

## SERVICE

## **CALLS - PENDING HISTORY**

A call can be placed manually in the **Pending** status in the call centre. The pending history is generated as the customer is **Placed on Pending** and

## Released from Pending.

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

- Awaiting client response
- Client unreachable
- Required senior Technician

The Call Pending History can be viewed from the Call Maintenance screen.

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Ribbon Access: Service > Calls
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- 1. The *Call Listing* screen will be displayed.
- 2. Select the *Site* where the call was logged.
  - The example has *Durban* selected.
- 3. Select the *Status* for the call.
  - The example has *Pending* selected.



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- 4. Click on the *row* of the *call* you wish to *view* the *Pending History* of.
- 5. Click on *Edit*.

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- 6. The *Call maintenance: Call ref. [call ref. number]* screen will be displayed.
- 7. Click on the *Pending History* tile.

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Open Windows 👻			L	User : JulandaK 10/	05/2022 Version : 2.5.0.8 Example	Company v2.5.0.8

- 8. The *Pending Events Listing for Call, Ref no: [call ref. number]* screen will be displayed.
- 9. Here you can *view* the Pending History for this call.
- 10. Click on *Back* to return to the *Call maintenance* screen.





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Help v2.5.0.14 - Pg 4 - Printed: 25/06/2024