

SERVICE

CALLS - PENDING HISTORY

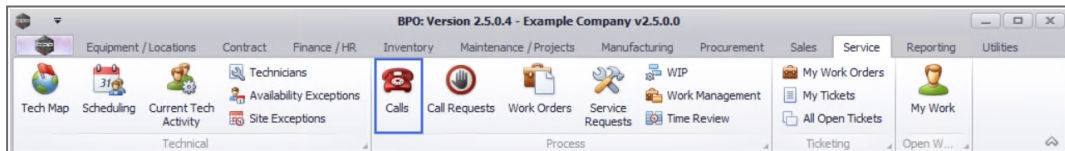
A call can be placed manually in the **Pending** status in the call centre. The pending history is generated as the customer is **Placed on Pending** and **Released from Pending**.

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

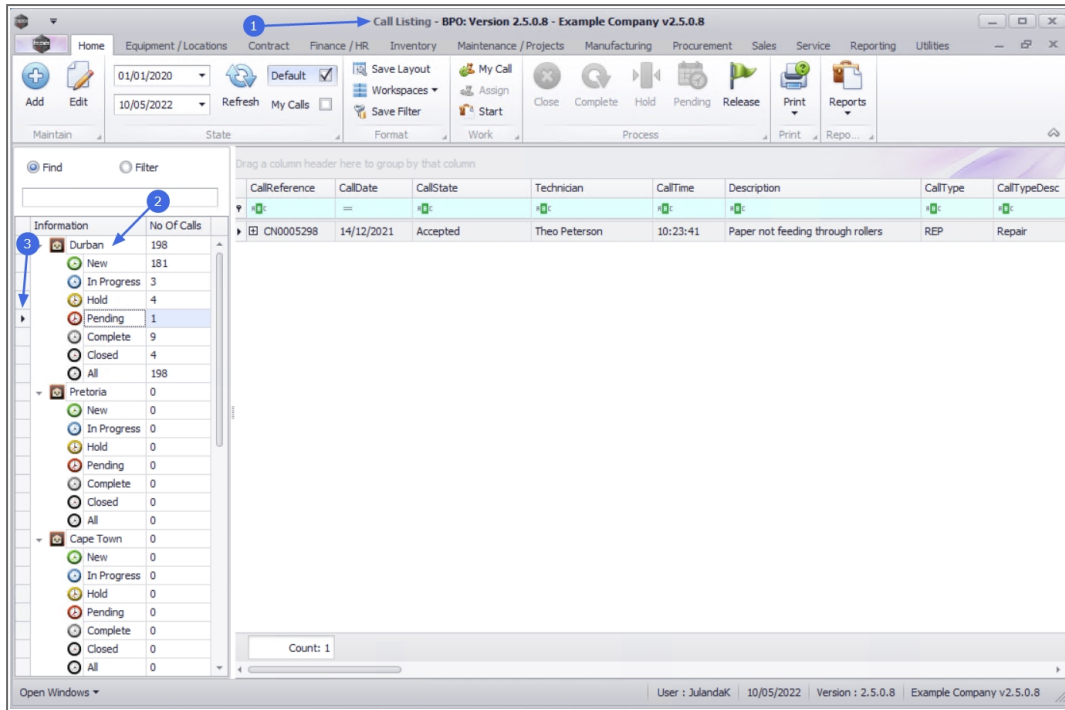
- Awaiting client response
- Client unreachable
- Required senior Technician

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

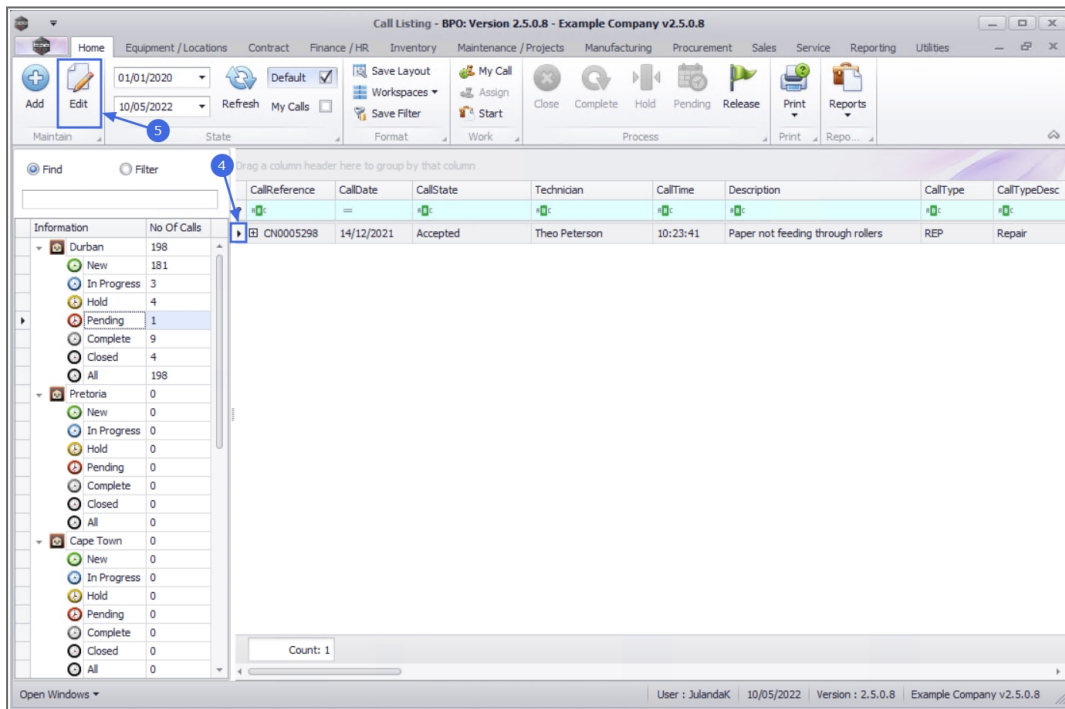
Ribbon Access: *Service > Calls*



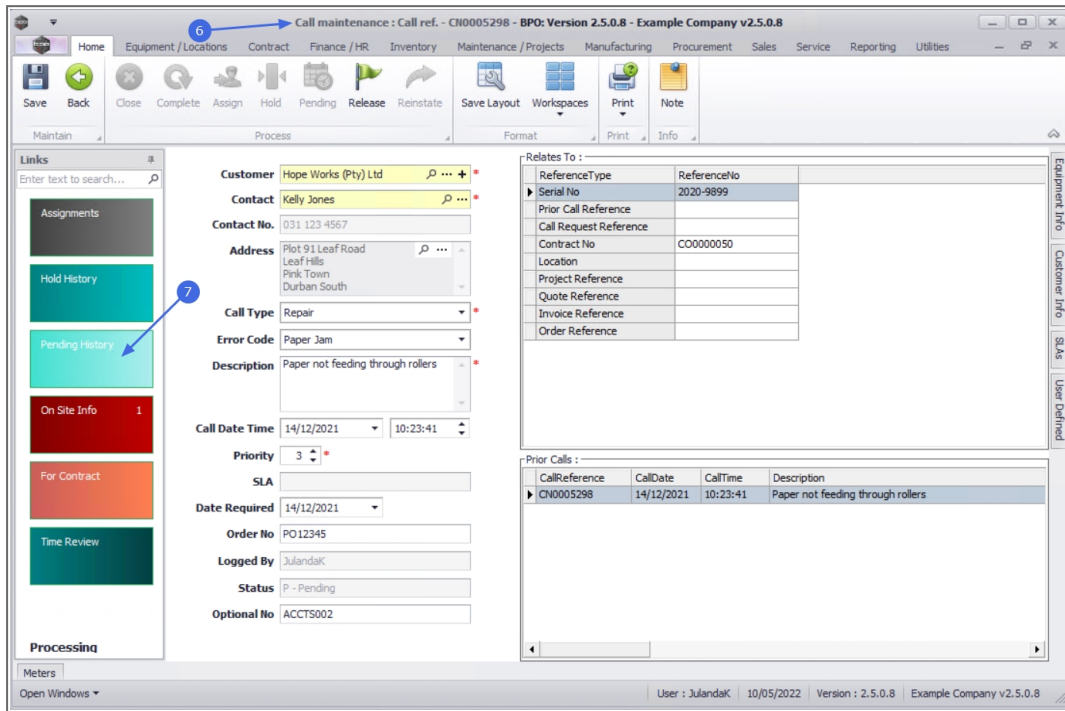
1. The **Call Listing** screen will be displayed.
2. Select the **Site** where the call was logged.
 - The example has **Durban** selected.
3. Select the **Status** for the call.
 - The example has **Pending** selected.



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



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



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.

fid Call Pen...	fid Call ID	fid Pending ...	fid Pending ...	fid Pending ...	fid Pending ...	fid Est Rele...	fid Est Rele...	fid Release ...	fid Release ...	fid Employe...	fid Employe...
32	1183	14/01/2022	10:07:01	RS	Requires Se...	Senior Tech...	16/01/2022	10:07:01	01/01/1900	00:00:00	501 Mary Thomp...

MNU.122.021