

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

SERVICE

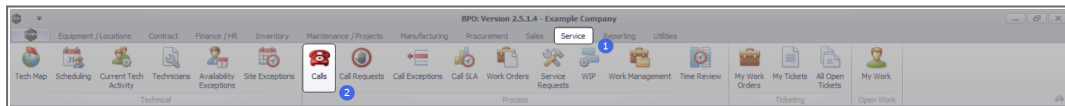
CALLS – MY CALLS

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 Compatibility¹. 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 [Call Centre Mode](#) notes.

The My Calls function allows you to set and filter for Calls that you are keeping track of or responsible for.

Calls can then be filtered by selecting the **My Calls** check box.

Ribbon Select **Service > Calls**



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

¹BPO2 v2.5.1.3 or higher

CallReference	CustomerName	CallDate	CallState	Technician	CallTime	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc	SerialNo	ChkLocationSubject	Priority
IB CH0001003	Young Electric	13/12/2022	Awaiting Acceptance	Ann Hilson	09:09:10	Test account balances	CR	Change Request			107		3
IB CH0001002	Salemshire Drive	12/12/2022	Awaiting Acceptance	Mary Thompson	06:18:30	Test call for account balances manual	SR	Select Call Type			09-12/1202		3
IB CH0001001	Young Electric	26/11/2022	Unassigned		11:29:19	Order the same part twice receive with different batch num.	CR	Change Request			an123	BPO2 TEST 1	3
IB CH0000996	Hope Works (Pty) Ltd	21/10/2022	Unassigned		11:01:11	Software Contract	ACR	New Deal Rental					3
IB CH0000992	Top Velocity Hire	20/10/2022	Awaiting Acceptance	Daniel Balgovan	14:05:17	Loan machine for temporary high volume printing requirement	SRV	Service			TOP1234OLD		3
IB CH0000991	Askle Judd Inc	24/10/2022	Unassigned		05:38:15	Contact Closure - C00000594	SR	Select Call Type					3
IB CH0000989	Denton / Technologies	13/06/2022	Unassigned		09:00:00	Call for Monday elapse hours check	TEST	Testing			2020-2222		3
IB CH0000988	Young Electric	13/06/2022	Unassigned		08:00:00	Call logged 5 days ago for time elapsed checks	CR	Change Request	CONF	Configuration	an123		3
IB CH0000987	Young Electric	06/06/2022	Unassigned		06:00:00	Call logged 4 days ago for elapse time checks	UPG	Upgrade			an123		3
IB CH0000986	Young Electric	07/06/2022	Unassigned		06:00:00	Call logged 5 days ago for elapse time checks	SR	Select Call Type			an123		3
IB CH0000985	Hope Works (Pty) Ltd	13/06/2022	Unassigned		06:00:13	Test Future call - for elapsed time	UPG	Upgrade			20-46765		3
IB CH0000984	Hope Works (Pty) Ltd	08/06/2022	Unassigned		06:10:00	Test elapsed hours - 2 days prior	TEST	Testing			AT300000		3
IB CH0000983	Hope Works (Pty) Ltd	08/06/2022	Unassigned		06:08:31	Test elapsed time 2 - day prior	TEST	Testing			SN23415546		3
IB CH0000982	Young Electric	18/06/2022	Unassigned		06:00:30	Test elapsed hours 1	TEST	Testing			an123		3
IB CH0000976	Young Electric	18/11/2019	Awaiting Acceptance	Bianca Du Toit	11:24:28	Test with site manager email entered	ACM	Administration			107		3
IB CH0000974	Hope Works (Pty) Ltd	18/11/2019	Awaiting Acceptance	Bianca Du Toit	06:30:20	Test another call email	ACM	Administration			09501015		3
IB CH0000972	Hope Works (Pty) Ltd	18/11/2019	Awaiting Acceptance	Bianca Du Toit	15:07:00	Test new call for email description in body	CR	Change Request			09501015		3
IB CH0000971	Westwood Dynamic	26/11/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilsonst	2
IB CH0000970	Westwood Dynamic	22/11/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilsonst	2
IB CH0000969	Hope Works (Pty) Ltd	16/11/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	INVT	Installation				Forest Hills Centre	2
IB CH0000968	Green Tea Supplies	16/11/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW1234		2
IB CH0000967	Westwood Dynamic	15/11/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilsonst	2
IB CH0000966	Westwood Dynamic	08/11/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilsonst	2
IB CH0000965	Westwood Dynamic	01/11/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilsonst	2
IB CH0000964	Hack P.C. IT Shop	26/10/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			147807		2
IB CH0000963	Westwood Dynamic	26/10/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilsonst	2
IB CH0000962	Hope Works (Pty) Ltd	19/10/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			18-30000		2
IB CH0000961	Hope Works (Pty) Ltd	18/10/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	INVT	Installation				Forest Hills Centre	2
IB CH0000960	Westwood Dynamic	18/10/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilsonst	2
IB CH0000959	Westwood Dynamic	11/10/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilsonst	2
IB CH0000958	Westwood Dynamic	04/10/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilsonst	2
IB CH0000957	Westwood Dynamic	27/09/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilsonst	2
IB CH0000956	Westwood Dynamic	20/09/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilsonst	2
IB CH0000955	Hope Works (Pty) Ltd	18/09/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	INVT	Installation				Forest Hills Centre	2
IB CH0000954	Green Tea Supplies	17/09/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW1234		2

- 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.

CallReference	CustomerName	CallDate	CallState	Technician	CallTime	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc	SerialNo	ChkLocationSubject	Priority
IB CH0001003	Young Electric	13/12/2022	Awaiting Acceptance	Ann Hilson	09:09:10	Test account balances	CR	Change Request			107		3
IB CH0001002	Salemshire Drive	12/12/2022	Awaiting Acceptance	Mary Thompson	06:18:30	Test call for account balances manual	SR	Select Call Type			09-12/1202		3
IB CH0001001	Young Electric	26/11/2022	Unassigned		11:29:19	Order the same part twice receive with different batch num.	CR	Change Request			an123	BPO2 TEST 1	3
IB CH0000996	Hope Works (Pty) Ltd	21/10/2022	Unassigned		11:01:11	Software Contract	ACR	New Deal Rental					3
IB CH0000992	Top Velocity Hire	20/10/2022	Awaiting Acceptance	Daniel Balgovan	14:05:17	Loan machine for temporary high volume printing requirement	SRV	Service			TOP1234OLD		3
IB CH0000991	Askle Judd Inc	24/10/2022	Unassigned		05:38:15	Contact Closure - C00000594	SR	Select Call Type					3
IB CH0000989	Denton / Technologies	13/06/2022	Unassigned		09:00:00	Call for Monday elapse hours check	TEST	Testing			2020-2222		3
IB CH0000988	Young Electric	13/06/2022	Unassigned		08:00:00	Call logged 5 days ago for time elapsed checks	CR	Change Request	CONF	Configuration	an123		3
IB CH0000987	Young Electric	06/06/2022	Unassigned		06:00:00	Call logged 4 days ago for elapse time checks	UPG	Upgrade			an123		3
IB CH0000986	Young Electric	07/06/2022	Unassigned		06:00:00	Call logged 5 days ago for elapse time checks	SR	Select Call Type			an123		3
IB CH0000985	Hope Works (Pty) Ltd	13/06/2022	Unassigned		06:00:13	Test Future call - for elapsed time	UPG	Upgrade			20-46765		3
IB CH0000984	Hope Works (Pty) Ltd	08/06/2022	Unassigned		06:10:00	Test elapsed hours - 2 days prior	TEST	Testing			AT300000		3
IB CH0000983	Hope Works (Pty) Ltd	08/06/2022	Unassigned		06:08:31	Test elapsed time 2 - day prior	TEST	Testing			SN23415546		3
IB CH0000982	Young Electric	18/06/2022	Unassigned		06:00:30	Test elapsed hours 1	TEST	Testing			an123		3
IB CH0000976	Young Electric	18/11/2019	Awaiting Acceptance	Bianca Du Toit	11:24:28	Test with site manager email entered	ACM	Administration			107		3
IB CH0000974	Hope Works (Pty) Ltd	18/11/2019	Awaiting Acceptance	Bianca Du Toit	06:30:20	Test another call email	ACM	Administration			09501015		3
IB CH0000972	Hope Works (Pty) Ltd	18/11/2019	Awaiting Acceptance	Bianca Du Toit	15:07:00	Test new call for email description in body	CR	Change Request			09501015		3
IB CH0000971	Westwood Dynamic	26/11/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilsonst	2
IB CH0000970	Westwood Dynamic	22/11/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilsonst	2
IB CH0000969	Hope Works (Pty) Ltd	16/11/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	INVT	Installation				Forest Hills Centre	2
IB CH0000968	Green Tea Supplies	16/11/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW1234		2
IB CH0000967	Westwood Dynamic	15/11/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilsonst	2
IB CH0000966	Westwood Dynamic	08/11/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilsonst	2
IB CH0000965	Westwood Dynamic	01/11/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilsonst	2
IB CH0000964	Hack P.C. IT Shop	26/10/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			147807		2
IB CH0000963	Westwood Dynamic	26/10/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilsonst	2
IB CH0000962	Hope Works (Pty) Ltd	19/10/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			18-30000		2
IB CH0000961	Hope Works (Pty) Ltd	18/10/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	INVT	Installation				Forest Hills Centre	2
IB CH0000960	Westwood Dynamic	18/10/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilsonst	2
IB CH0000959	Westwood Dynamic	11/10/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilsonst	2
IB CH0000958	Westwood Dynamic	04/10/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilsonst	2
IB CH0000957	Westwood Dynamic	27/09/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilsonst	2
IB CH0000956	Westwood Dynamic	20/09/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilsonst	2
IB CH0000955	Hope Works (Pty) Ltd	18/09/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	INVT	Installation				Forest Hills Centre	2
IB CH0000954	Green Tea Supplies	17/09/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW1234		2

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

Call Listing - BPO Version 2.5.1.4 - Example Company

Home Equipment / Locations Contract Finance / HR Inventory Maintenance / Projects Manufacturing Procurement Sales Service Reporting Utilities

My Call

Find Filter

Drop a column header here to group by that column

CallReference	CustomerName	CalDate	CalDate	Technician	CallTime	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc	SerialNo	ChkLocationSubject	Priority
IB CH0001003	Young Electric	13/12/2022	Awaiting Acceptance	Ain Hilton	10:09:10	Test account balance	CR	Change Request			an123		3
IB CH0001002	Sawen-Hus-Dier	12/12/2022	Awaiting Acceptance	Nery Thompson	08:38:20	Test call for account balance manual.	DR	Select Call Type			09-12/1202		3
IB CH0001001	Young Electric	29/11/2022	Unassigned		11:29:19	Order the same part twice receive with different batch num.	CR	Change Request			an123		3
IB CH0000998	Hope Works (Pty) Ltd	24/06/2022	Unassigned		14:01:14	Contract Closure - C00000004	PR	Parts Requirement					3
IB CH0000992	Top Value-Hus	25/10/2022	Awaiting Acceptance	Daniel Balgoum	14:08:17	Loan machine for temporary high volume printing requirement	SERV	Service				TOP12340LD	3
IB CH0000991	Asht-Judd-Int	24/09/2022	Unassigned		05:08:25	Contract Closure - C00000004	DR	Select Call Type					3
IB CH0000989	Derton / Technologies	13/04/2022	Unassigned		09:00:00	Call for Monday close hours check	TEST	Testing			2020-2222		3
IB CH0000988	Young Electric	02/04/2022	Unassigned		08:00:00	Call logged 5 days ago for free elapsed checks	CR	Change Request	CONF	Configuration	an123		3
IB CH0000987	Young Electric	06/06/2022	Unassigned		06:00:00	Call logged 4 days ago for elapsed time checks	UPG	Upgrade			an123		3
IB CH0000986	Young Electric	07/06/2022	Unassigned		06:00:00	Call logged 5 days ago for elapsed time checks	DR	Select Call Type			an123		3
IB CH0000985	Hope Works (Pty) Ltd	10/04/2022	Unassigned		16:09:13	Test future call - for elapsed time	UPG	Upgrade			20-06-905		3
IB CH0000984	Hope Works (Pty) Ltd	08/06/2022	Unassigned		06:10:00	Test elapsed time - 2 day prior	TEST	Testing			47300000		3
IB CH0000983	Hope Works (Pty) Ltd	06/06/2022	Unassigned		06:08:31	Test elapsed time 2 - day prior	TEST	Testing			5702415546		3
IB CH0000982	Young Electric	16/06/2022	Unassigned		06:00:35	Test elapsed hours 1	TEST	Testing			an123		3
IB CH0000981	Young Electric	16/11/2019	Awaiting Acceptance	Bianca Du Toit	11:24:36	Test with site manager email entered	ADM	Administration			107		3
IB CH0000974	Hope Works (Pty) Ltd	30/11/2019	Awaiting Acceptance	Bianca Du Toit	06:30:28	Test another call email	ADM	Administration			095012015		3
IB CH0000972	Hope Works (Pty) Ltd	18/11/2019	Awaiting Acceptance	Bianca Du Toit	15:17:00	Test new call for email description in body	CR	Change Request			095012015		3
IB CH0000971	Westwood Dynamics	29/11/2019	Unassigned		08:00:00	Subfloor-Hall - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
IB CH0000970	Westwood Dynamics	22/11/2019	Unassigned		08:00:00	Subfloor-Hall - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
IB CH0000969	Hope Works (Pty) Ltd	16/11/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre	2
IB CH0000968	Green Tea Supplies	16/11/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW1234		2
IB CH0000967	Westwood Dynamics	15/11/2019	Unassigned		08:00:00	Subfloor-Hall - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
IB CH0000966	Westwood Dynamics	08/11/2019	Unassigned		08:00:00	Subfloor-Hall - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
IB CH0000965	Westwood Dynamics	02/11/2019	Unassigned		08:00:00	Subfloor-Hall - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
IB CH0000964	Hack PC - IT Shop	26/10/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			147807		2
IB CH0000963	Westwood Dynamics	20/10/2019	Unassigned		08:00:00	Subfloor-Hall - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
IB CH0000962	Hope Works (Pty) Ltd	19/10/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			18-30300		2
IB CH0000961	Hope Works (Pty) Ltd	18/10/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre	2
IB CH0000960	Westwood Dynamics	18/10/2019	Unassigned		08:00:00	Subfloor-Hall - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
IB CH0000959	Westwood Dynamics	11/10/2019	Unassigned		08:00:00	Subfloor-Hall - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
IB CH0000958	Westwood Dynamics	04/10/2019	Unassigned		08:00:00	Subfloor-Hall - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
IB CH0000957	Westwood Dynamics	27/09/2019	Unassigned		08:00:00	Subfloor-Hall - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
IB CH0000956	Westwood Dynamics	20/09/2019	Unassigned		08:00:00	Subfloor-Hall - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	2
IB CH0000955	Hope Works (Pty) Ltd	18/09/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre	2
IB CH0000954	Green Tea Supplies	17/09/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW1234		2

Count: 386

User : Bianca | 30/03/2023 | Version : 2.5.1.4 | Example Company

MY CALL

- Click on the **My Call** button.

Call Listing - BPO Version 2.5.1.4 - v2514 Example Company

Home Equipment / Locations Contract Finance / HR Inventory Maintenance / Projects Manufacturing Procurement Sales Service Reporting Utilities

My Call

Find Filter

Drop a column header here to group by that column

CallReference	CustomerName	CalDate	CalDate	Technician	CallTime	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc
IB CH0001036	Hope Works (Pty) Ltd	12/12/2022	Awaiting Ac.	Belinda Sh.	10:40:11	Copier service required.	SERV	Service		
IB CH0001035	Hope Works (Pty) Ltd	12/12/2022	Unassigned		10:38:38	Paper jams jamming.	REP	Repair		
IB CH0001034	Hope Works (Pty) Ltd	12/12/2022	Awaiting Ac.	Bianca Du T.	10:29:04	Full set of toners required	TON	Toner Required		
IB CH0001033	Young Electric	05/12/2022	Unassigned		15:42:01	Test Quote Add Attachment to email	NDS	New Deal Sale		
IB CH0001032	Young Electric	03/10/2022	Unassigned		12:30:12	Test credit note on work order	RM	Manufacturing		
IB CH0001031	Hope Works (Pty) Ltd	29/09/2022	Unassigned		12:56:41	New Deal created from order CR00000306	NDS	New Deal Sale		
IB CH0001024	Hope Works (Pty) Ltd	12/09/2022	Unassigned		09:23:50	Contract for Expiry Test	NDR	New Deal Rental		
IB CH0001023	Derton / Technologies	08/09/2022	Unassigned		10:52:25	Open warranty claims have not been processed.	INSP	Inspection		
IB CH0001022	Derton / Technologies	08/09/2022	Unassigned		10:44:45	Meters attached with no readings captured	INST	Installation		
IB CH0001017	Derton / Technologies	07/09/2022	Unassigned		16:40:14	Call Exceptions - to correct but not flag.	INST	Installation		
IB CH0001016	Hope Works (Pty) Ltd	05/09/2022	Awaiting Ac.	Bianca Du T.	15:56:53	Test call for functionality.	SERV	Service		
IB CH0001014	Apple Juice Inc.	22/08/2022	Unassigned		11:30:52	Contract Closure - C000000086	TR	Training		
IB CH0001012	Panda Copiers	22/08/2022	Unassigned		11:28:32	Contract Closure - C000000041	DR	Select Call Type		
IB CH0001011	Young Electric	22/08/2022	Unassigned		11:28:26	Contract Closure - C000000031	DR	Select Call Type		
IB CH0001010	Dancing Shoes	22/08/2022	Unassigned		11:28:18	Contract Closure - PC00000001	DR	Select Call Type		
IB CH0001009	Young Electric	22/08/2022	Unassigned		11:27:49	Contract Closure - C000000008	DR	Select Call Type		
IB CH0001008	Office Supplies Unlimited	22/08/2022	Unassigned		11:27:30	Contract Closure - C000000006	DR	Select Call Type		
IB CH0001007	Apple Juice Inc.	25/07/2022	Unassigned		10:18:33	Machine inspection required	INSP	Inspection		
IB CH0001006	Hope Works (Pty) Ltd	07/06/2022	Awaiting Ac.	Bianca Du T.	11:21:29	Machine repair required	PR	Parts Requirement	SERV	Services
IB CH0001005	Hope Works (Pty) Ltd	07/06/2022	Unassigned		10:14:52	Walls require repainting	SM	Scheduled Maintenance	SERV	Services
IB CH0001003	Young Electric	13/12/2022	Awaiting Ac.	Ain Hilton	10:09:10	Test account balance	DR	Select Call Type		
IB CH0001002	Sawen-Hus-Dier	12/12/2022	Awaiting Ac.	Nery Thom.	06:18:35	Test call for account balance manual.	DR	Select Call Type		
IB CH0001001	Young Electric	29/11/2022	Unassigned		11:29:19	Order the same part twice receive with different batch num.	PR	Parts Requirement		
IB CH0000996	Hope Works (Pty) Ltd	31/10/2022	Unassigned		11:01:11	For Rental Contract	NDR	New Deal Rental		
IB CH0000991	Apple Juice Inc.	24/10/2022	Unassigned		16:38:15	Contract Closure - C000000054	ADM	Administration		

Count: 377

User : Bianca | 22/01/2024 | Version : 2.5.1.4 | v2514 Example Company

- When you receive the **Input Validation** message to confirm;
 - This call, CN[ref. number], is in status - [status]. Do you still want to take ownership?**
- Click on **Yes**.

CallReference	CustomerName	CallDate	CallState	Technician	CallTime	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc
CN0001036	Hope Works (Pty) Ltd	12/12/2023	Awaiting Ac.	Belinda Sha.	10:40:51	Copier service required.	SERV	Service		
CN0001035	Hope Works (Pty) Ltd	12/12/2023	Unassigned		10:38:38	Paper keeps jamming.	REP	Repair		
CN0001034	Hope Works (Pty) Ltd	12/12/2023	Awaiting Ac.	Belinda Sha.	10:29:04	Full set of toners required.	TON	Toner Required		
CN0001033	Young Electric	05/12/2023	Unassigned		15:42:01	Test Quote Add Attachment to email	NDS	New Deal Sale		
CN0001032	Young Electric	05/10/2023	Unassigned		12:35:12	Test credit note on work order	MAN	Manufacturing		
CN0001031	Hope Works (Pty) Ltd	29/09/2023	Unassigned		12:56:41	New Deal created from order CR0000306	NDS	New Deal Sale		
CN0001024	Hope Works (Pty) Ltd	12/09/2023	Unassigned		09:23:50	Contract for Equity Test	NDR	New Deal Rental		
CN0001023	Derton / Technologies	08/09/2023	Unassigned				INSP	Inspection		
CN0001022	Derton / Technologies	08/09/2023	Unassigned				INST	Installation		
CN0001017	Derton / Technologies	07/09/2023	Unassigned				INST	Installation		
CN0001015	Hope Works (Pty) Ltd	05/09/2023	Unassigned				SERV	Service		
CN0001014	Apple Juice Inc.	22/08/2023	Unassigned				TR	Training		
CN0001012	Panda Copiers	22/08/2023	Unassigned				DR	Select Call Type		
CN0001011	Young Electric	22/08/2023	Unassigned				DR	Select Call Type		
CN0001010	Dancing Shoes	22/08/2023	Unassigned		11:28:18	Contract Closure - PC0000001	DR	Select Call Type		
CN0001009	Young Electric	22/08/2023	Unassigned		11:27:49	Contract Closure - CO0000008	DR	Select Call Type		
CN0001008	Office Supplies Unlimited	22/08/2023	Unassigned		11:27:30	Contract Closure - CO0000006	DR	Select Call Type		
CN0001007	Apple Juice Inc.	25/07/2023	Unassigned		10:18:33	Machine inspection required	INSP	Inspection		
CN0001006	Hope Works (Pty) Ltd	07/06/2023	Awaiting Ac.	Belinda Sha.	11:21:29	Machine repair required	PR	Parts Requirement	SERV	Services
CN0001005	Hope Works (Pty) Ltd	07/06/2023	Unassigned		10:14:52	Walls require repainting	SH	Scheduled Maintenance	SERV	Services
CN0001003	Young Electric	13/12/2023	Awaiting Ac.	Ann Milton	10:09:10	Test account balances	DR	Select Call Type		
CN0001002	Samantha's Diner	12/12/2023	Awaiting Ac.	Mary Thom.	16:18:30	Test call for account balances manual.	DR	Select Call Type		
CN0001001	Young Electric	29/11/2022	Unassigned		11:29:19	Order the same part twice receive with different batch num.	PR	Parts Requirement		
CN0000996	Hope Works (Pty) Ltd	31/10/2022	Unassigned		11:01:11	ForRentalContract	NDR	New Deal Rental		
CN0000991	Apple Juice Inc.	24/10/2022	Unassigned		16:38:15	Contract Closure - CO0000054	ADM	Administration		

- Next you will receive the **Call Processing** message to confirm that;
 - Ownership of call, reference CN[ref. number], has been successful.
- Click on **OK**.

- The call has now been **assigned** to you (the person currently logged on to BPO2).

Call Listing - BPO: Version 2.5.1.4 - v2514 Example Company

Home Equipment / Locations Contract Finance / HR Inventory Maintenance / Projects Manufacturing Procurement Sales Service Reporting Utilities

My Calls ☒ My Call Workspaces Assign Close Complete Hold Pending Release Reports

Find Filter

Information

- Durban
 - New
 - In Progress
 - Hold
 - Pending
 - Complete
 - All
- Pretoria
 - New
 - In Progress
 - Hold
 - Pending
 - Complete
 - All
- Cape Town
 - New
 - In Progress
 - Hold
 - Pending
 - Complete
 - All
- Bloemfontein
 - New
 - In Progress
 - Hold
 - Pending
 - Complete
 - All

CallReference	CustomerName	CallDate	CallState	Technician	CallTime	Description	CallType	CallTypeDesc
CH0001036	Hope Works (Pty) Ltd	12/12/2023	Awaiting Acceptance	Belinda Sharnan	10:40:51	Copier service required.	SERV	Service
CH0001035	Hope Works (Pty) Ltd	12/12/2023	Awaiting Acceptance	Belinda Sharnan	10:38:38	Paper keeps jamming.	REP	Repair
CH0001034	Hope Works (Pty) Ltd	12/12/2023	Awaiting Acceptance	Belinda Sharnan	10:29:04	Full set of toners required	TON	Toner Required
CH0001033	Young Electric	05/12/2023	Unassigned		15:42:01	Test Quote Add Attachment to email	NDS	New Deal Sale
CH0001032	Young Electric	05/10/2023	Unassigned		12:30:12	Test credit note on work order	RR	Manufacturing
CH0001031	Hope Works (Pty) Ltd	29/09/2023	Unassigned		12:56:41	New Deal created from order CR0000306	NDS	New Deal Sale
CH0001024	Hope Works (Pty) Ltd	12/09/2023	Unassigned		09:23:50	Contract for Expiry Test	NDR	New Deal Rental
CH0001023	Derton / Technologies	08/09/2023	Unassigned		10:52:25	Open warranty claims have not been processed.	INSP	Inspection
CH0001022	Derton / Technologies	08/09/2023	Unassigned		10:44:45	Meters attached with no readings captured	INST	Installation
CH0001017	Derton / Technologies	07/09/2023	Unassigned		16:40:14	Call Exceptions - to correct but not Rep.	INST	Installation
CH0001015	Hope Works (Pty) Ltd	05/09/2023	Awaiting Acceptance	Belinda Sharnan	15:56:53	Test call via functionality	SERV	Service
CH0001014	Apple Juice Inc.	22/08/2023	Unassigned		11:30:52	Contract Closure - C00000086	TR	Training
CH0001012	Panda Copiers	22/08/2023	Unassigned		11:28:32	Contract Closure - C00000041	DR	Select Call Type
CH0001011	Young Electric	22/08/2023	Unassigned		11:28:26	Contract Closure - C00000031	DR	Select Call Type
CH0001010	Danding Shoes	22/08/2023	Unassigned		11:28:18	Contract Closure - C00000001	DR	Select Call Type
CH0001009	Young Electric	22/08/2023	Unassigned		11:27:49	Contract Closure - C00000008	DR	Select Call Type
CH0001008	Office Supplies Unlimited	22/08/2023	Unassigned		11:27:30	Contract Closure - C00000006	DR	Select Call Type
CH0001007	Apple Juice Inc.	25/07/2023	Unassigned		10:18:33	Machine inspection required	INSP	Inspection
CH0001006	Hope Works (Pty) Ltd	07/06/2023	Awaiting Acceptance	Belinda Sharnan	11:21:29	Machine repair required	RR	Parts Requirement
CH0001005	Hope Works (Pty) Ltd	07/06/2023	Unassigned		09:14:52	Walls require repainting	SM	Scheduled Maintenance
CH0001003	Young Electric	13/12/2023	Awaiting Acceptance	Ann Milton	10:09:10	Test account balances	DR	Select Call Type
CH0001002	Samantha Diner	12/12/2023	Awaiting Acceptance	Mary Thompson	16:18:30	Test call for account balances manual.	DR	Select Call Type
CH0001001	Young Electric	29/11/2023	Unassigned		11:29:19	Order the same part twice receive with different batch num.	RR	Parts Requirement
CH0000996	Hope Works (Pty) Ltd	31/10/2023	Unassigned		11:01:11	For Rental Contract	NDR	New Deal Rental
CH0000991	Apple Juice Inc.	24/10/2023	Unassigned		16:38:15	Contract Closure - C00000054	ADM	Administration

Count: 377

User: Bianca 22/01/2024 Version: 2.5.1.4 v2514 Example Company

VIEW MY CALLS

Filter the Calls on the Call list that have been issued to you, the person logged onto the system.

- From the **Call Listing** screen,
- Click on the **My Calls** check box.
- The Call Listing screen will now filter only the **calls where you have taken ownership** (the person currently logged on to BPO2).

Call Listing - BPO: Version 2.5.1.4 - v2514 Example Company

Home Equipment / Locations Contract Finance / HR Inventory Maintenance / Projects Manufacturing Procurement Sales Service Reporting Utilities

My Calls

Save Layout Workspaces My Call Assign Close Complete Hold Pending Release Print Reports

Find Filter

Information

- Durban
 - New
 - In Progress
 - Hold
 - Pending
 - Complete
 - All
- Pretoria
 - New
 - In Progress
 - Hold
 - Pending
 - Complete
 - All
- Cape Town
 - New
 - In Progress
 - Hold
 - Pending
 - Complete
 - All
- Bloemfontein
 - New
 - In Progress
 - Hold
 - Pending
 - Complete
 - All

Count: 346

CallReference	CustomerName	CallDate	CallState	Technician	CallTime	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc
CH00010306	Hope Works (Pty) Ltd	12/12/2023	Awaiting Ac.	Rehnda Sho	10:40:51	Copier service required.	SERV	Service		
CH00010305	Hope Works (Pty) Ltd	12/12/2023	Awaiting Ac.	Bianca Du T.	10:38:38	Paper keeps jamming.	REP	Repair		
CH00010304	Hope Works (Pty) Ltd	12/12/2023	Awaiting Ac.	Bianca Du T.	10:29:04	Full set of toners required.	TON	Toner Required		
CH00010303	Young Electric	05/12/2023	Unassigned		15:42:01	Test Quote Add Attachment to email	NDG	New Deal Sale		
CH00010302	Young Electric	05/10/2023	Unassigned		12:35:12	Test credit note on work order	NRV	Manufacturing		
CH00010204	Hope Works (Pty) Ltd	12/09/2023	Unassigned		09:23:50	Contract for Expiry Test	NDR	New Deal Rental		
CH00010203	Derton / Technologies	08/09/2023	Unassigned		10:52:25	Open warranty claims have not been processed.	INSP	Inspection		
CH00010202	Derton / Technologies	08/09/2023	Unassigned		10:44:45	Meters attached with no readings captured	INGT	Installation		
CH00010201	Derton / Technologies	07/09/2023	Unassigned		16:43:14	Call Exceptions - to correct but not flag.	INGT	Installation		
CH00010115	Hope Works (Pty) Ltd	05/06/2023	Awaiting Ac.	Bianca Du T.	15:56:53	Test call via functionality	SERV	Service		
CH00010114	Apple Juice Inc	22/08/2023	Unassigned		11:30:52	Contract Closure - C000000086	TR	Training		
CH00010112	Panda Copiers	22/08/2023	Unassigned		11:28:32	Contract Closure - C000000041	DR	Select Call Type		
CH00010111	Young Electric	22/08/2023	Unassigned		11:28:26	Contract Closure - C000000031	DR	Select Call Type		
CH00010110	Dancing Shoes	22/08/2023	Unassigned		11:28:18	Contract Closure - C000000001	DR	Select Call Type		
CH00010009	Young Electric	22/08/2023	Unassigned		11:27:49	Contract Closure - C000000008	DR	Select Call Type		
CH00010008	Office Supplies Unlimited	22/08/2023	Unassigned		11:27:30	Contract Closure - C000000006	DR	Select Call Type		
CH00010007	Apple Juice Inc	25/07/2023	Unassigned		10:18:33	Machine inspection required	INSP	Inspection		
CH00010006	Hope Works (Pty) Ltd	07/06/2023	Awaiting Ac.	Bianca Du T.	11:21:29	Machine repair required	PR	Parts Requirement	SERV	Services
CH00010005	Hope Works (Pty) Ltd	07/06/2023	Unassigned		10:14:52	Walls require repainting	SM	Scheduled Maintenance	SERV	Services
CH00010003	Young Electric	13/12/2022	Awaiting Ac.	Avin Milton	10:09:10	Test account balances	DR	Select Call Type		
CH00010002	Sawntree Diner	12/12/2022	Awaiting Ac.	Hary Thom...	16:18:30	Test call for account balances manual.	DR	Select Call Type		
CH00010001	Young Electric	29/11/2022	Unassigned		11:29:19	Order the same part twice receive with different batch num.	PR	Parts Requirement		
CH00009996	Hope Works (Pty) Ltd	31/10/2022	Unassigned		11:01:11	For Rental Contract	NDR	New Deal Rental		
CH00009991	Apple Juice Inc	24/10/2022	Unassigned		16:38:15	Contract Closure - C000000054	ADM	Administration		
CH00009889	Derton / Technologies	13/06/2022	Unassigned		09:00:00	Call for Monday elapse hours check	DR	Select Call Type		

User : Bianca 22/01/2024 Version : 2.5.1.4 v2514 Example Company

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