

SERVICE

CALLS - RELEASE A CALL

When a call is released, it will move back to the **New** status where it can be re-assigned.

When the call is re-assigned, a new work order should be created.

Ribbon Access: Service > Calls

\$	Ŧ	# BPO: Version 2.5.0.4 - Example Company v2.5.0.0											_	x		
		Equipment	/Locations	Contract	Finance / HR.	Invento	ory Mainten	ance / Projects	Manufa	cturing	Procurement	Sales	Service	Reporting	Utilities	
Tech N	Мар	312 Scheduling	Current Tech Activity	🔍 Techn 🚑 Availa 🐻 Site E	icians bility Exceptions xceptions	Calls	Call Requests	Work Orders	Service Requests	🐉 WIP 💼 Wor 🔯 Time	k Management e Review	My W	/ork Orders ckets pen Tickets	My Work		
	Technical							Proces	SS		4	Ticke	ting	Open W 4		\$

- 1. The *Call Listing* screen will be displayed.
- 2. The *Status* defaults to *New* when the screen first opens.
- 3. Set the *Status* to either *Hold*, *Pending* or *Complete* depending on where the call is listed.
 - The example has the *Status* set to *Hold*.
- 4. Click on the *row* of the *call* you wish to *release*.
- 5. Click on *Release*.



Ψ.	1	Call L	isting - BPO: Version 2	2.5.0.4 - Example Com	pany v2.5.0.0			_ – x
Home Equipment / Location	s Contract Fina	nce / HR Im	ventory Maintenance	/ Projects Manufactu	ring Procurem	ent Sales Service Reporting	Utilities	_ & ×
Add Edit 13/01/2022 •	Contraction Default Refresh My Calls	Save L	ayout 🥵 My Call paces 🕶 al Assign filter Start Work	Close Complete	Hold Pending	Release Print Reports		\$
						al come al colorent al		
🔘 Find 🛛 Filter	Drag a column heade						/	
	CallReference	CallDate	CallState	Technician	CallTime	Description	CallType	CallTypeDesc
	* • C	=	88C	RBC	R C	N D C	R C	REC
Information No Of Calls	▶ E CN0005298	14/12/2021	Accepted	Theo Peterson	10:23:41	Paper not feeding through rollers	REP	Repair
- O Durban 30	-							
New 27	-							
In Progress 2								
Hold 1								
Complete 0	-							
Closed 0								
Pretoria 0	-							
Cape Town 0	-							
Bloemfontein 0	1							
A New Test Site 0								
	Count: 1]						ۆ
Open Windows 🕶					User : Julan	łaK 13/01/2022 Version : 2.5.0.4	Example Com	pany v2.5.0.0

- 6. The *Call to Release: [call ref. number]* screen will be displayed.
- 7. **Release Date and Time:** This 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*, if required.
 - Time: Type in or use the *arrow* indicators to select an *alternative time*, if required.
- 8. When you have finished editing the date and time, click on *Save*.





- You will return to the *Call Listing* screen where the *status* is set to *New*.
- 10. When you receive the *Call Processing* message to confirm that;
 - Call No: [call ref. number] has been released.
- 11. Click on *OK*.



Home Equi	pment / Locations	Contract Fin	ance / HR In	nventory Maintenance	/ Projects Manufacturi	ng Procuren	ment Sales Se	rvice Reporting	Utilities	- 8
dd Edit 13/01	/2021 • /2022 • F	efresh My Calls	X Save	Layout & My Call spaces • & Assign Filter Start	Close Complete H	Iold Pending	Release Print	Reports		
Maintain 🔺	Stat		⊿ Form	at a Work a	Proc	tess	⊿ Print	₄ Repo… ₄		
Find O Fil	ter									
		CallReference	CallDate	CallState	Technician	CallTime	Description		CallType	CallTypeD
		Υ # [C	-	8 8 C	RBC	REC	R C		s C	RBC
Information	No Of Calls									
👻 💽 Durban	30 📩									
New	28									
In Progress	2									
(A) Hold	0									
-										
Pending	0									
 Pending Complete 	0					_				
 Pending Complete Closed 	0 0 0		Call Pro	ocessing 🚽	×	:				
Pending Complete Closed All	0 0 0 30		Call Pro	ocessing 🚽	X	:				
Pending Complete Closed All Pretoria	0 0 0 30 0		Call Pro	ocessing	X	:				
Pending Complete Closed All Pretoria New	0 0 0 30 0 0		Call Pro	Call No : CN0005298	10 ×					
Pending Complete Closed All Pretoria New In Progress	0 0 30 0 0 0		Call Pro	Call No : CN0005298	has been released.					
Pending Complete Closed All Pretoria New In Progress Hold	0 0 30 0 0 0 0 0		Call Pro	Call No : CN0005298	has been released.					
 Pending Complete Closed Al Pretoria New In Progress Hold Pending 	0 0 30 0 0 0 0 0		Call Pro	Call No : CN0005298	has been released.					
Pending Complete Cosed Al Pertoria New In Progress Hold Pending Complete	0 0 30 0 0 0 0 0 0 0 0		Call Pro	Call No : CN0005298	has been released.					
 Pending Complete Cosed Al Pretoria New In Progress Hold Pending Complete Cosed 	0 0 30 0 0 0 0 0 0 0 0 0 0 0		Call Pro	Call No : CN0005298	has been released.					
Pending Complete Concelete Cosed Al Pretoria In Progress Hold Pending Complete Concelete Concelete Concelete Concelete Al	0 0 30 0 0 0 0 0 0 0 0 0 0 0 0		Call Pro	Call No : CN0005298	has been released.					
Pending Complete Complete Complete O al Pretoria Pretoria Pretoria In Progress Hold Pending Complete O closed Al Vex Cosed	0 0 30 0 0 0 0 0 0 0 0 0 0 0 0 0		Call Pro	Cell No : CN0005298	has been released.					
Pending Complete Cosed Al Pretoria Pretoria New In Progress Hold Pending Complete Closed Al Cosed Al Complete Closed Al Cosed Al Cosed Al Cosed Al Cosed Cosed Al Cosed Cosed Al Cosed Cose	0 0 0 30 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0		Call Pro	Call No : CN0005298	has been released.					
Pending Complete Closed Al Pretosia Pretosia Pretosia Pretosia Predoc Inorgeress Produce Complete Congete Congete Al Congete Al Pretornon New In Progress New In Progress	0 0 30 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0		Call Pro	Call No : CN0005298	has been released.					
Pending Complete Conglete Conglete Coad Pretoria Pretoria Pretoria Preding Conglete Coced Al Coced Al Coced In Progress Conglete Coced In Progress Conglete Conglete	0 0 30 0 0 0 0 0 0 0 0 0 0 0 0 0		Call Pro	Call No : CN0005298	has been released.					
 Pending Complete Cosed Al Pretoria In Progress Hold Pending Complete Cosed Al Cosed Cosed<!--</td--><td>0 0 3 3 0 0 0 0 0 0 0 0 0 0 0 0 0</td><td></td><td>Call Pro</td><td>Call No : CN0005298</td><td>has been released.</td><td></td><td></td><td></td><td></td><td></td>	0 0 3 3 0 0 0 0 0 0 0 0 0 0 0 0 0		Call Pro	Call No : CN0005298	has been released.					
 Pending Complete Cosed Al Pretoria New In Progress Hold Pending Complete Closed Al Terroria Cape Town In Progress Hold Pending Complete Complete Complete Complete Complete Complete Complete 	0 0 30 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	1	Call Prc	Call No : CN0005298	has been released.					
 Pending Complete Cosed Al Pretoria Pretoria In Progress Hold Pending Cosed Al Cosed Cosed Al Cosed Cosed Cosed In Progress Hold Pending Cosed Pending Complete Cosed 	0 0 0 30 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Count:	Call Pro	Cell No : CN0005298	has been released.					

- 12. You will no longer be able to view the call in the *Status* you have released it from.
- 13. Change the *Status* to *New*, to view the Call and to re-assign.

• •				Call Li	sting - BPO: Version 2.5	5.0.4 - Example Compa	any v2.5.0.0			_ x
Home Equi	pment / Locati	ons	Contract Finan	ce / HR Invi	entory Maintenance /	Projects Manufacturir	ng Procureme	ent Sales Service Reporting	Utilities	_ & ×
Add Edit 17/07	/2021 •	Refr	Default 🗹 esh My Calls 🗌	🔯 Save La Worksp 🐐 Save Fil	yout 🥵 My Call aces 🕶 🤹 Assign ter 🚏 Start	Close Complete H	Iold Pending	Release Print Reports		
Maintain 🔺	S	tate		∡ Format	_₄ Work _₄	Proc	cess	A Print A Repo A		~
Find O Fil	ter									
	13	- 17	CallReference	CallDate	CallState	Technician	CallTime	Description	CallType	CallTypeDesc
		٩	-04	-	*Bc	10:	* 0 ¢	×0:	* D C	8 0 0
Information	No Of Calls		E CN0005298	14/12/2021	Accepted	Theo Peterson	10:23:41	Paper not feeding through rollers	REP	Repair
👻 💽 Durban 🖌	30	*	F CN0005297	16/11/2021	UnAssigned		16:36:30	2MS - 2 month service	SM	Scheduled N
New	28	- 11	E CN0005296	05/11/2021	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintena	SM	Scheduled N
In Progress	2	- 11	E CN0005295	29/10/2021	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintena	SM	Scheduled N
() Hold	0	- 11	E CN0005294	26/10/2021	UnAssigned		08:00:00	2MS - 2 month service	SM	Scheduled N
Pending Convolution	0	- 11	F CN0005293	22/10/2021	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintena	SM	Scheduled N
Complete	0	- 11	E CN0005292	16/10/2021	UnAssigned		08:00:00	2MS - 2 month service	SM	Scheduled N
O All	30	11-	E CN0005290	15/10/2021			08:00:00	BathBinMaint - Bathroom Bin Maintena	SM	Scheduled N
- 🖸 Pretoria	0	11-	F CN0005289	08/10/2021	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintena	SM	Scheduled N
New	0	1	E CN0005288	01/10/2021	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintena	SM	Scheduled N
In Progress	0	11-	E CN0005287	24/09/2021	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintena	SM	Scheduled N
🕓 Hold	0	11-	E CN0005286	17/09/2021	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintena	SM	Scheduled N
Pending	0	11-	E CN0005285	16/09/2021	Awaiting Accentance	Theo Peterson	08-00-00	Tier - Commercial Tier Test	INST	Installation
O Complete	0	0	E CN0005284	15/09/2021	UnAssigned		08:00:00	2MS - 2 month service	SM	Scheduled N
Closed	0	-	E CN0005283	10/09/2021	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintena	SM	Scheduled N
Gana Tawa	0	-	E CN0005282	03/09/2021	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintena	SM	Scheduled N
Cape Town	0	-	E CN0005281	27/08/2021	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintena	SM	Scheduled N
In Progress	0	-	E CN0005280	26/08/2021	UnAssigned		08:00:00	2MS - 2 month service	SM	Scheduled N
(E) Hold	0	-	E CN0005279	20/08/2021	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintena	SM	Scheduled M
Pending	0	-	E CN0005278	17/08/2021	UnAssigned		08:00:00	2MS - 2 month service	SM	Scheduled M
O Complete	0				er in stangen et er		30100100			our record in
Closed	0		Count: 28							
O All	0	-		5	pture screenshot					
Open Windows 🔻							User : Juland	aK 13/01/2022 Version : 2.5.0.4 E	xample Comp	any v2.5.0.0



Related Topics

• Calls - Assign a Call

MNU.122.004