

SERVICE

CALLS - DELIVERY REPORT

All issues made to a Call has been combined on one Call Delivery Note.

Ribbon Access: Service > Calls



- 1. The *Call Listing* screen will be displayed.
- 2. Select the *Site* and *Status*.
 - The example has *Durban* as site and the *New* status selected .
- Click on the *row* of the *call* you wish to generate the call delivery note for.
- 4. Click on the *Print* button to display a list of *Report Options*.
- 5. Click on *Delivery Report*.



Calls - Print Delivery Report

		(1	Call	Listing - BPO: Version	2.5.0.7 - Example Com	ipany v2.5.0.7			
Home Equ	ipment / Locatio	ns	Contract Fina	ance / HR In	ventory Maintenand	e / Projects Manufact	uring Procur	ement Sales Service Repor	ting Utilities	_ 8 >
Add Edit 01/01	/2019 • /2022 •	Refre	Default 🗹 esh My Calls 🗌	Worksp	aces • 🍪 My Call ter Start	Close Complete H	Iold Pending	Release Print Reports		
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New V	271			09/01/2019	UnAssigned		15:18:11	Test prioritised call types	SW	Software
Hold	14		E CN0000806	09/01/2019	UnAssigned		15:18:11	Test prioritised call types	SW	Software
Pending	1		CN0005055	11/01/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Mainter	na SM	Scheduled Maint
O Complete	12			17/01/2019	UnAssigned		08:00:00	2MS - 2 month service	SM	Scheduled Maint
O Closed	6			18/01/2019	UnAssigned		08:00:00	Tier - Commercial Tier Test	INST	Installation
	300			18/01/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Mainter	na SM	Scheduled Maint
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In Progress	0			08/02/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Mainter	na SM	Scheduled Main
(b) Hold	0		E CN0005062	15/02/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Mainter	na SM	Scheduled Main
Pending	0		E CN0005064	19/02/2019	UnAssigned		08:00:00	2MS - 2 month service	SM	Scheduled Main
Complete	0	-	E CN0005063	19/02/2019	UnAssigned		08:00:00	Tier - Commercial Tier Test	INST	Installation
G All	0		CN0005065	22/02/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Mainter	na SM	Scheduled Main
- D Cape Town	0			27/02/2019	UnAssigned		08:00:00	2MS - 2 month service	SM	Scheduled Main
New	0	-		01/03/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Mainter	na SM	Scheduled Main
In Progress	0			08/03/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Mainter	na SM	Scheduled Main
Hold	0	-	E CN0005069	15/03/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Mainter	na SM	Scheduled Main
Pending	0			16/03/2019	UnAssigned		08:00:00	2MS - 2 month service	SM	Scheduled Main
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pen Windows 🔻							User :)	ulandaK 20/01/2022 Version : 2.5	.0.7 Example Co	mpany v2.5.0.7

- 7. When you receive the *Report Generation* message to confirm;
 - Do you want to print the call delivery report for call CN [number]?
- 8. Click on Yes.



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Pending	1	[E CN0005055	11/01/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintena	SM	Scheduled Maint
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Cape Town	0		E CN0005057	01/02/2019	UnAssigned		08:00:00	PathPinMaint - Pathroom Pin Maintena	CM	Scheduled Maint
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Dpen Windows User : JulandaK 20/01/2022 Version : 2.5.0.7 Example Company v2.5.0.7										

- 9. The Call Delivery Note will display in the *Report Preview* screen.
- 10. From this screen you can make cosmetic changes to the document, as well as *Save*, *Zoom*, *Add a Watermark*, *Export* or *Email* the Call Delivery Note.
- 11. Click on *Close* to return to the *Call List* screen.





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