, *Contact*, or *Address* details for the customer have *changed*, then you can update the details <u>directly</u> in the call screen, by clicking on the *Edit [...] (ellipsis)* buttons in the relevant fields.

Ribbon Access: Service > Calls



- 1. The *Call Listing* screen will be displayed.
- Click on the *expand button [+]* in the row of the *call log* you wish to view the *work order details* for.
- The Work Order data grid will be expanded to display the generated work order number and all the information for the call log.
- 4. Click in the *row* of the Work Order you wish to edit.
- 5. Click on *Edit*.



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6. The *Call maintenance* screen will be displayed.

EDIT CUSTOMER INFO

7. Click on the *Edit [...] (ellipsis)* button in the *Customer* field.



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	Contact	Kelly Jones		(• • •	Serial No		102	0-10101						
Functions						Prior Call	Reference								
	Contact No.	031 123 4567				Call Requ	est Reference	:							
Work Orders 1	Address	Plot 91 Leaf Ro	oad	م	·	Contract	No	COO	000050						
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Work In Progress	Call Type	Repair			• *	Invoice R					_				
	Error Code	Paper Jam			*	Order Re	ference								
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- 8. The *Customer Maintenance* screen will be displayed.
- Edit the details for the customer and click on *Save* to return to the *Call maintenance* screen.

Home Equipment / Locations Contract Finance / HR Inventory Maintenance / Projects Manufacturing Procurement Sales Service Reporting Utilities -	X
Enter text to search	\$
	S
	User Defined
Functions Customer Code HOP001 • Email Address genetikanhlandwalane@gmail.com	finec
Customer Name Hope Works (Pty) Ltd Invoice Method Print and Email	
Notes Credit Limit 5000 Credit Limit	
Web Site www.hopeworks.co.za Accounts Contact Mandy Jefferson	
Phone No. 031 123 4567 Email Address snenhlanhlandwalane@gmail.com	
Contacts Tax Rate 15.00 • Billing Address PO Box 7452 •	
VAT No. 987654321 • Forest Hills	
Registered Name Hope Works (Pty) Lts New Town	
Addresses Registration No. 123456789 Durban South	
Holding Company No Holding Co	
Currency South African Band	
Documents Account Code Copy Billing to Shipping	
Credit Check No Check Physical Address Plot 91Leaf Road	
Credit Terms 30 Days ▼ Pink Town	
Cal History Reporting Area Durban	
Salesman Bianca Du Toit South Africa	
Account Manager Blanca Du Toit Postal Code 1234	
Project History Is Debtor J Is Consolidated Trading As Name Hope Works	
Send SMS Send Email Shift Pattern Normal Week	
Rank Gold -	
History	
Authorisation Information	
Open Windows ▼ User : JulandaK 15/12/2021 Version : 2.5.0.4 Example Company v2.5	.0 /



ADD NEW CONTACT

When you are initially selecting the contact for the call log in the Call Maintenance screen, it may be that your contact is <u>not</u> listed. You can **add** a new contact <u>directly</u> from the Call maintenance screen.

Note that this contact should be set up as a Standard Contact. For additional help with this process, refer to Calls - Add New Contact.

1. Click on the *Edit [...] (ellipsis)* button in the *Contact* field.

		Call maintena	nce : Call ref	CN0005298 - I	3PO: Version 2.5.0.4	- Example Co	ompany v2.5	.0.0		
Home Equipme	ent / Locations Contra	ct Finance / HR	Inventory	Maintenance /	Projects Manufact	turing Procu	rement Sal	es Service	Reporting Utilities	- 8
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text to search	Customer	Hope Works (Pty)	Ltd , P	• + •	ReferenceType	Ref	ferenceNo			
text to search	Contact	Kelly Jones		···· •	Serial No	102	20-10101			
nctions					Prior Call Reference	e				
	Contact No.	031 123 4567			Call Request Refer	rence				
Vork Orders 1	Address	Plot 91 Leaf Road	<i></i> و	. 1	Contract No	CO	0000050			
	riduress	Leaf Hills			Location					
		Pink Town Durban South		-	Project Reference					
					Quote Reference					
Nork In Progress	Call Type	Repair		*	Invoice Reference					
	Error Code	Paper Jam		-	Order Reference					
Notes	Description	Paper not feeding	through rollers	*						
				-						
	Call Date Time	14/12/2021	 ▼ 10:23:41 							
Assignments	Call Date Time Priority	14/12/2021 3 \$ *	▼ 10:23:41	•	-Prior Calls :					
lssignments	Priority		▼ 10:23:41	•	Prior Calls :	CallDate	CallTime	Description		
ssignments			• 10:23:41	•		CallDate 14/12/2021	CallTime 10:23:41	Description Paper not feed	ng through rollers	
	Priority	3 🛊 *	 10:23:41 	•	CallReference					
	Priority SLA Date Required	3 * 14/12/2021		•	CallReference CN0005298	14/12/2021	10:23:41	Paper not feed	ut po status	
	Priority SLA Date Required Order No	3 * 14/12/2021 PO12345		•	CallReference CN0005298 CN0000543	14/12/2021 17/11/2017	10:23:41 13:15:48	Paper not feedi test call swap o	ut po status rs required	
fold History	Priority SLA Date Required	3 * 14/12/2021 PO12345		•	CallReference CN0005298 CN0000543 CN0000519	14/12/2021 17/11/2017 07/08/2017	10:23:41 13:15:48 14:19:10	Paper not feed test call swap o Full set of tone Test all function	ut po status rs required	cessing checks
Hold History	Priority SLA Date Required Order No Logged By	3 🗘 * 14/12/2021 P012345 JulandaK		•	CalReference CN0005298 CN000543 CN0000519 CN0000516	14/12/2021 17/11/2017 07/08/2017 03/08/2017	10:23:41 13:15:48 14:19:10 15:21:01	Paper not feed test call swap o Full set of tone Test all function	ut po status rs required is on the copier oice and transaction pro	cessing checks
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Hold History	Priority SLA Date Required Order No Logged By	3 🗘 * 14/12/2021 PO12345 JulandaK N - New		•	CallReference CN0005298 CN0000543 CN0000519 CN0000516 CN0000510 CN0000510	14/12/2021 17/11/2017 07/08/2017 03/08/2017 13/07/2017 29/06/2017	10:23:41 13:15:48 14:19:10 15:21:01 08:45:37 16:14:01	Paper not feed test call swap o Full set of tone Test all function Test call for inv Loan unit - Alte	ut po status rs required as on the copier oice and transaction pro rnate Issue	
Hold History Pending History	Priority SLA Date Required Order No Logged By Status	3 🗘 * 14/12/2021 PO12345 JulandaK N - New		•	CallReference CN0005298 CN000543 CN000519 CN0000516 CN0000516 CN0000510 CN0000511 CN0000647	14/12/2021 17/11/2017 07/08/2017 03/08/2017 13/07/2017 29/06/2017	10:23:41 13:15:48 14:19:10 15:21:01 08:45:37 16:14:01	Paper not feed test call swap o Full set of tone Test all function Test call for inv Loan unit - Alte	ut po status rs required as on the copier oice and transaction pro rnate Issue	
Assignments Hold History Pending History On Site Info 1	Priority SLA Date Required Order No Logged By Status	3 🗘 * 14/12/2021 PO12345 JulandaK N - New		•	CallReference CN0005298 CN0000543 CN0000519 CN0000516 CN0000510 CN0000510	14/12/2021 17/11/2017 07/08/2017 03/08/2017 13/07/2017 29/06/2017	10:23:41 13:15:48 14:19:10 15:21:01 08:45:37 16:14:01	Paper not feed test call swap o Full set of tone Test all function Test call for inv Loan unit - Alte	ut po status rs required as on the copier oice and transaction pro rnate Issue	-

- 2. "The Contact Maintenance screen will be displayed." on page 3
- 3. Add the contact details as required and click on *Save*.



	2		Contact M	aintenan	ice - BPO: Version 2.5.0.	4 - Example Com	npany v2.5.0.0					x
Home Equ	upment / Locations Contract	Finan	ice / HR In	ventory	Maintenance / Projects	Manufacturing	Procurement	Sales S	ervice Reporting	Utilities	_	ъ х
Save Back Delete												
	This conta	ct shou	ld be set									
Process	up as a S	andard	Contact									
	Standard Contact	•										
First Name	Kelly		*									
Last Name	Jones		•									
Preferred Name	Kelly											
Supervisor	Julia Ritson	•										
Title	Administrative Manager											
Email Address	kelly.jones@Hope Works (Pty)	Ltdco.za	•									
Group Email	group@Hope Works (Pty) Ltdo	o.za										
Phone Number	031 123 4567		•									
Fax Number	031 123 4545											
Mobile Number	083 698 4561											
Address	Plot 91 Leaf Road Leaf Hills Pink Town Durban South South Africa	۸ م ب										
Credit Limit		0.00										
Primary Contact												
Open Windows 🔻						L	Jser : JulandaK	15/12/2021	Version : 2.5.0.4	Example Compa	ny v2.5	.0.0 //

- 4. You will return to the *Call maintenance* screen.
- 5. When you receive the *Contact Processing* message to confirm that;
 - Contact maintenance for customer : [customer code] complete.
- 6. Click on *OK*.
- The new contact will now be available when you use the *search* button in the Contact field.



		Call maintenan											
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nter text to search	Customer	Hope Works (Pty) Lt	td ,o	· *	Reference	ype	Refe	erenceNo					-
	Contact	Kelly Jones	(•	Serial No		1020	0-10101					
Functions					Prior Call Re	ference							
	Contact No.	031 123 4567				t Reference							
Work Orders 1	Address	Plot 91 Leaf Road	<i></i> م	·	Contract No		C00	000050					
		Leaf Hills Pink Town			Location								
		Durban South		-	Project Ref								
Work In Progress	Call Type	Penair		• •	Invoice Ref								
WORK IN Progress				-	Order Refe								
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				_	CN0000516	03/0	8/2017	15:21:01	Test all fu	nctions on the cop	bier		
	Logged By	JulandaK			CN0000510	13/0	7/2017	08:45:37	Test call f	or invoice and tra	nsaction proces	ssing checks	;
Pending History	Status	N - New			CN0000501		6/2017	16:14:01		- Alternate Issue			
				_	CN0000647	23/0	5/2017	08:00:00	TT010 - D	aily, Colour 1000	- Call per WO		
	Optional No	ACC15002											
On Site Info 1					4								►
Meters													
Dpen Windows 🔻							User : Juli	andaK 15/	12/2021 V	ersion : 2.5.0.4	Example Com	pany v2.5.	0.0

EDIT CUSTOMER ADDRESS

1. Click on the *Edit [...] (ellipsis)* button in the *Address* field.

Home Equips	nent / Locations Contra	act Finance / HR	Inventory	Maintenance	Projects Mar	ufacturing	Procurement	Sales	Service	Reporting	Utilities —	. 0
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r text to search ۶	Customer	Hope Works (Pty) Ltd	م	+ *	ReferenceTy	pe	Reference					
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		031 123 4567			Call Request	Reference			_			
Work Orders 1	Address	Plot 91 Leaf Road	م	*	Contract No Location		CO0000050	,	_			
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		Durban South			Quote Refer				-			
Work In Progress	Call Type	Repair		* *	Invoice Refe		-		_			
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Pending History					CN0000510 CN0000501	13/07/ 29/06/				ivoice and trar ternate Issue	isacuon processing d	IECKS
	Status	N - New			CN0000501 CN0000647	29/06/ 23/05/				Colour 1000	Call per WO	
	Optional No	ACCTS002			010000047	23/03/	00.00		Old Daily	0000 1000	compet tro	
On Site Info 1					4							



- 2. The *Address Maintenance for Customer* screen will be displayed.
- 3. Make the necessary changes to the address as required, then click on *Save*.

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Home E	quipment / Locations	Contract	Finance / HR	Inventory	Maintenance / Projects	Manufacturing	Procurement	Sales	Service	Reporting	Utilities	_ 8	х
Save Back													
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Address Type	Shipping] - *										
Address 1	Plot 91 Leaf Road		•										
Address 2	Leaf Hills												
Address 3	Pink Town												
Address 4	Durban South												
Address 5	South Africa												
Postal Code	1234												
Country													
Tel. No.	031 123 4567												
Fax No.	031 123 4545												
GPS Longitude	30.759093												
GPS Latitude	-29.769727												
Open Windows 🕶						L	Jser : JulandaK	15/12/202	1 Versi	on: 2.5.0.4	Example Cor	npany v2.5.0.0	11.

- 4. You will return to the *Call maintenance* screen.
- 5. When you receive the *Address Processing* message to confirm that;
 - The address: [customer address] for customer has been saved.
- 6. Click on OK.



₽ ▼		Call maintenance								_ •	
Home Equipmen	nt / Locations Contra	ect Finance / HR	Inventory	Maintenance / F	rojects Manufac	turing Proc	urement	Sales Serv	ice Reporting	Utilities — 🗗	2
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inci text to searchin /	Contact	Kelly Jones			Serial No	10	20-10101				
Functions			~		Prior Call Referen	ce					
	Contact No.	031 123 4567			Call Request Refe	rence					
Work Orders 1	Address	Plot 91 Leaf Road	م	*	Contract No	CC	00000050				ľ
		Leaf Hills Pink Town			Location						
		Durban South		· · · ·	Project Reference	2					
Work In Progress	Call Type	Repair			Quote Reference						
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Hold History	Date Required Order No				CN0000519	07/08/2017	14:19:10	Full set o	f toners required		
Hold History	Order No	PO12345			CN0000519 CN0000516	07/08/2017 03/08/2017	14:19:10 15:21:01	Full set o Test all f	f toners required unctions on the cop	vier	
Hold History Pending History	Order No Logged By	PO12345 JulandaK			CN0000519 CN0000516 CN0000510	07/08/2017 03/08/2017 13/07/2017	14:19:10 15:21:01 08:45:37	Full set o Test all f Test call	f toners required unctions on the cop for invoice and trar		
	Order No	PO12345 JulandaK			CN0000519 CN0000516 CN0000510 CN0000501	07/08/2017 03/08/2017 13/07/2017 29/06/2017	14:19:10 15:21:01 08:45:37 16:14:01	Full set o Test all f Test call Loan uni	f toners required unctions on the cop for invoice and trar t - Alternate Issue	ier Isaction processing checks	
	Order No Logged By	PO12345 JulandaK N - New			CN0000519 CN0000516 CN0000510	07/08/2017 03/08/2017 13/07/2017	14:19:10 15:21:01 08:45:37 16:14:01	Full set o Test all f Test call Loan uni	f toners required unctions on the cop for invoice and trar	ier Isaction processing checks	
Pending History	Order No Logged By Status	PO12345 JulandaK N - New			CN0000519 CN0000516 CN0000510 CN0000501	07/08/2017 03/08/2017 13/07/2017 29/06/2017	14:19:10 15:21:01 08:45:37 16:14:01	Full set o Test all f Test call Loan uni	f toners required unctions on the cop for invoice and trar t - Alternate Issue	ier Isaction processing checks	
	Order No Logged By Status	PO12345 JulandaK N - New			CN0000519 CN0000516 CN0000510 CN0000501	07/08/2017 03/08/2017 13/07/2017 29/06/2017	14:19:10 15:21:01 08:45:37 16:14:01	Full set o Test all f Test call Loan uni	f toners required unctions on the cop for invoice and trar t - Alternate Issue	ier isaction processing checks - Call per WO	
Pending History	Order No Logged By Status	PO12345 JulandaK N - New			CN0000519 CN0000516 CN0000510 CN0000501 CN0000647	07/08/2017 03/08/2017 13/07/2017 29/06/2017	14:19:10 15:21:01 08:45:37 16:14:01	Full set o Test all f Test call Loan uni	f toners required unctions on the cop for invoice and trar t - Alternate Issue	ier isaction processing checks - Call per WO	

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Help v2.5.1.4 - Pg 8 - Printed: 27/06/2024