

SERVICE

CALLS - COMPLETE A CALL

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

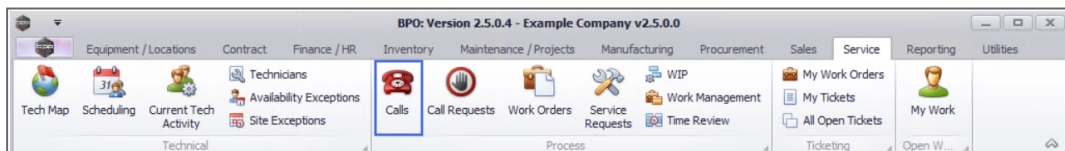
The Call Centre can manually place a call in the **Complete** status.



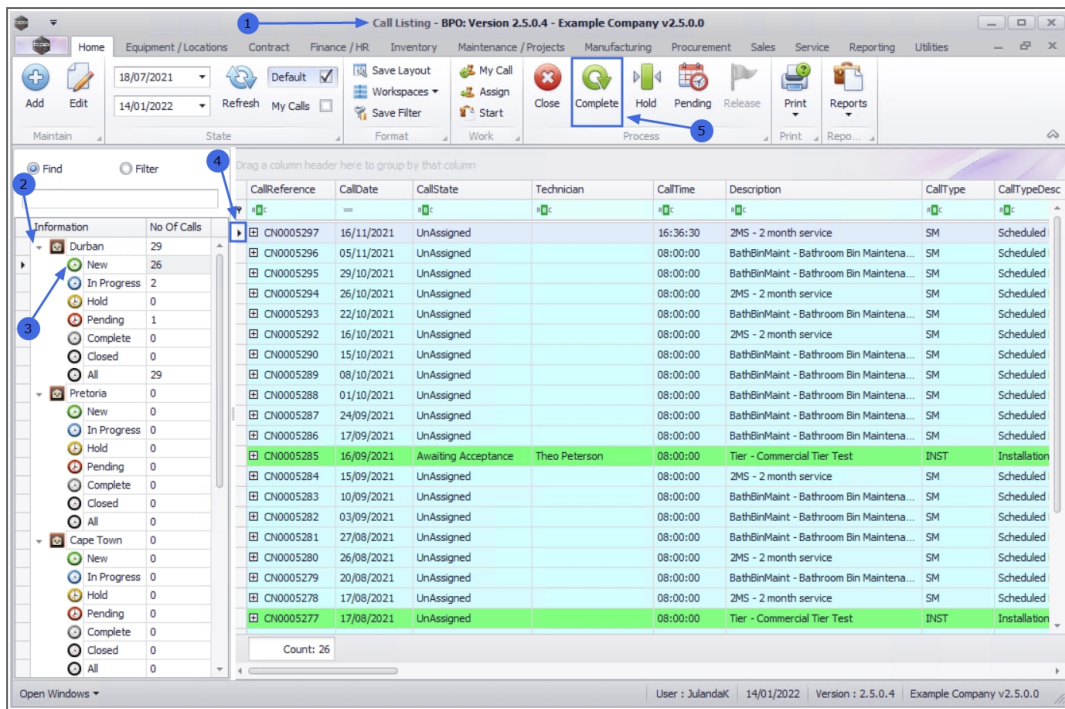
Using **Tech Connect**, the technician will select **End Work** on his device, and then *Resolution Action* as **Resolved (Client)**. The call will move to the **Complete** status.

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.

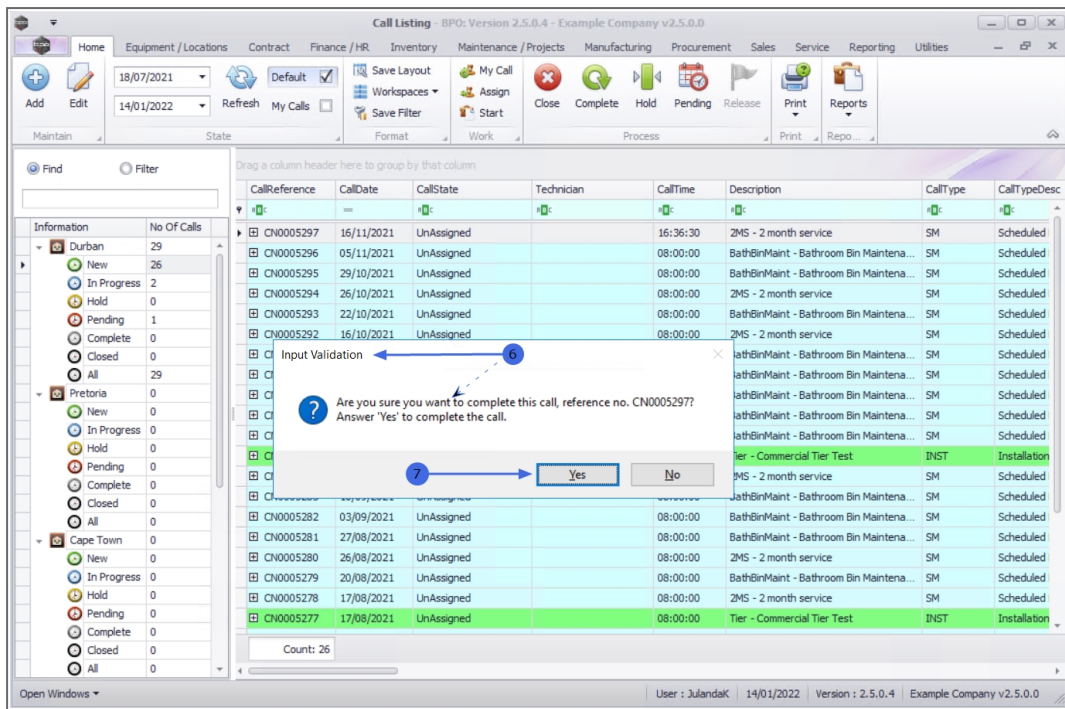
Ribbon Access: *Service > Calls*



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**.



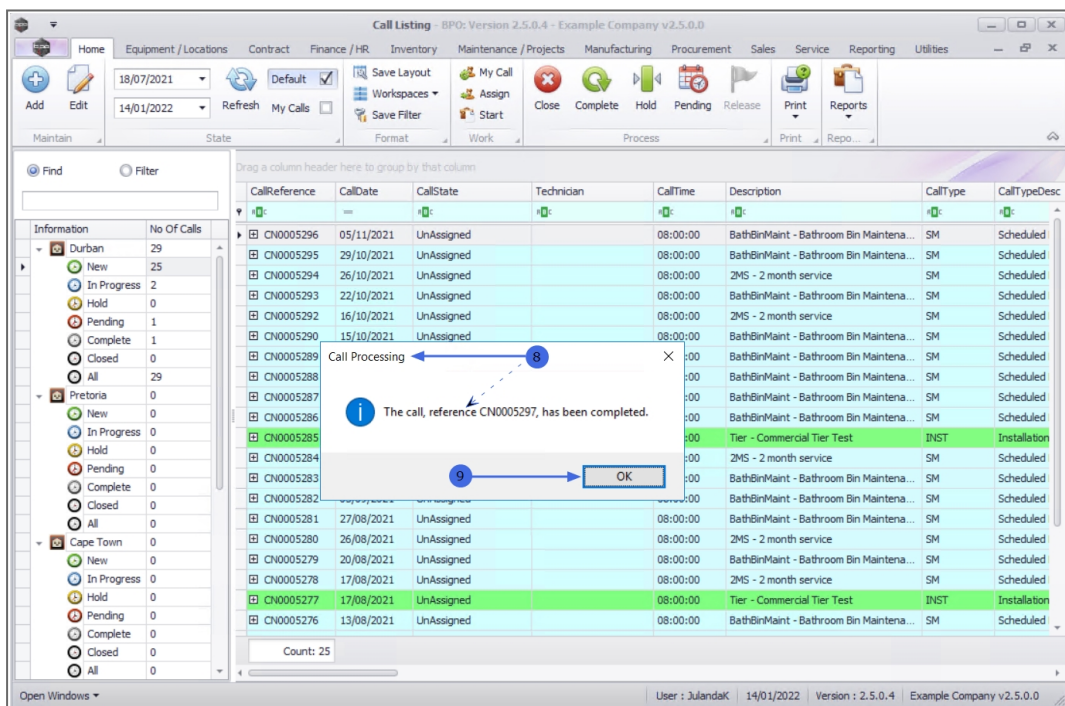
6. When you receive the ***Input Validation*** message to confirm;
 - ***Are you sure you want to complete this call, reference no. CN[ref. number]? Answer 'Yes' to complete the call.***
7. Click on ***Yes***.



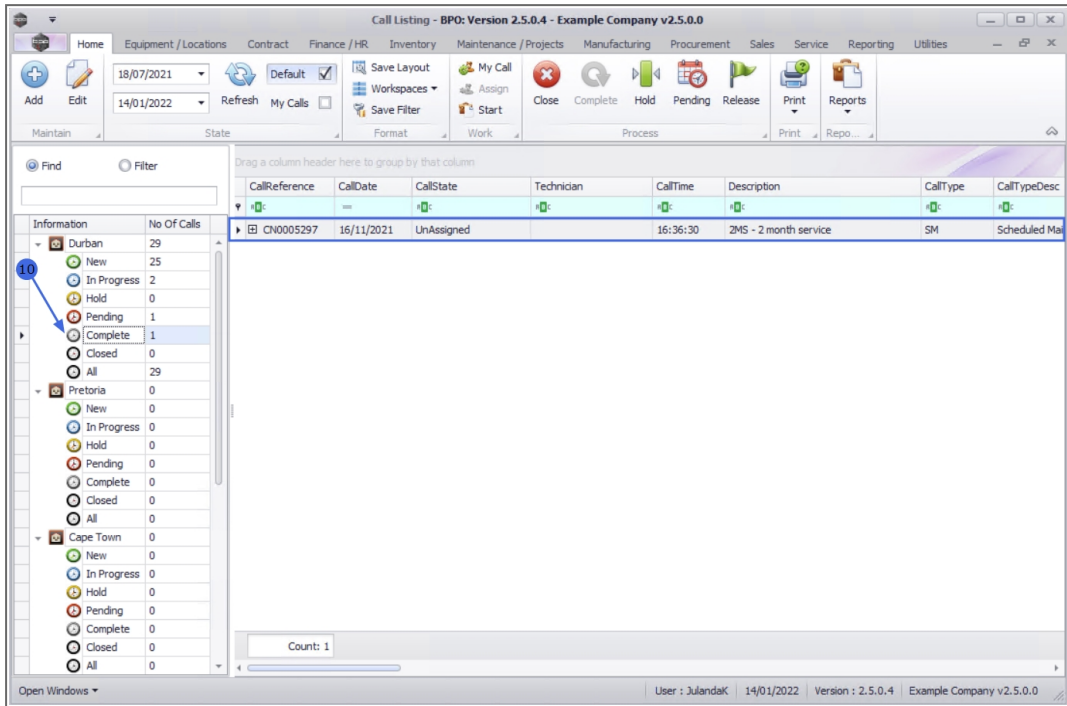
8. Next you will receive the **Call Processing** message to confirm;

- **The call reference CN[ref. number], has been completed.**

9. Click on **OK**.



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



Related Topics

- [Calls - Close a Call](#)

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