

SERVICE

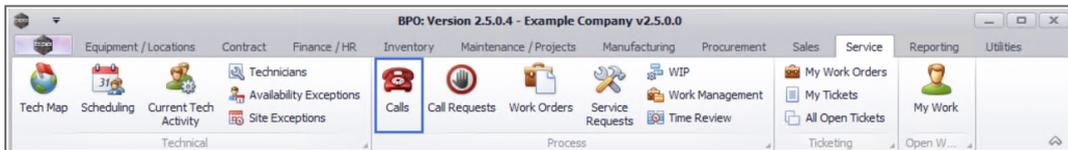
CALLS - RELEASE A CALL

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

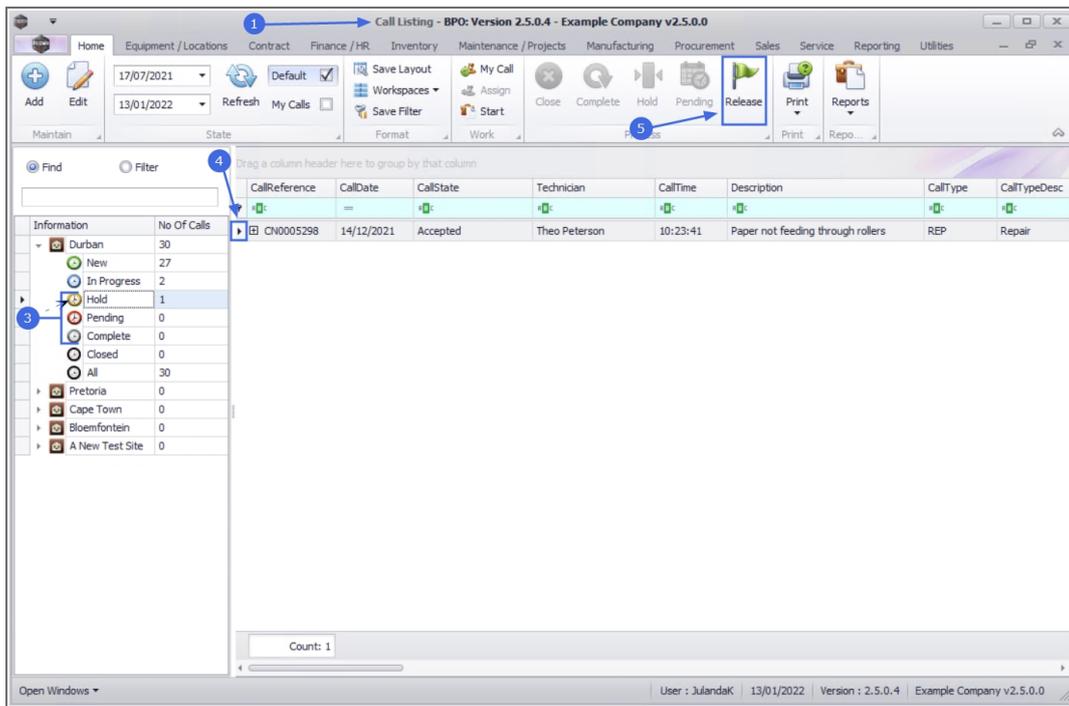


When the call is re-assigned, a new work order should be created.

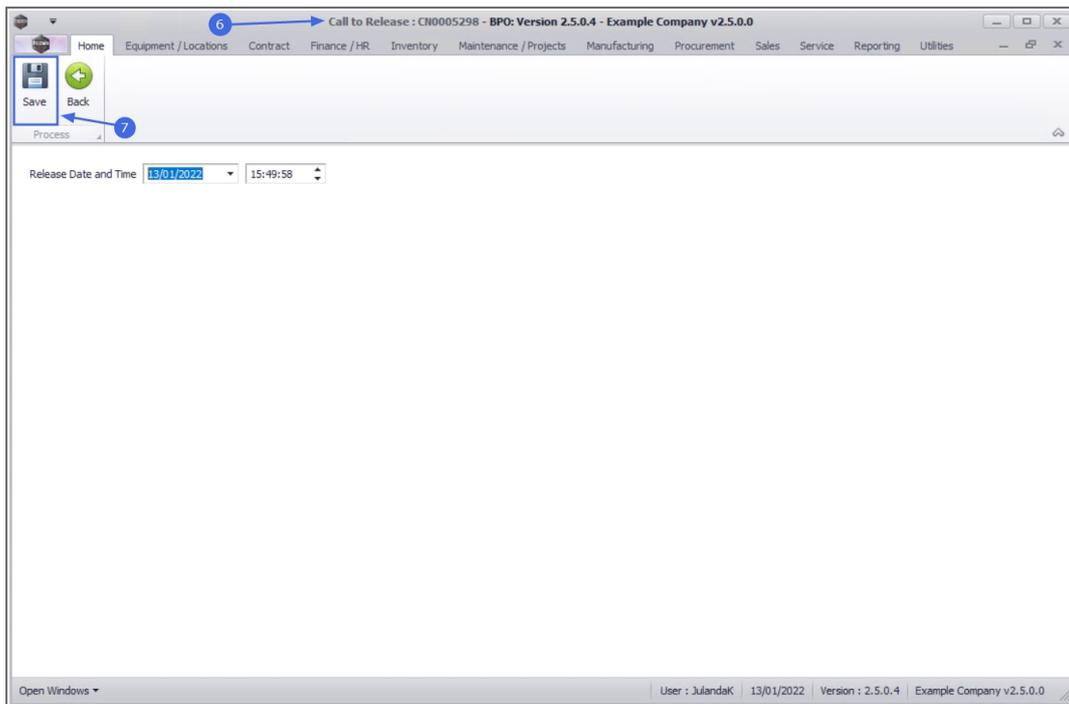
Ribbon Access: *Service > Calls*



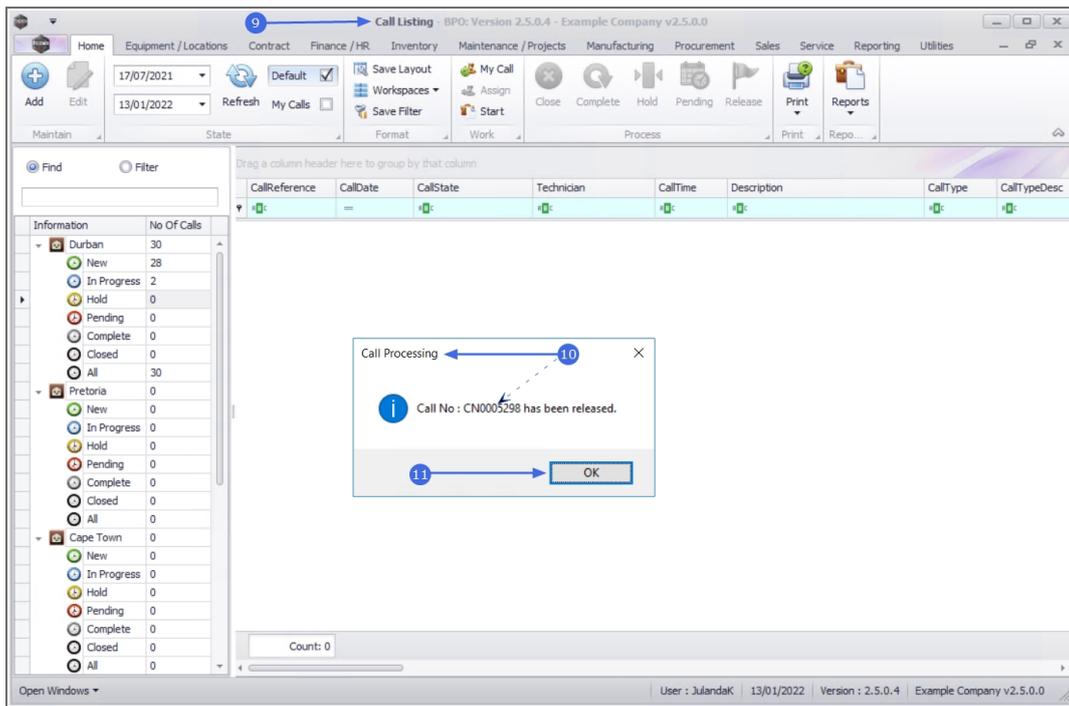
1. The **Call Listing** screen will be displayed.
2. The **Status** defaults to **New** when the screen first opens.
3. Set the **Status** to either **Hold**, **Pending** or **Complete** depending on where the call is listed.
 - The example has the **Status** set to **Hold**.
4. Click on the **row**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



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**.

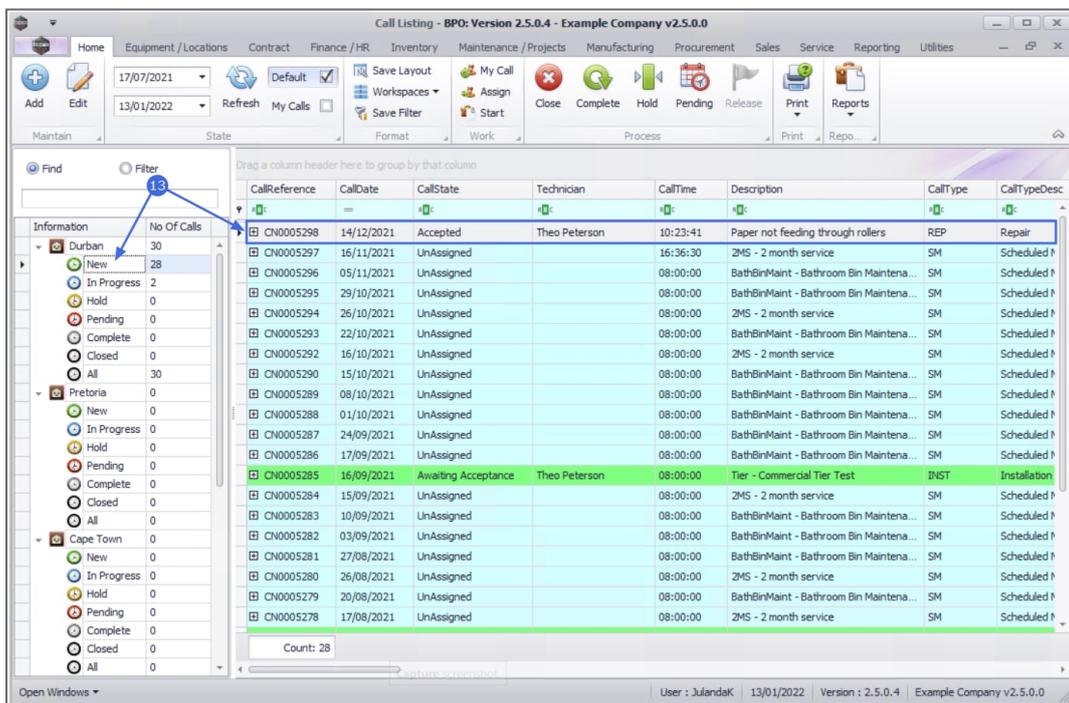


9. You will return to the **Call Listing** screen where the **status** is set to **New**.
10. When you receive the **Call Processing** message to confirm that;
 - **Call No: [call ref. number] has been released.**
11. Click on **OK**.



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.



Related Topics

- [Calls - Assign a Call](#)

MNU.122.004

