

We are currently updating our site; thank you for your patience.

# SERVICE

## CALLS - EDIT A CALL

**Note** that there are changes to the Call Centre screens due to the Call Centre Performance Enhancements rolled out in part of the Extended Call Centre - Version Compatibility<sup>1</sup>. The functionality that is available to you may differ depending on the Call Centre mode configured and your user rights. For more information related to this, refer to the <u>Call Centre Mode</u> notes.

You may need to **edit** a call, if the main detail, such as the Call Description, is incorrect. The call needs to be **saved** after editing.

A call can be edited in order to view the selected call details and to log call information, such as, book technician time, log part and service requests, raise invoices, etc.

Ribbon Select Service > Calls



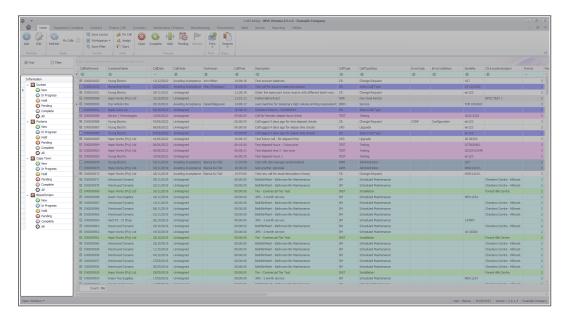
• The **Call Listing** screen will be displayed.

<sup>1</sup>BPO2 v2.5.1.3 or higher



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ind Oner	CalReference	CustomerName	CalDate	Calistate	Technician	CalTime	Description	Callype	CallTypeDesc	ErrorCode	ErrorCodeDesc	SeriaNo	CtriLocationSubject	Priprity
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nformation	EE CN0001003	Young Electric	13/12/2022	Awaiting Acceptance		10:09:10	Test account balances	CR	Change Request	-	-	107	-	
Durban	E CN0001003	Samanthas Diner	12/12/2022	Awaiting Acceptance		16:18:30	Test call for account balances manual.	DR	Select Cal Type			19-12/1202		_
New					Mary Inompson									
In Progress	E CN0001001	Young Bectric	29/11/2022			11:29:19	Order the same part twice receive with different batch num		Change Request			sin123		
Hold	E CN0000996	Hope Works (Pty) Ltd	31/10/2022			11:01:11	ForRentalContract	NDR	New Deal Rental				BPO2 TEST 1	
Pending	E CN0000992	Top Vehicle Hire	25/10/2022		Daniel Balgowen	14:09:17	Loan machine for temporary high volume printing requirement		Service			TOP 1234OLD		
O Complete	E CN0000991	Apple Juice Inc	24/10/2022	UnAssigned		16:38:15	Contract Closure - CO0000054	DR	Select Call Type					
O Al	E CN0000989	Derton / Technologies	13/06/2022	UnAssigned		09:00:00	Call for Monday elapse hours check	TEST	Testing			2020-2222		
D Pretoria	E CN0000988	Young Electric	03/06/2022	UnAssigned		05:00:00	Call logged 5 days ago for time elapsed checks	CR	Change Request	CONF	Configuration	sin123		
New	E CN0000987	Young Electric	06/06/2022	UnAssigned		05:00:00	Call logged 4 days ago for elapse time checks	UPG	Upgrade			sin 123		
In Progress	CN0000986	Young Electric	07/06/2022	Unitssigned		05:00:00	Call logged 3 days ago for elapse time checks	DR	Select Cal Type			sin123		
Hold	E CN0000985	Hope Works (Pty) Ltd	10/06/2022	UnAssigned		16:09:13	Test future call - for elapsed time	UPG	Upprade			20-98765		
Pending	E CN0000984	Hope Works (Ptv) Ltd	08/06/2022	UnAssigned		05:10:00	Test elapsed hours - 2 days prior	TEST	Testing			AT5000000		
Complete	E CN0000983	Hope Works (Pty) Ltd	09/06/2022	UnAssigned		05:08:31	Test elepsed time 2 - day prior	TEST	Testing			SIN32413546		
() AI	E CN0000982	Young Electric	10/06/2022	UnAssigned		05:00:35	Test elapsed hours 1	TEST	Testing			sin123		
Cape Town														
New New York New Y	CN0000976     CN0000976     CN0000976	Young Electric	19/11/2019	Awaiting Acceptance		11:24:39	Test with site manager email entered	ADM	Administration			107		
In Progress	E CN0000974	Hope Works (Pty) Ltd	18/11/2019			16:30:20	test another call email	ADM	Administration			095011015		
🕓 Hold	E CN0000972	Hope Works (Pty) Ltd	18/11/2019	Awaiting Acceptance	Bianca Du Toit	15:57:00	Test new call for email description in body	CR	Change Request			095011015		
Pending	E CN0000971	Westwood Dynamic	29/11/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	514	Scheduled Maintenance				Checkers Centre - Hilcrest	
Complete	EE CN0000970	Westwood Dynamic	22/11/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hildrest	
O A1	E CN0000969	Hope Works (Pty) Ltd	16/11/2019	UnAssigned		03:00:00	Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre	
o tioenfontein	E CN0000968	Green Tea Supplies	16/11/2019	UnAssigned		03:00:00	2MS - 2 month service	\$24	Scheduled Maintenance			NEW 1234		
New	E CN0000967	Westwood Dynamic	15/11/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilmest	
In Progress	E 00000966	Westwood Dynamic	08/11/2019			05:00:00	BathBinNaint - Bathroom Bin Maintenance	54	Scheduled Maintenance				Checkers Centre - Hilcrest	
Hold	E CN0000965	Westwood Dynamic	01/11/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	94	Scheduled Maintenance				Checkers Centre - Hildrest	
Pending	E CN0000964	Hack PC - IT Shop	26/10/2019	UnAssigned		03:00:00	245 - 2 month service	574 SM	Scheduled Maintenance			147807	Creater's Centre - Hildrest	
Complete								514				14/60/		
O AI	E CN0000963	Westwood Dynamic	25/10/2019	UnAssigned		08:00:00	BathSinMaint - Bathroom Bin Maintenance		Scheduled Maintenance				Checkers Centre - Hilcrest	
	E CN0000962	Hope Works (Pty) Ltd	19/10/2019	UnAssigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			18-30200		
	E CN0000961	Hope Works (Pty) Ltd	18/10/2019	UnAssigned		03:00:00	Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre	
	EE CN0000960	Westwood Dynamic	18/10/2019			08:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	
	⊞ CN0000959	Westwood Dynamic	11/10/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	
	E CN0000958	Westwood Dynamic	04/10/2019	UnAssigned		08:00:00	SathBinMaint - Bathroom Bin Maintenance	54	Scheduled Maintenance				Checkers Centre - Hilcrest	
	E CN0000957	Westwood Dynamic	27/09/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	
	E CN0000956	Westwood Dynamic	20/09/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	514	Scheduled Maintenance				Checkers Centre - Hildrest	
	E CN0000955	Hope Works (Ptv) Ltd		UnAssigned		08:00:00	Tier - Commercial Tier Test	DOT	Installation				Forest Hills Centre	
	E CN0000954	Green Tea Supplies	17/09/2019			08:00:00	2MS - 2 month service	SM.	Scheduled Maintenance			NFW 1234		
		Westward Departs		United		00.00.00	Teleformetel Sectore Revelopment	-	Colored and Maintenance				Charless Carbo Million	
	Count: 3													

- The Calls are listed by **Site** and will display calls for the first Site listed.
- Click on the relevant **Site** for the calls you wish to view.



• Select the **Call** you wish to work with.



Home Equipment / L Compared and the second	Is 🗌 🕄 Save Lay		e Complete Ho	4 🔀 🏲 Ad Pending Release	Print Report	5								
Find O Filter														
	CalReference	CustomerName	CalDate	CaliState	Technician	CalTime	Description	CalType	CallTypeDesc	ErrorCode	ErrorCodeDesc	SeriaNo		Priority
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- Durban	EE CN0001003	Young Electric		Awaiting Acceptance		10:09:10	Test account balances	CR	Change Request			107		
New	CN0001002	Samanthas Diner		Awaiting Acceptance	Mary Thompson	16:18:30	Test call for account balances manual.	DR.	Select Call Type			19-12/1202		
In Progress	E CN0001001	Young Bectric		UnAssigned		11:29:19	Order the same part twice receive with different batch num		Change Request			sin123		
() Hold	E CN0000995	Hope Works (Pty) Ltd	31/10/2022	UnAssigned		11:01:11	ForRentalContract	NDR	New Deal Rental				BPO2 TEST 1	
O Pending	► E CN0000992	Top Vehicle Hire	25/10/2022	Awaiting Acceptance	Daniel Balgowen	14:09:17	Loan machine for temporary high volume printing requirement	SERV	Service			TOP 12340LD		
C Complete	E (N0000991	Apple Juice Inc	24/10/2022	UnAssigned		16:38:15	Contract Closure - C00000054	DR	Select Call Type					
O Al	E CN0000989	Derton / Technologies	13/06/2022	UnAssigned		09:00:00	Call for Monday elapse hours check	TEST	Testing			2020-2222		
- O Pretoria	E CN0000988	Young Electric	03/06/2022	UnAssigned		05:00:00	Call logged 5 days ago for time elapsed checks	CR	Change Request	CONF	Configuration	sin123		
<ul> <li>New</li> </ul>	E CN0000987	Young Electric	06/06/2022	UnAssigned		05:00:00	Call logged 4 days ago for elapse time checks	UPG	Upgrade			sin123		
In Progress	CN0000986	Young Electric	07/06/2022	UnAssigned		05:00:00	Call logged 3 days ago for elapse time checks	DR	Select Call Type			sin 123		
(b) Hold	E CN0000985	Hope Works (Pty) Ltd	10/06/2022	UnAssigned		16:09:13	Test future call - for elapsed time	LIPG	Upprade			20-98765		
Pending	E CN0000984	Hope Works (Pty) Ltd	08/06/2022	UnAssigned		05:10:00	Test elapsed hours - 2 days prior	TEST	Testing			AT5000000		
Complete	E (N0000983	Hope Works (Pty) Ltd		UnAssigned		05:08:31	Test elapsed time 2 - day prior	TEST	Testing			SIN32413546		
O AI	E CN0000982	Young Electric				05:00:35	Test elapsed hours 1	TEST	Testing			sin123		
Cape Town	E CN0000975			Awaiting Acceptance	Ramon Do Talk	11:24:39	Test with site manager email entered	ADM	Administration			107		
O New	E CN0000976	Hope Works (Ptv) Ltd				16:30:20	test another call email	ADM	Administration					
In Progress												095011015		
O Hold	E CN0000972	Hope Works (Pty) Ltd		Awaiting Acceptance	Bianca Du Toit	15:57:00	Test new call for email description in body	CR	Change Request			099019015		
Pending     Complete	E CN0000971	Westwood Dynamic		UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	54	Scheduled Maintenance				Checkers Centre - Hilcrest	
Complete	EE CN0000970	Westwood Dynamic		UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	
- O tioemfontein	E CN0000969	Hope Works (Pty) Ltd		UnAssigned		03:00:00	Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre	
New	E CN0000968	Green Tea Supplies		UnAssigned		03:00:00	2MS - 2 month service	514	Scheduled Maintenance			NEW 1234		
In Progress	E CN0000967	Westwood Dynamic	15/11/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hildrest	
() Hold		Westwood Dynamic	08/11/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	514	Scheduled Maintenance				Checkers Centre - Hilcrest	
Pending	EE CN0000965	Westwood Dynamic	01/11/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	
<ul> <li>Complete</li> </ul>		Hack PC - IT Shop	26/10/2019	UnAssigned		03:00:00	2MS - 2 month service	SM	Scheduled Maintenance			147807		
O AI	E CN0000963	Westwood Dynamic	25/10/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	524	Scheduled Maintenance				Checkers Centre - Hilcrest	
	E CN0000962	Hope Works (Pty) Ltd	19/10/2019	UnAssigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			18-30200		
	E CN0000961	Hope Works (Pty) Ltd	18/10/2019	UnAssigned		03:00:00	Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre	
	EE CN0000960	Westwood Dynamic	18/10/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hildrest	
	E CN0000959	Westwood Dynamic	11/10/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hildrest	
	E CN0000958	Westwood Dynamic	04/10/2019			08:00:00	BathBinNaint - Bathroom Bin Maintenance	54	Scheduled Maintenance				Checkers Centre - Hilcrest	
	E CN0000957	Westwood Dynamic		UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hildrest	
	E CN0000956	Westwood Dynamic		UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	54	Scheduled Maintenance				Checkers Centre - Hildrest	
	E CN0000955	Hope Works (Pty) Ltd		UnAssigned		08-00-00	Tier - Commercial Tier Test	DIST	Installation				Forest Hills Centre	
	E CN0000954	Green Tea Supplies		UnAssigned		08:00:00	245 - 2 month service	9M	Scheduled Maintenance			NEW 1234	To each ma colligie	
	E CN0000954	oreen rea supplies		University red		00100100	2/10 * 2 month set yee	014	Scheduled Maintenance			menr1234		
	Count: 38	~												

• Click on the **Edit** button.

<ul> <li>Home Equipment /</li> </ul>						Call	Listing - BPO: Version 2.5.1.4 - Example Company							
Home Equipment /	Locations Contract	Finance / HR Envent	ory Maintenance	/ Projects Manufac	turing Procureme	nt Sales	Service Reporting Utilities							
Edt Refresh Hy Ca	dis	es = 🚜 Assign 🚺	se Complete Ho		Print Report									
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U Unite	CalReference	CustomerName	CalDate	Calistate	Technician	Calling	Description	Callype	CallTypeDesc	ErrorCode	ErrorCodeDesc	SeriaNo	CtrtLocationSubject	Priprity
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mation	E CN0001003	Young Bectric		Awaiting Acceptance	Arin Milton	10:09:10	Test account balances	CR	Change Request			107		
Durban	E CN0001002	Samanthas Diner	12/12/2022	Awaiting Acceptance		16:18:30	Test call for account balances manual.	DR	Select Cal Type			19-12/1202		
O New	E CN0001001	Young Electric		UnAssigned	Hary monpoort	11:29:19	Order the same part twice receive with different batch num		Change Request			sin123		
<ul> <li>In Progress</li> </ul>								NDR				80125		
🕑 Hold	E CN0000996	Hope Works (Pty) Ltd		UnAssigned		11:01:11	ForRentalContract		New Deal Rental				BPO2 TEST 1	
Pending	► CN0000992	Top Vehicle Hire		Amaiting Acceptance		14:09:17	Loan machine for temporary high volume printing requirement		Service			TOP 12340LD		
Complete	E CN0000991	Apple Juice Inc		UnAssigned		16:38:15	Contract Closure - CO0000054	DR	Select Call Type					
O Al	E CN0000989	Derton / Technologies		UnAssigned		09:00:00	Call for Monday elapse hours check	TEST	Testing			2020-2222		
Pretoria	E CN0000988	Young Electric		UnAssigned		05:00:00	Call logged 5 days ago for time elapsed checks	CR	Change Request	CONF	Configuration	sin123		
O New	E CN0000987	Young Electric		UnAssigned		05:00:00	Call logged 4 days ago for elapse time checks	UPG	Upgrade			sin 123		
In Progress     Hold	■ CN0000986	Young Electric	07/06/2022			05:00:00	Call logged 3 days ago for elapse time checks	DR	Select Call Type			sin 123		
Pending	E CN0000985	Hope Works (Pty) Ltd	10/06/2022	UnAssigned		16:09:13	Test future call - for elapsed time	LIPG	Upgrade			20-98765		
Complete	E CN0000984	Hope Works (Pty) Ltd	08/06/2022	UnAssigned		05:10:00	Test elapsed hours - 2 days prior	TEST	Testing			AT5000000		
Q Al	E CN0000983	Hope Works (Pty) Ltd	09/06/2022	UnAssigned		05:08:31	Test elapsed time 2 - day prior	TEST	Testing			SIN32413546		
Cape Town	E CN0000982	Young Electric	10/06/2022	UnAssigned		05:00:35	Test elapsed hours 1	TEST	Testing			sin123		
O New	E CN0000975	Young Electric	19/11/2019	Awaiting Acceptance	Bianca Du Toit	11:24:39	Test with site manager email entered	ADM	Administration			107		
In Progress	E CN0000974	Hope Works (Pty) Ltd	18/11/2019	Amaiting Acceptance	Bianca Du Toit	16:30:20	test another call email	ADM	Administration			095011015		
() Hold	E CN0000972	Hope Works (Pty) Ltd	18/11/2019	Awaiting Acceptance	Bianca Du Toit	15:57:00	Test new call for email description in body	CR	Change Request			095011015.		
Pending	E CN0000971	Westwood Dynamic	29/11/2019	UnAssigned		03:00:00	BathSinMaint - Bathroom Bin Maintenance	54	Scheduled Maintenance				Checkers Centre - Hilcrest	
O Complete	EE CN0000970	Westwood Dynamic	22/11/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hildrest	
O AI	E CN0000969	Hope Works (Pty) Ltd	16/11/2019	Unitssigned		03:00:00	Tier - Commercial Tier Test	DIST	Installation				Forest Hills Centre	
5 tioemfontein	E CN0000968	Green Tea Supplies		UnAssigned		08:00:00	2MS - 2 month service	54	Scheduled Meintenance			NEW 1234		
New	E CN0000967	Westwood Dynamic		UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hildrest	
In Progress	E CN0000965	Westwood Dynamic		UnAssigned		08:00:00	BathBinNeint - Bathroom Bin Meintenance	54	Scheduled Maintenance				Checkers Centre - Hildrest	
() Hold	E CN0000965	Westwood Dynamic Westwood Dynamic	01/11/2019			03:00:00	BathBinMaint - Bathroom Bin Maintenance	54	Scheduled Maintenance				Checkers Centre - Hildrest	
Pending	E CN0000965	Hack PC - IT Shop		UnAssigned		03:00:00	BathbriMant - Bathroom Bin Mantenance 2MS - 2 month service	574	Scheduled Maintenance Scheduled Maintenance			147807	constants centre - mildrest	
O Complete	E CN0000964	Westwood Dynamic				03:00:00	2MS - 2 Month service BathBinMaint - Bathroom Bin Maintenance	514	Scheduled Maintenance			14/807	Checkers Centre - Hilcrest	
O Al				UnAssigned			BathSinMaint - Bathroom Bin Maintenance 2MS - 2 month service	594 594					uneours uentre - Hilcrest	
	E CN0000962	Hope Works (Pty) Ltd		UnAssigned		03:00:00			Scheduled Maintenance			18-30200		
	E CN0000961	Hope Works (Pty) Ltd		UnAssigned		03:00:00	Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre	
	EE CN0000960	Westwood Dynamic		UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	514	Scheduled Maintenance				Checkers Centre - Hildrest	
	E CN0000959	Westwood Dynamic		UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hildrest	
	E CN0000958	Westwood Dynamic		UnAssigned		03:00:00	BathBinNaint - Bathroom Bin Maintenance	54	Scheduled Maintenance				Checkers Centre - Hildrest	
	E CN0000957	Westwood Dynamic		UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	
	E CN0000936	Westwood Dynamic		UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hildrest	
	E CN0000955	Hope Works (Pty) Ltd	18/09/2019	UnAssigned		03:00:00	Tier - Commercial Tier Test	DIST	Installation				Forest Hills Centre	
	E CN0000954	Green Tea Supplies	17/09/2019	UnAssigned		03:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW 1234		
	m europeaners						Red.Restaura Red	-					Martine Parties Alberta	
	Count: 386													

• The **Call maintenance: Call ref. -** [call ref number] screen will be displayed.



### Calls - Edit a Call

					Call maintenand	ce : Call ref (	CN0001006 -	BPO: Version 2.5.1.4 - Example Company					- 8
Home Equipment	nt / Locations Cor	tract Finance / HR	Inventory	Mainten	ance / Projects M	lanufacturing	Procuremen	t Sales Service Reporting Utilities					- 8
H Co Cose Con	💽 🎿 り	4 🔯 📂	Reinstate	Save Layou		Print Note							
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s ä					Relates To :		_						
r text to search P	Customer	Hope Works (Pty) Ltd	م	+ *	ReferenceType  Serial No		eferenceNo N32413546						
nctions	Contact	Tim Matthews	Q	··· *	Senai No     Prior Call Reference		N32413546						
incoorts	Contact No.	089 123 4567			Cal Request Ref								
Work Orders 2	Address		ρ		Contract No		00000049						
	Address		<i>p</i>		Location								
					Project Reference								
					Quote Reference								
Vork In Progress	Call Type	Parts Requirement		• •	Invoice Reference								
	Error Code	Faulty		•	Order Reference								
	Description	Machine repair require	d										
lotes	Description												
	Call Date Time												
and an an an in		07/06/2023 •	11:21:29	\$									
Assignments		07/06/2023 ¥	11:21:29	Ŧ	Prior Calls :								
lssignments	Priority		11:21:29	•	Prior Calls : CalReference	CalDate	CallTime	Description	CalType	CallTypeDesc Er	irrorCode E	ErrorCodeDesc	Seria
	Priority	3 ‡ *	11:21:29	•		CalDate 07/06/2023		Description Machine repair required	CallType PR	CallTypeDesc Er Parts Requirement F/		ErrorCodeDesc	
	Priority	3 ‡ *	11:21:29	•	CalReference CN0001006 CN0000983	07/06/2023	11:21:29 06:08:31	Machine repair required Test elapsed time 2 - day prior	PR DR	Parts Requirement FA Select Call Type			SIN3 SIN3
	Priority	3 🗘 * 07/06/2023 👻	11:21:29	•	CalReference CN0001006 CN0000983 CN0000981	07/06/2023 09/06/2022 11/12/2019	11:21:29 06:08:31 09:55:00	Machine repair required Test elapsed time 2 - day prior test placing call on hold	PR DR ADM	Parts Requirement FA Select Call Type Administration			SIN3 SIN3 SIN3
	Priority SLA Date Required Order No	3 ¢ *	11:21:29		CalReference CN0001006 CN0000983 CN0000981 CN0000978	07/06/2023 09/06/2022 11/12/2019 21/11/2019	11:21:29 06:08:31 09:55:00 11:07:42	Machine repair required Test elapsed time 2 - day prior test placing call on hold Driver Connect - full set of toners required	PR DR ADM PR	Parts Requirement F/ Select Call Type Administration Parts Requirement			SIN3 SIN3 SIN3 SIN3
fold History	Priority SLA Date Required Order No Logged By	3 🔹 • 07/06/2023 • Bianca	11:21:29		CalReference CN0001006 CN0000983 CN0000981 CN0000978 CN0000980	07/06/2023 09/06/2022 11/12/2019 21/11/2019 21/11/2019	11:21:29 06:08:31 09:55:00 11:07:42 12:16:47	Machine repair required Test eliopied time 2 - day prior test placing call on hold Driver Connect - full set of toners required Driver Connect - offline test	PR DR ADM PR TON	Parts Requirement F/ Select Call Type Administration Parts Requirement Toner Required			SDN3 SDN3 SDN3 SDN3 SDN3 SDN3
fold History	Priority SLA Date Required Order No Logged By	3 ¢ *	11:21:29		CalReference CN0001006 CN0000983 CN0000981 CN0000978	07/06/2023 09/06/2022 11/12/2019 21/11/2019	11:21:29 06:08:31 09:55:00 11:07:42 12:16:47 15:05:26	Machine repair required Test delogacia din hold Driver Connect - full set of tomers required Driver Connect - offline test It seems like cal notes are not saving for call request	PR DR ADM PR	Parts Requirement F/ Select Call Type Administration Parts Requirement			SIN3 SIN3 SIN3 SIN3
fold History	Priority SLA Date Required Order No Logged By	3 🗘 • 07/06/2023 • Bianca N - New	11:21:29		CalReference CN0001006 CN0000983 CN0000981 CN0000978 CN0000978 CN0000980 CN0000832	07/06/2023 09/06/2022 11/12/2019 21/11/2019 21/11/2019 15/10/2019	11:21:29 06:08:31 09:55:00 11:07:42 12:16:47 15:05:26 13:38:48	Machine repair required Test eliopied time 2 - day prior test placing call on hold Driver Connect - full set of toners required Driver Connect - offline test	PR DR ADM PR TON DR DR DR	Parts Requirement F/ Select Call Type Administration Parts Requirement Toner Required Select Call Type			50N3 50N3 50N3 50N3 50N3 50N3
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#### **CALL DETAILS**

• Update the Call Details as required. Note that when **Editing** only certain fields can be updated.

Home Equipment				Call maintenano	e : Call ref Cl	N0001006 - I	3PO: Version 2.5.1.4 - Example Company					- 8
	nt / Locations Contr	act Finance / HR	Inventory M	Maintenance / Projects Ma	anufacturing	Procurement	: Sales Service Reporting Utilities					- 8
		Pending Release		-	int Note							
inks #	· · ·			Relates To :								
iter text to search P	Customer	Hope Works (Pty) Ltd	• ۹	ReferenceType		ferenceNo						
	Contact	Tim Matthews	• م	Serial No		132413546						
unctions	Contact No.			Prior Call Referen								
		069 123 4367		Call Request Refe Contract No		0000049						
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Work In Progress	Call Type	Parts Requirement	• •	Invoice Reference								
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	Error Code	Faulty	-									
	Description	Machine repair required	× *									
Assignments	Call Date Time Priority		11:21:29	Prior Calls :								
Assignments			11:21:29	CalReference	CalDate	CallTime	Description		CallTypeDesc	ErrorCode	ErrorCodeDesc	
	Priority SLA	3 🔹 *	11:21:29	CalReference CN0001006	07/06/2023	11:21:29	Machine repair required	PR	Parts Requirement		ErrorCodeDesc Faulty	SIN3
Assignments Hold History	Priority	3 🔹 *	11:21:29	CalReference CN0001006 CN0000983	07/06/2023	11:21:29 06:08:31	Machine repair required Test elapsed time 2 - day prior	PR DR	Parts Requirement Select Call Type			SIN3 SIN3
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#### **CALL METER READING**

• If the asset has meters linked, then the Meters frame will automatically expand to display the Meter reading data grid.

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- Type in the meter reading(s), if required.
  - It is good practice to get the meter reading when logging a call, and is mandatory for requesting parts that are yield controlled.
  - If this is a service related call, then you may only get the readings when the technician returns from the call, at which point you can edit and update the readings.
- You can also add a comment for each meter reading.
- When the meter reading has been updated, **hide** the frame by clicking outside the frame.



¢ ب							Call	naintenance	- BPO: Versio	a 2.5.1.4 - Example Company					- 8 x
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• When you are done, click on **Save**.

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#### **Related References**

- Introduction to Work Orders
- Add a Call
- Calls Edit Buttons

MNU.122.002