# SERVICE

CALLS – HOLD HISTORY

A call can be placed on **Hold** manually in the call centre. If a call is placed on hold, no further processing can be performed until it has been released. The hold history is generate when the call is **Placed on Hold** and **Released from Hold**.

There can be many reasons to place a call on Hold, for example:

- Spares must first be purchased before the work can commence.
- Awaiting loan machine to be returned.
- Awaiting client quote confirmation.
- An expert is required for the work to be done

The Call Hold History can be viewed from the **Call Maintenance** screen.

Ribbon Access: *Service > Calls*
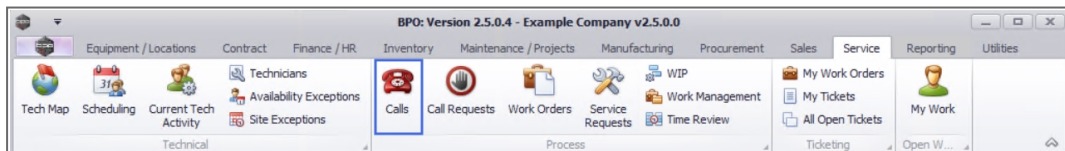
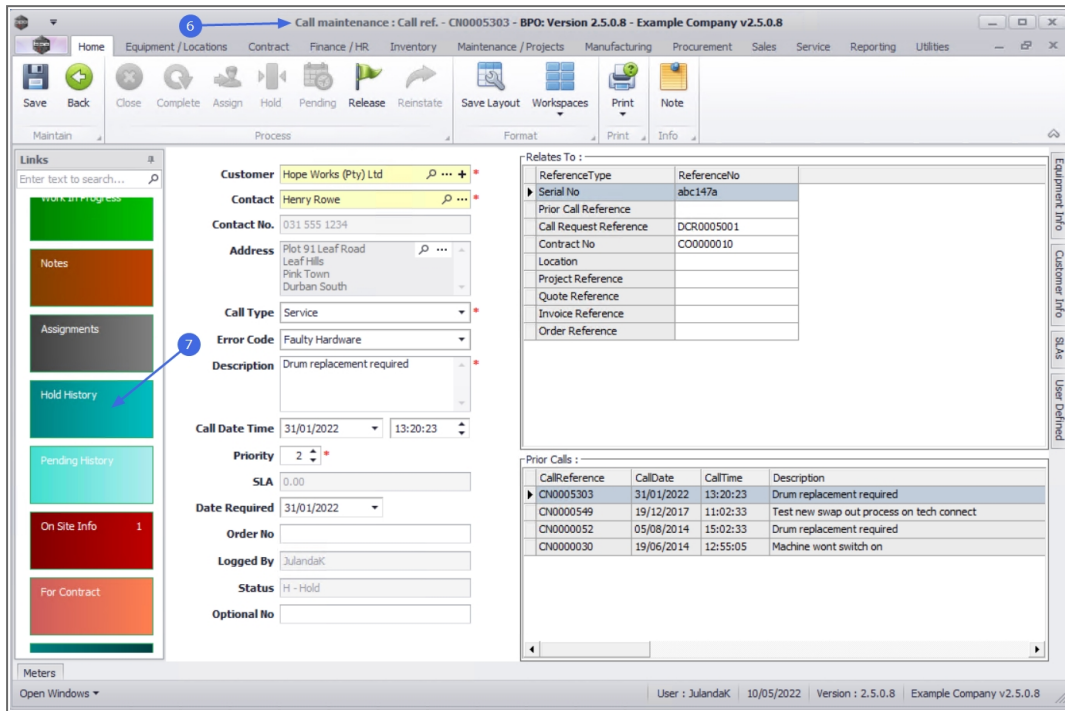

1. The *Call Listing* screen will be displayed.
2. Select the *Site* where the call was logged.
   - The example has *Durban* selected. as the site and the status has been set to *New*.
3. Select the *Status* of the call.
   - The example has *Hold* selected.
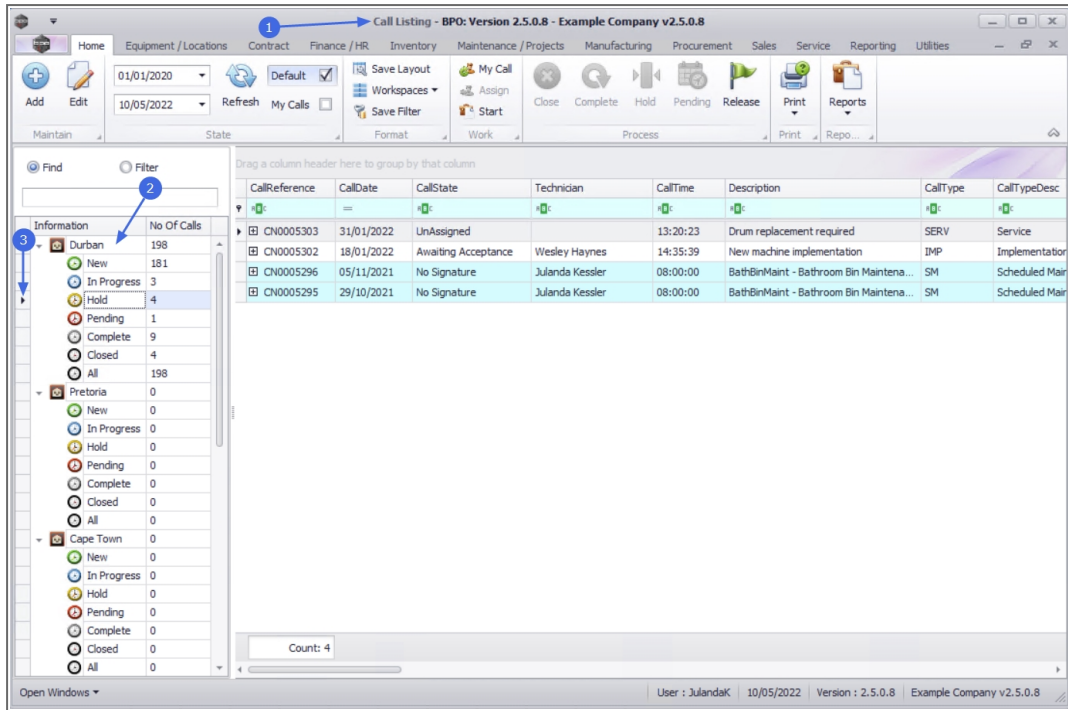
4. Click on the *row* of the *call* you wish to *view* the *Hold History* of.

5. Click on *Edit*.
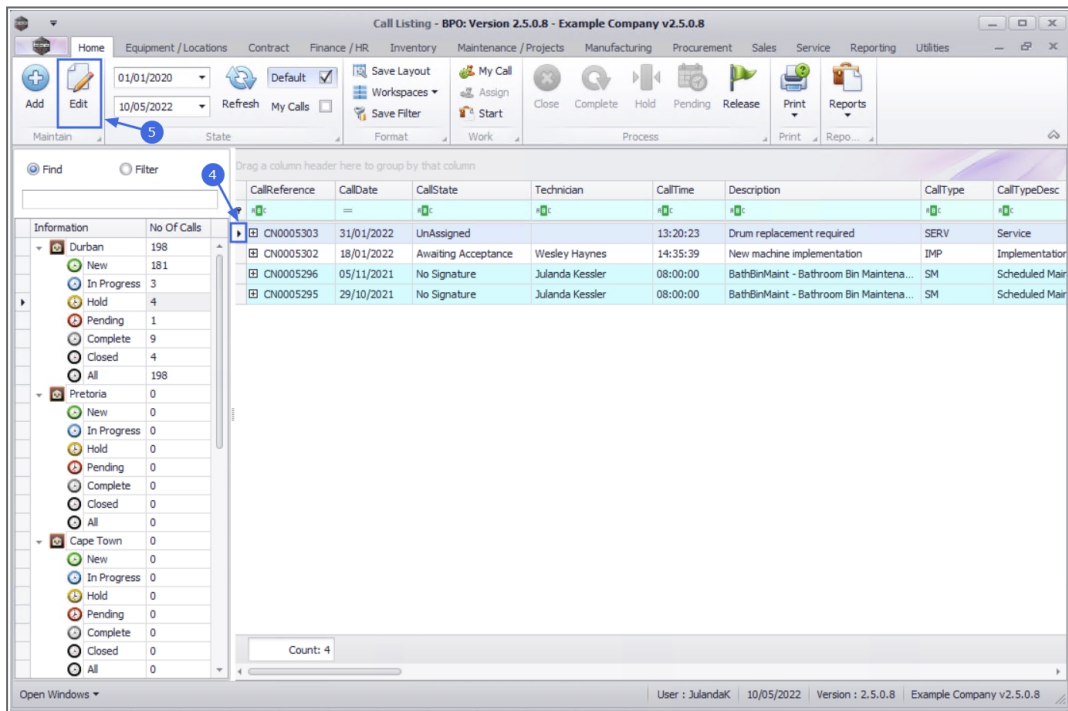
6. The **Call maintenance: Call ref. - [***call ref. number***]** screen will be displayed.

7. Click on the **Hold History** tile.

8. The **Hold Events Listing for Call, Ref no: - [***call ref. number***]** screen will be displayed.

9. Here you can **view** the Hold History for this call.

10. Click on **Back** to return to the **Call maintenance** screen.

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