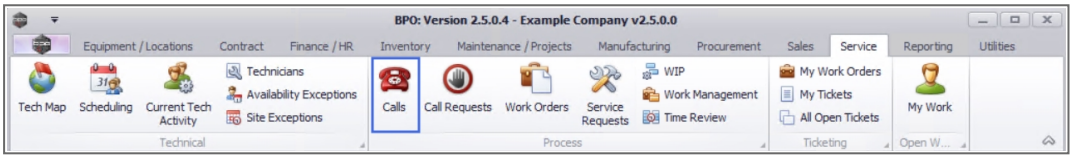
SERVICE

CALLS - ASSIGNMENTS

Ribbon Access: *Service > Calls*



1. The ***Call Listing*** screen will be displayed.
2. Select the ***Site*** and ***Status***.
    - The example has ***Durban*** as the site and the status has been set to ***New***.
3. Click on the ***row*** of the ***call*** you wish to ***Accept*** on behalf of a technician.
4. Click on ***Edit***.

Short cut Key: *Double click* in the ***row*** of the call you wish to **edit**.

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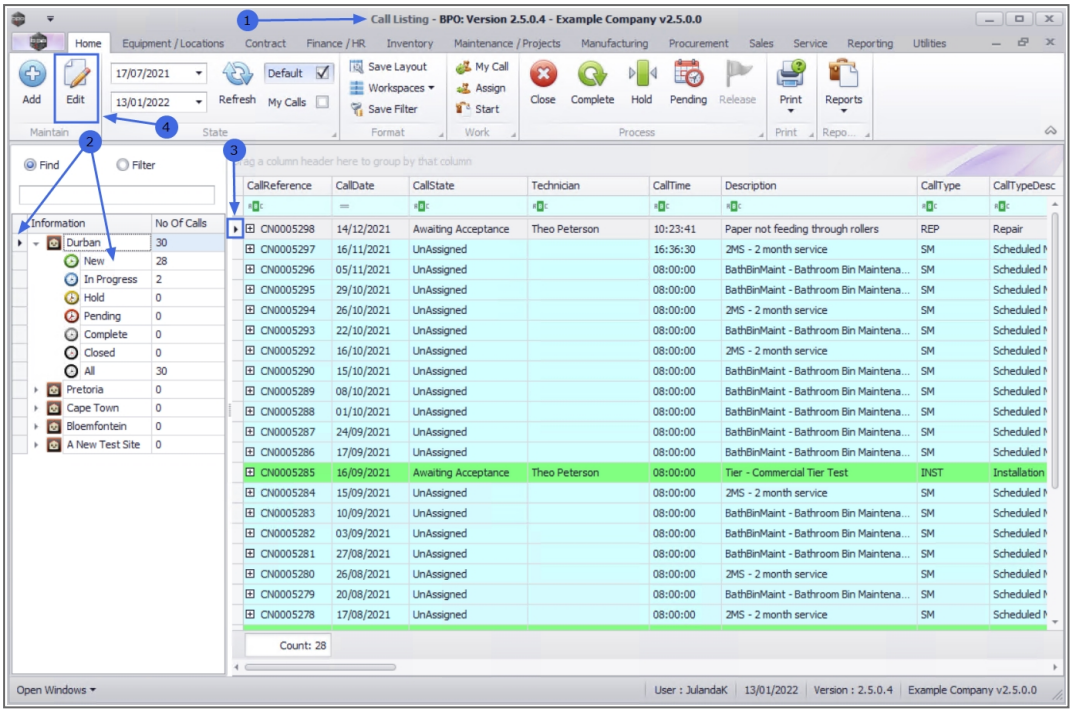
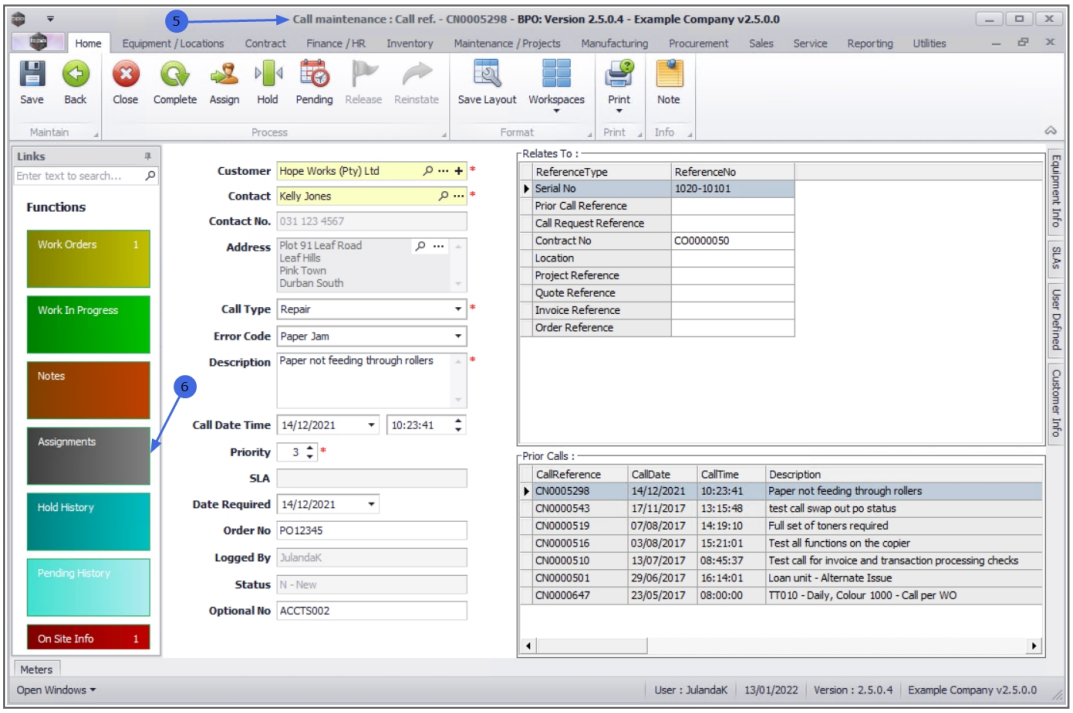


5. The ***Call maintenance: Call ref. - [****call ref. number****]*** screen will be displayed.
6. Click on the ***Assignments*** tile.



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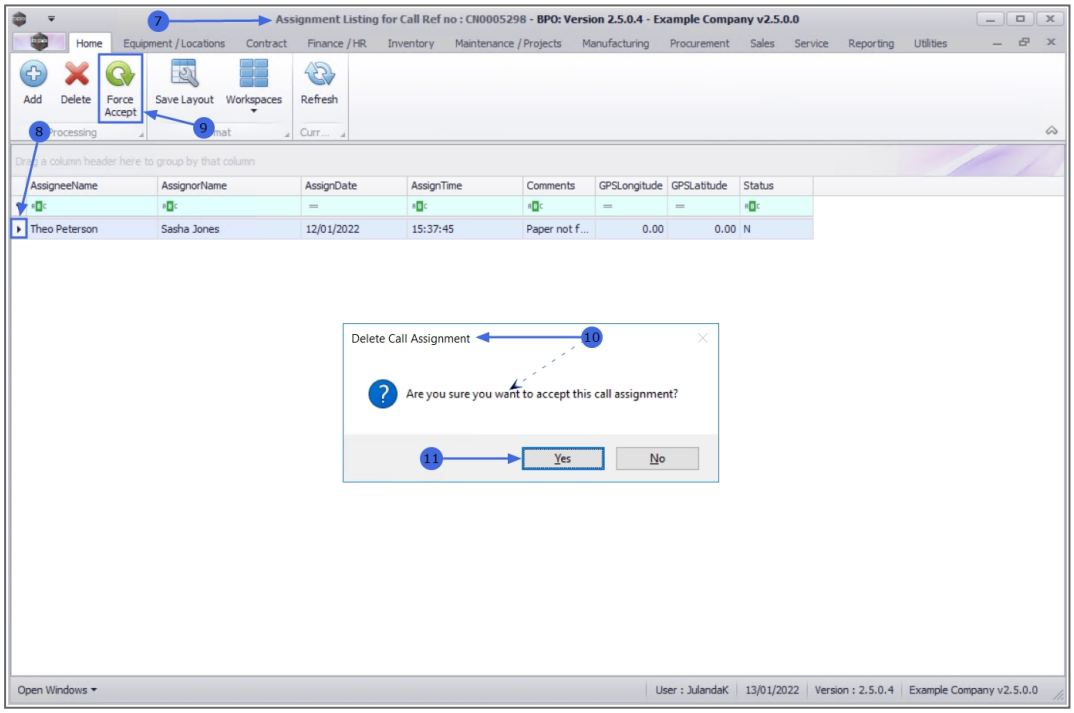
FORCE ACCEPT

This feature is solely for companies using the **Tech Connect** Mobile Device System.

If the technician is using Tech Connect, he will accept the call on his device. Force Accept is used when the technician, does not accept the call, then call centre will accept the call on his behalf, by issuing a force accept.

7. The ***Assignment Listing for Call, Ref no:*** *[call ref number]* screen will be displayed.
8. Click on the ***row*** of the ***technician*** you wish to ***accept*** the call for.
9. Click on ***Force Accept***.
10. A ***Delete Call Assignment*** message box will display to confirm;
    - ***Are you sure you want to accept this call assignment?***
11. Click on ***Yes***.



12. ***Close*** the ***Assignment Listing for Call*** screen.

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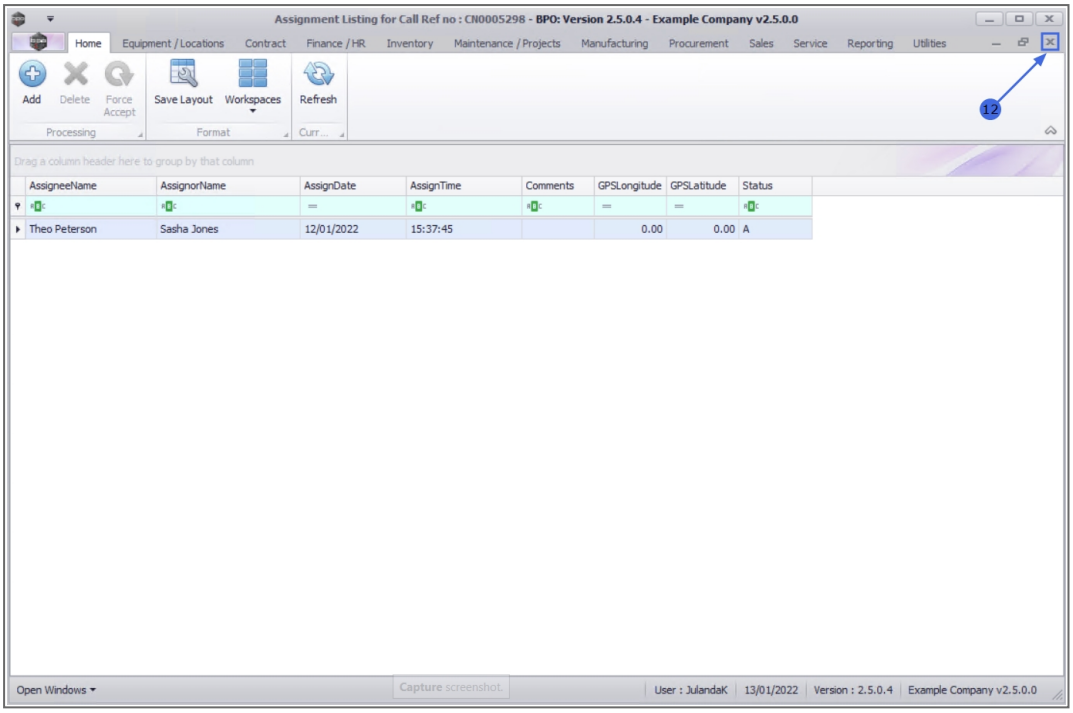

15. You will return to the ***Call Listing*** screen.
16. Change the ***Status*** to ***In Progress***, to view the call.

> Note that the *Call State* has changed to *Accepted*.

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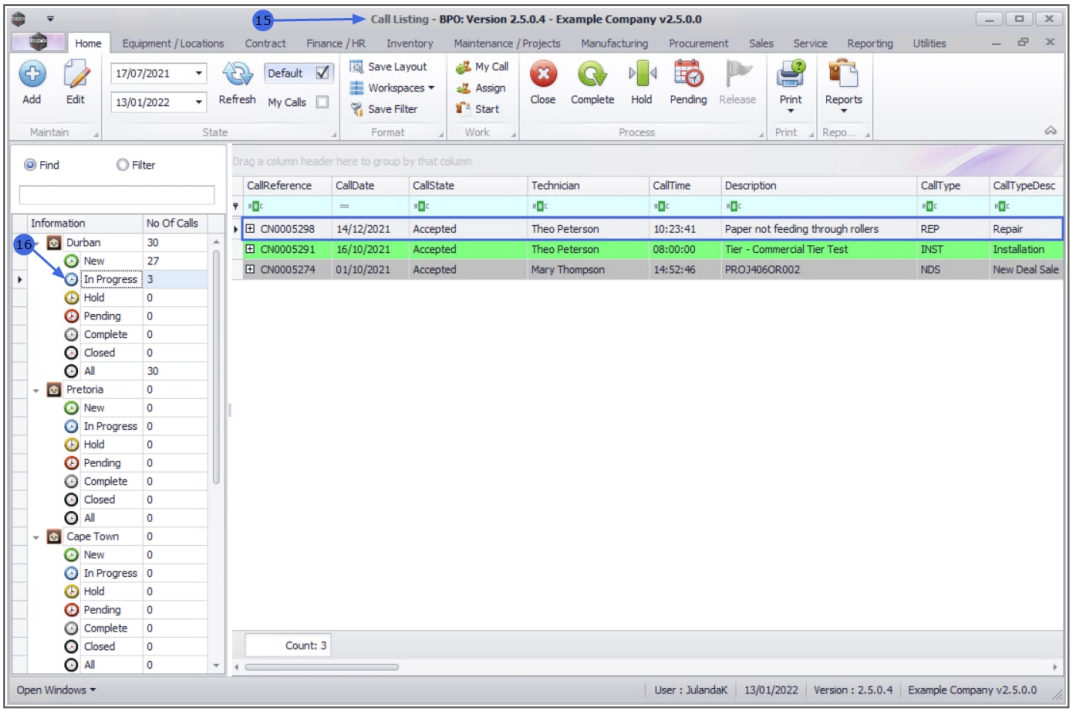

ASSIGN CALL ASSIGNMENT

1. From the ***Assignment Listing for Call Ref no :*** *[call ref. number]* screen.
2. Click on ***Add***.

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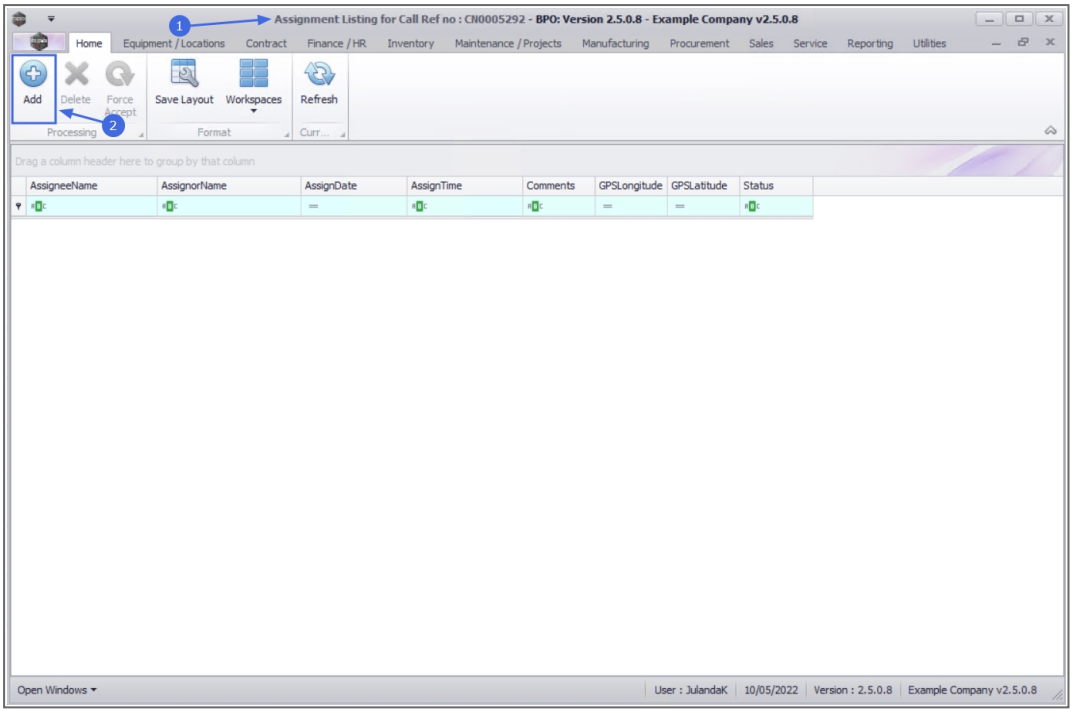
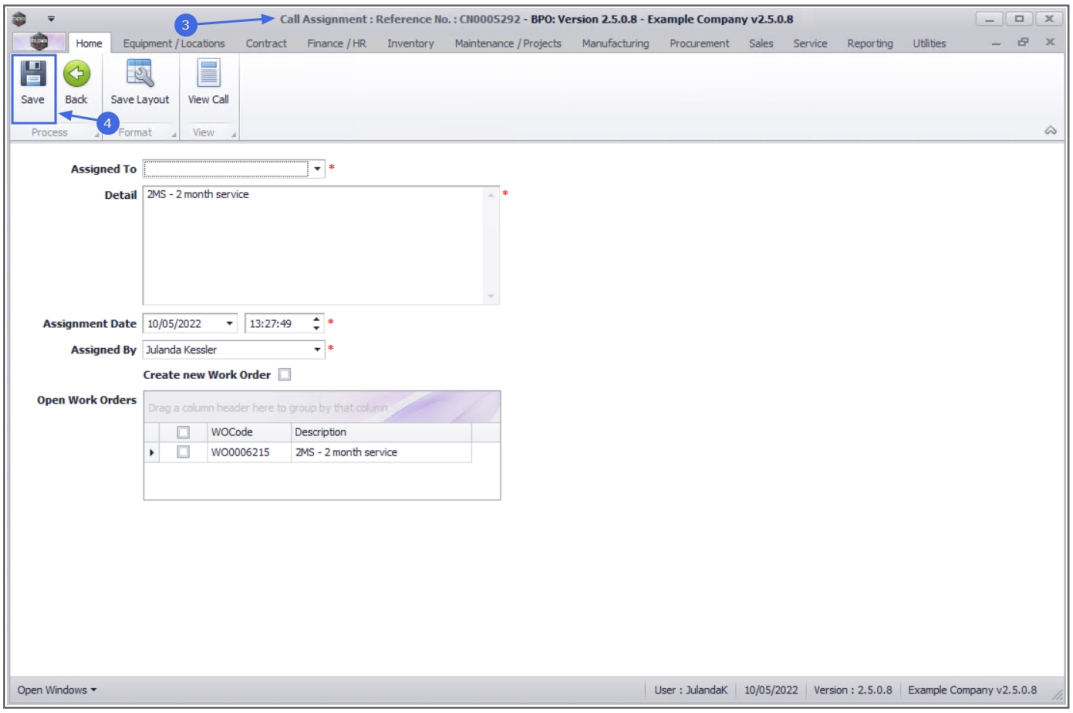


3. " The Call Assignment: Reference No: [call ref number] screen will be displayed. " on page 3
4. Complete the assignment screen and click on ***Save***.



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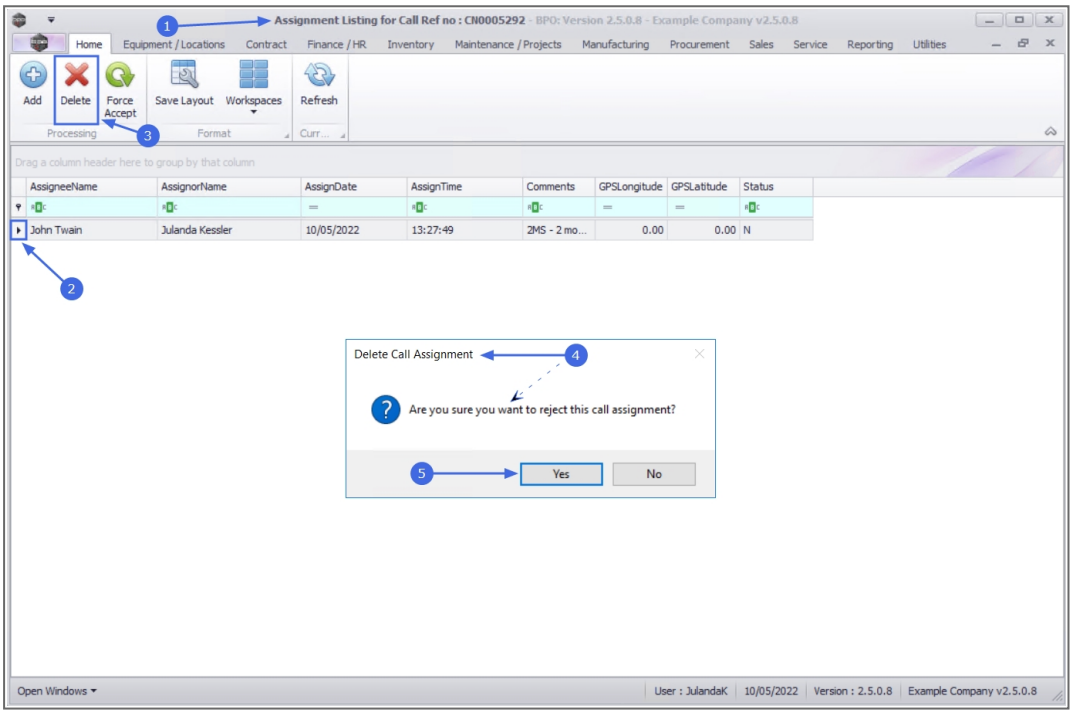
REJECT CALL ASSIGNMENT

1. From the ***Assignment Listing for Call Ref no : [****call ref number****]*** screen,
2. Click on the ***row*** of the assignment you wish to remove.
3. Click on ***Delete***.
4. When you receive the ***Delete Call Assignment*** message to confirm;
    - ***Are you sure you want to reject this call assignment?***
5. Click on ***Yes***.



6. Next you will receive the ***Rejection Comments*** screen.
7. Click in the comments section and type the rejection comments.
8. Click on ***Save***.

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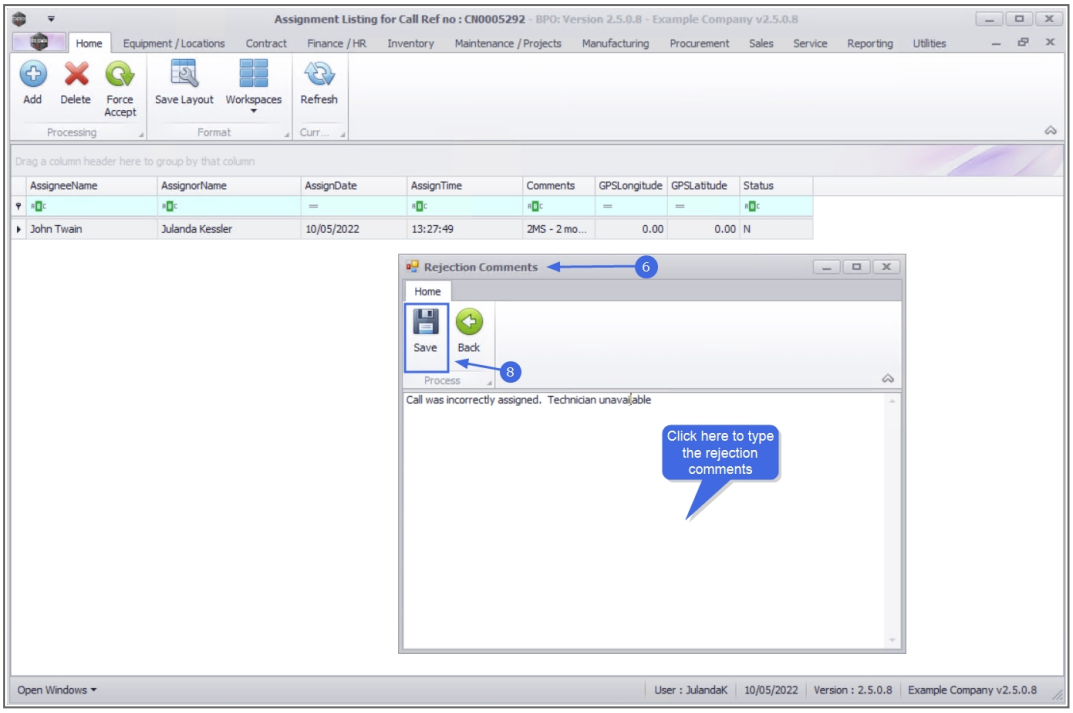
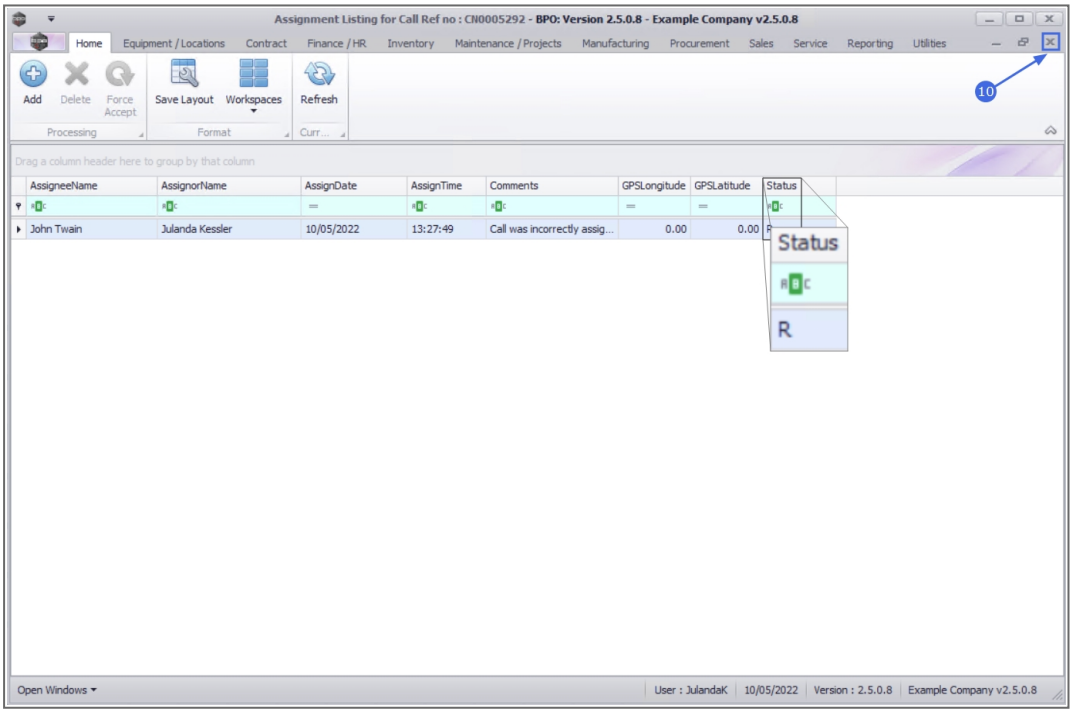


9. The Status has been updated to ***R*** - Rejected.
10. ***Close*** the screen to return to the Call maintenance screen



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