

SERVICE

CALLS - COMPLETE A CALL

Once a technician has completed the work required, the call can be **Completed**.

The Call Centre can manually place a call in the **Complete** status.

Using Tech Connect, the technician will select End Work on his device, and then *Resolution Action* as **Resolved (Client)**. The call will move to the **Complete** status.

Updates, invoicing, etc., can still be logged against a call in the Completed Status. The call can be *closed* once all the admin related to the call has been completed.

Ribbon Access: Service > Calls

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- 1. The *Call Listing* screen will be displayed.
- 2. Select the *Site* where the call has been logged.
 - The example has *Durban* selected.
- 3. Set the *Status* to either *New* or *In Progress*, depending on where the call is listed.
 - The example has *New* selected.
- 4. Click on the *row* of the *call* you wish to *complete*.
- 5. Click on *Complete*.



Calls - Complete a Call

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- 6. When you receive the *Input Validation* message to confirm;
 - Are you sure you want to complete this call, reference no. CN[ref. number]? Answer 'Yes' to complete the call.
- 7. Click on Yes.



Calls - Complete a Call

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- 8. Next you will receive the *Call Processing* message to confirm;
 - The call reference CN[ref. number], has been completed.
- 9. Click on *OK*.

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The Call can <u>no longer</u> be viewed in the current list. Change the *Status* to *Complete*, to view the Call.

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Related Topics

• Calls - Close a Call

MNU.122.013