

## SERVICE

## **CALLS - SERVICE HISTORY REPORT**

The machine **Service History Report** can be printed directly from the Call Listing screen, whether a call is open or closed.

The service history report can also be generated per asset from the Asset Listing screen. Refer to Assets - Print - Service History Report

**Ribbon Access:** Service > Calls

	Ŧ	BPO: Version 2.5.0.4 - Example Company v2.5.0.0												_ <b>—</b> X	
		Equipment / Location	ns Cor	ntract Finar	nce / HR	Invento	ory Mainten	ance / Projects	Manufa	cturing	Procurement	Sales	Service	Reporting	Utilities
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		Tech	nical		4			Proces	s		4	Ticke	ting 4	Open W	$\Diamond$

- 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 .
- 3. Click on the *row* of the *call* you wish to generate a machine service history report for.
- 4. Click on the *Print* button to display a list of *Report Options*.
- 5. Click on *Service History Serial No.*.



## Calls - Service History Report

				1	Call Lie	sting - BPO: Version 2.5	.0.7 - Example Compar	iy v2.5.0.7				
Hor	me Equi	ipment / Locati	ions	Contract Finan	ce / HR Inv	entory Maintenance /	Projects Manufacturing	Procureme	nt Sales	Service Reporting I	Julities	_ & ×
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Information		No Of Calls		E CN0005301	18/01/2022	Awaiting Acceptance	Julanda Kessler	12:59:13	Replace p	Customer Service Hist	ory	Requ
🕨 👻 💽 Durb	an 📕	32	<u>+</u>	CN0005300	18/01/2022	Awaiting Acceptance	Julanda Kessler	12:51:45	Printer dis	WO Report - WO Cod	e WO0006253	air
🕗 N	New	25			18/01/2022	Awaiting Acceptance	Julanda Kessler	12:44:53	Paper kee	os on iamming in machine	ITS	IT-Support
O 10	n Progress	0			26/10/2021	Awaiting Acceptance	Julanda Kessler	08:00:00	2MS - 2 m	onth service	SM	Scheduled I
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- Cane	e Town	0			27/08/2021	UnAssigned		08:00:00	BathBinMa	int - Bathroom Bin Maintena	SM	Scheduled I
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00	Complete	0										
O 0	Closed	0		Count: 25								
O A	All	0	<b>T</b> 4	C	2							)
Open Windows	•							User : Julanda	aK 21/01/	2022 Version : 2.5.0.7 E	xample Company	y v2.5.0.7

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



Ŧ				Call Lis	ting - BPO: Version 2.5	.0.7 - Example Compa	ny v2.5.0.7			_ <b>D</b> X
Home Equi	pment / Locatio	ins	Contract Finan	ce / HR Inve	ntory Maintenance /	Projects Manufacturing	g Procureme	ent Sales Service Reporting	Utilities	_ & >
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Information	No Of Calls	_		18/01/2022	Awaiting Acceptance	Julanda Kessler	12:59:13	Replace part - current faulty	PR	Parts Requ
👻 🔯 Durban	32	<u>^</u>	E CN0005300	18/01/2022	Awaiting Acceptance	Julanda Kessler	12:51:45	Printer displaying error code	REP	Repair
O New	25			18/01/2022	Awaiting Acceptance	Julanda Kessler	12:44:53	Paper keeps on jamming in machine	ITS	IT-Support
In Progress	0			26/10/2021	Awaiting Acceptance	Julanda Kessler	08:00:00	2MS - 2 month service	SM	Scheduled I
Hold	3	11		22/10/2021	Awaiting Acceptance	Julanda Kessler	08:00:00	BathBinMaint - Bathroom Bin Maintena	SM	Scheduled I
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- 🖸 Cape Town	0		⊞ CN0005281	27/08/2021	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintena	SM	Scheduled I
O New	0		⊞ CN0005280	26/08/2021	UnAssigned		08:00:00	2MS - 2 month service	SM	Scheduled I
In Progress	0			20/08/2021	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintena	SM	Scheduled I
Hold	0			17/08/2021	UnAssigned		08:00:00	2MS - 2 month service	SM	Scheduled I
Pending Camplata	0		CN0005277	17/08/2021	UnAssigned		08:00:00	Tier - Commercial Tier Test	INST	Installation
Complete	0		Count: 25							
	0		count: 25							
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- 8. The Service History Report will display in the *Report Preview* screen.
- From this screen you can make cosmetic changes to the document, as well as *Save*, *Zoom*, *Add a Watermark*, *Export* or *Email* the Service History Report.
- 10. Click on *Close* to return to the *Call List* screen.





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