# SERVICE

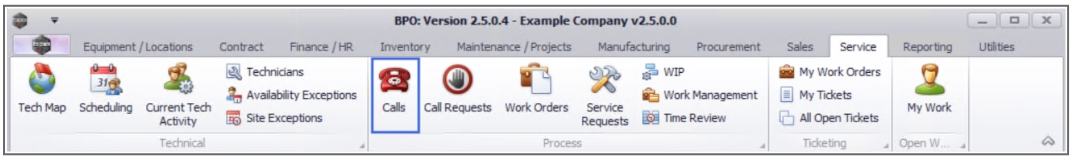
## CALLS - PLACE ON HOLD

Placing a call on **Hold** means that work will be stopped to resolve a **customer** issue, e.g.no one is available at Customer site to allow a technician access to a location, or the Customer is awaiting approval from their finance department before a new part requested can be fitted. The SLA Monitor will "pause" until the call has been Released from Hold. Refer to Calls - Release a Call for information on how to release a call from hold.

A call can ***manually*** be placed on hold by the ***Call Centre***.

Using **Tech Connect**, the technician selects End Call on his device, followed by the **Resolution Action** as **Unresolved (Client)**. The call will be placed on **Hold**.

**Ribbon Access:** *Service > Calls*

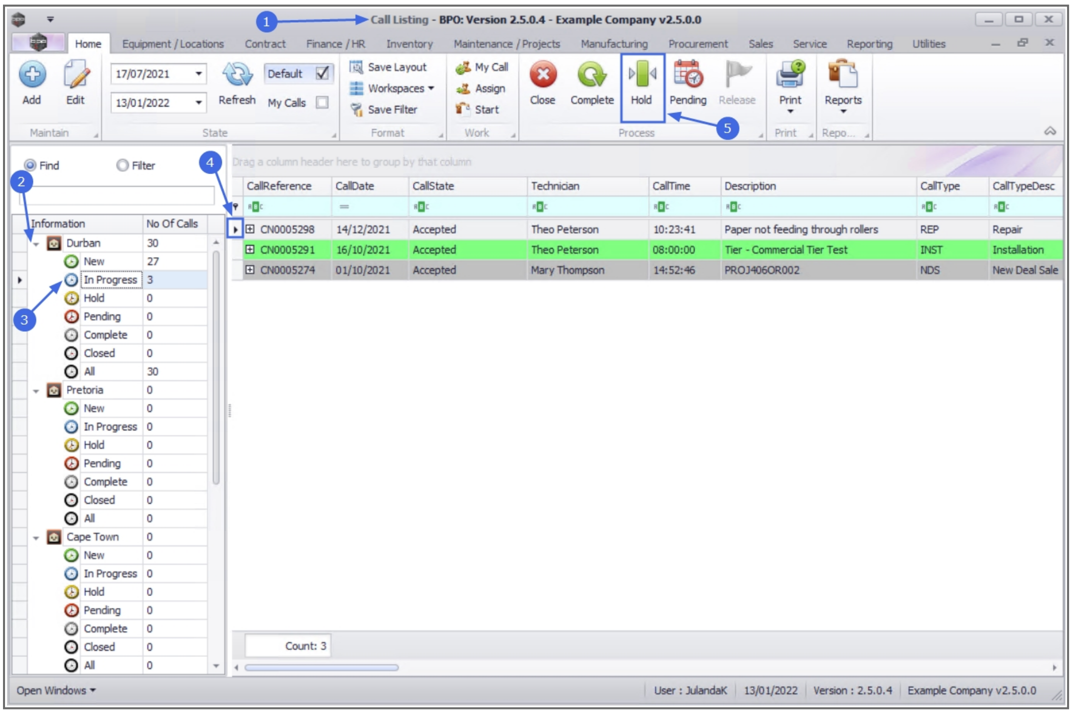



1. The ***Call Listing*** screen will be displayed.
2. Select the ***Site*** where the call has been logged.
    - The example has ***Durban*** selected.

3. Select the ***Status*** for the call.
    - The example has ***In Progress*** selected.

> Note that the screen will always open in the *New* status of the *Site* that was first set up during your company configuration.

4. Click on the ***row*** of the ***call*** you wish to place on ***hold***.
5. Click on ***Hold***.



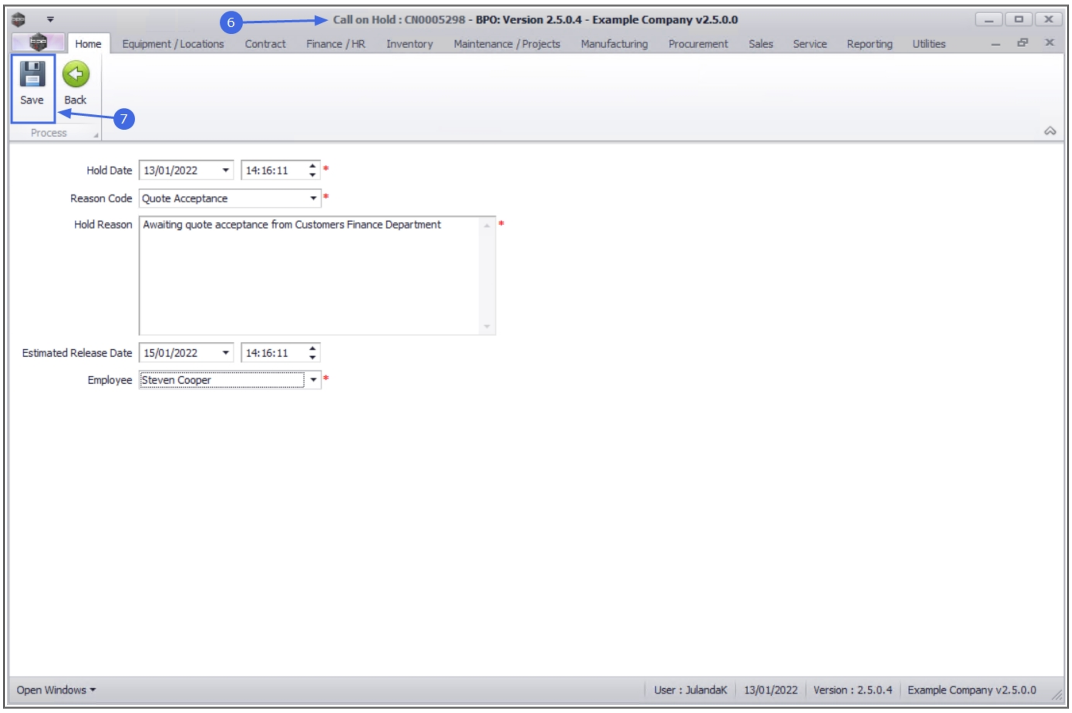
6. The ***Call on Hold : [****call ref. number****]*** screen will be displayed.
    - **Hold Date:** The field will display the current date and time.
        - **Date:** Type in or click on the down ***arrow*** to use the calendar function to select an alternative date.
        - **Time:** Type in or use the ***arrow*** indicators to select an alternative time.

- **Reason Code:** Click on the down ***arrow*** to select the relevant reason code from the ***drop down list***.

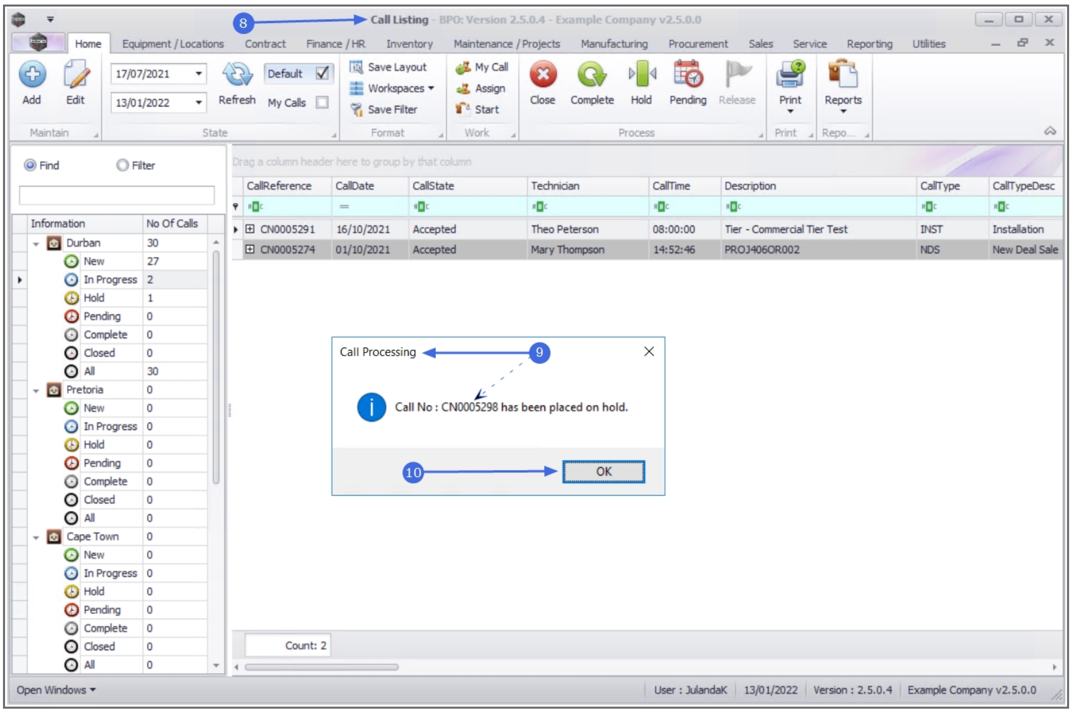
  Refer to Static Data - Call Hold Reason Codes to configure reason codes.

- **Hold Reason:** Type in detail as to the reason the call is placed on hold.
- **Estimated Release Date:** The estimated release date will auto populate with a system generated date, usually 2 days after the Hold Date.
    - **Date:** Type in or click on the down ***arrow*** to use the calendar function to select an estimated date that this call will be released from hold.
    - **Time:** Type in or click on the ***arrow*** indicators to select an estimate time for when this call will be released from hold.
- **Employee:** This field will populate with the name of the person currently logged onto the system. Click on the down ***arrow*** to select a different employee from the drop down list, if required.

7. When you have finished adding details to this screen, click on ***Save***.

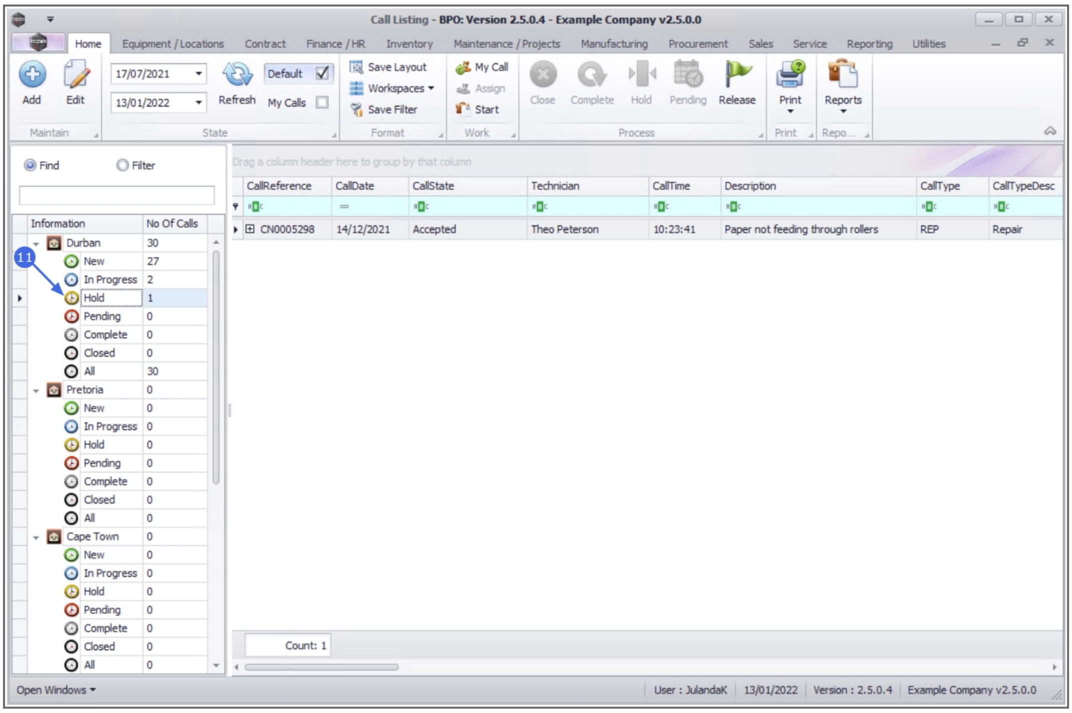



8. You will return to the ***Call Listing*** screen.
9. When you receive the ***Call Processing*** message to confirm that;
    - ***Call No: [****call ref. number****] has been placed on hold.***
10. Click on ***OK***.



11. The Call can no longer be viewed in the current list. Change the ***Status*** to ***Hold***, to view the Call.

> Note that the number of *In Progress* calls have reduced by *1*.




## Related Topics

- Calls - Release a Call

MNU.122.003