

SERVICE

CALLS - MOVE TO PENDING

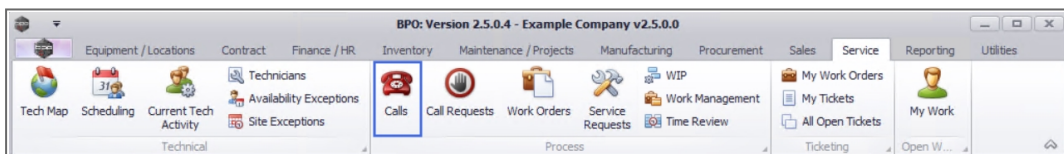
A call can be placed in a **Pending** status by the Call Centre.

Pending differs from Hold, in that work will be stopped to resolve a **company** issue e.g. there is no stock available to complete the work. The [SLA Monitor](#) will continue to run.



Using [Tech Connect](#), the call will be placed in the **Pending** status when the technician selects [End Work](#) on his device, with the [Resolution Action](#) as *Unresolved*.

Ribbon Access: *Service > Calls*

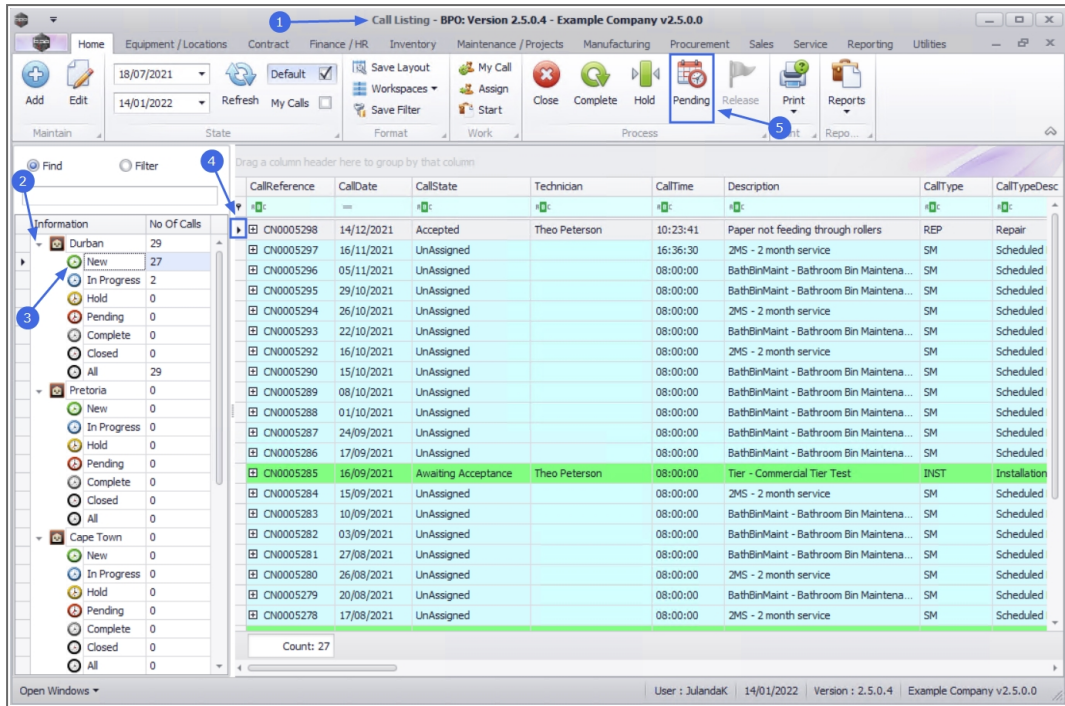


1. The **Call Listing** screen will be displayed.
2. Select the **Site** where the call has been logged.
 - The example has **Durban** selected.
3. Select the **Status** for the call.
4. The example has **New** selected.



Note that call must be in either the **New** or **In Progress** status to be moved to **Pending**.

5. Click on the **row** of the **call** you wish to move to **Pending**.
6. Click on **Pending**.



7. The **Call in Pending: [call ref. number]** screen will be displayed.

- **Pending Date:** The current date and time will display.
 - **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.
- **Reason Code:** Click on the down **arrow** to select a reason code from the drop down list.



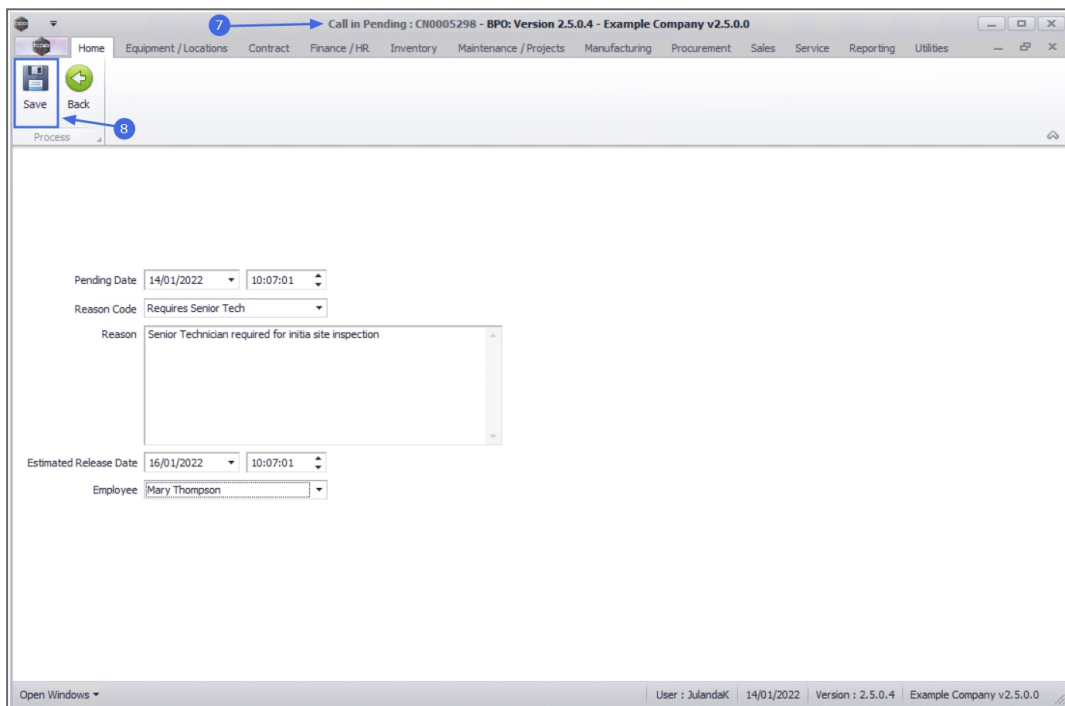
Refer to [Call Pending Reason Code](#) to configure reason codes, if necessary.

- **Reason:** Type in the details as to the reason for having to placed the call in the Pending status.
- **Estimated Release Date:** The estimated release date will auto populate with a system generated date, usually 2 days

after the Pending Date.

- **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.
- **Employee:** The employee currently logged on to the system will be displayed in this field. Click on the down **arrow** to select an alternative name, if required.

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

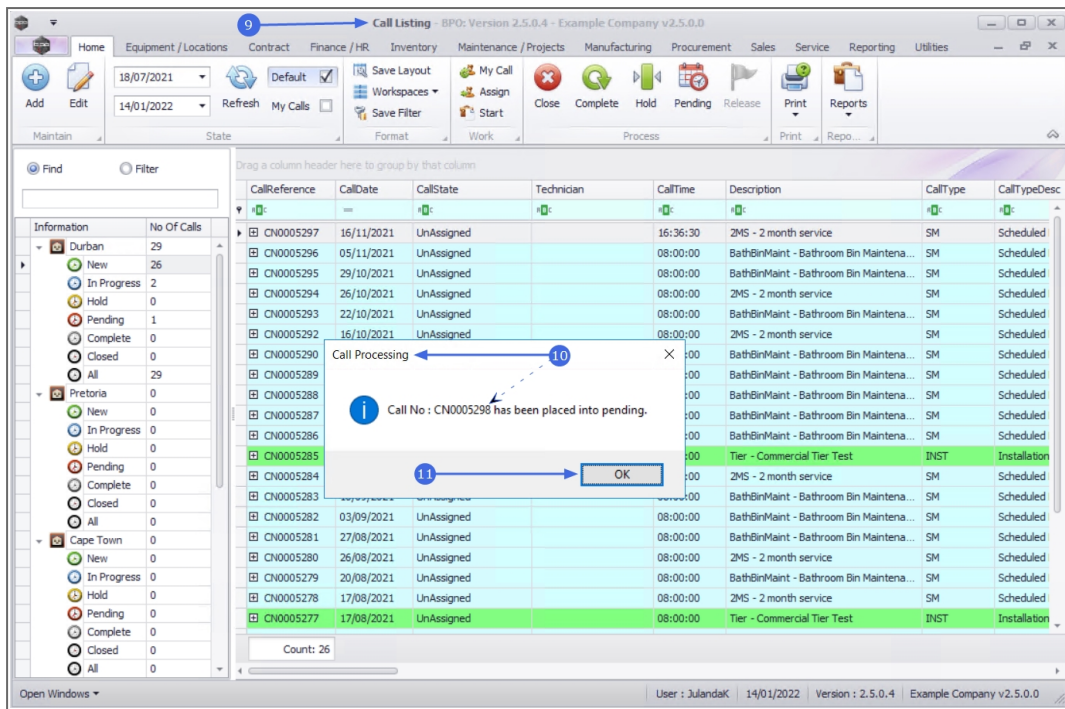


9. You will return to the **Call Listing** screen.

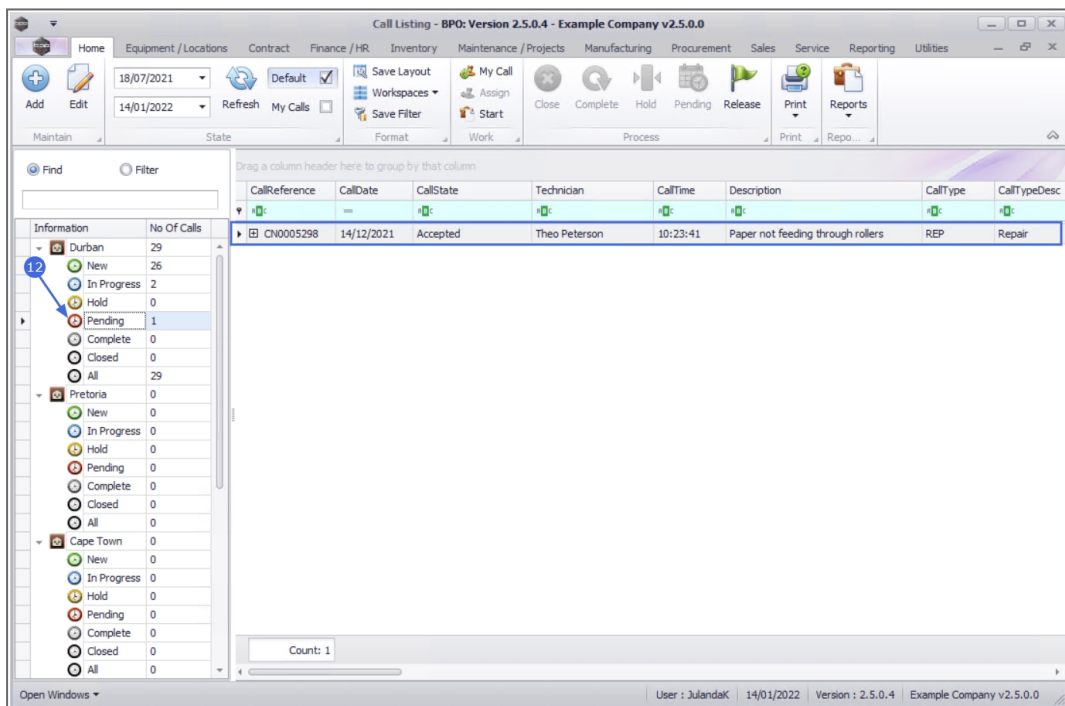
10. When you receive the **Call Processing** message to confirm that;

- **Call No: CN[ref. number] has been placed into Pending.**

11. Click on **OK**.



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



Related Topics

- [Calls - Release a Call](#)

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