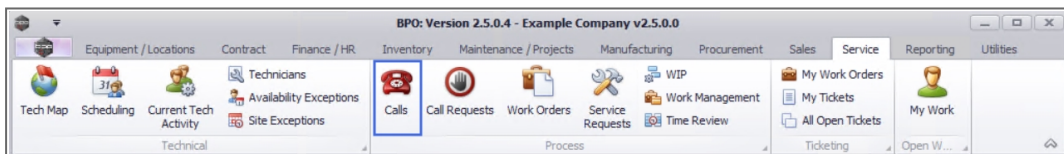


SERVICE

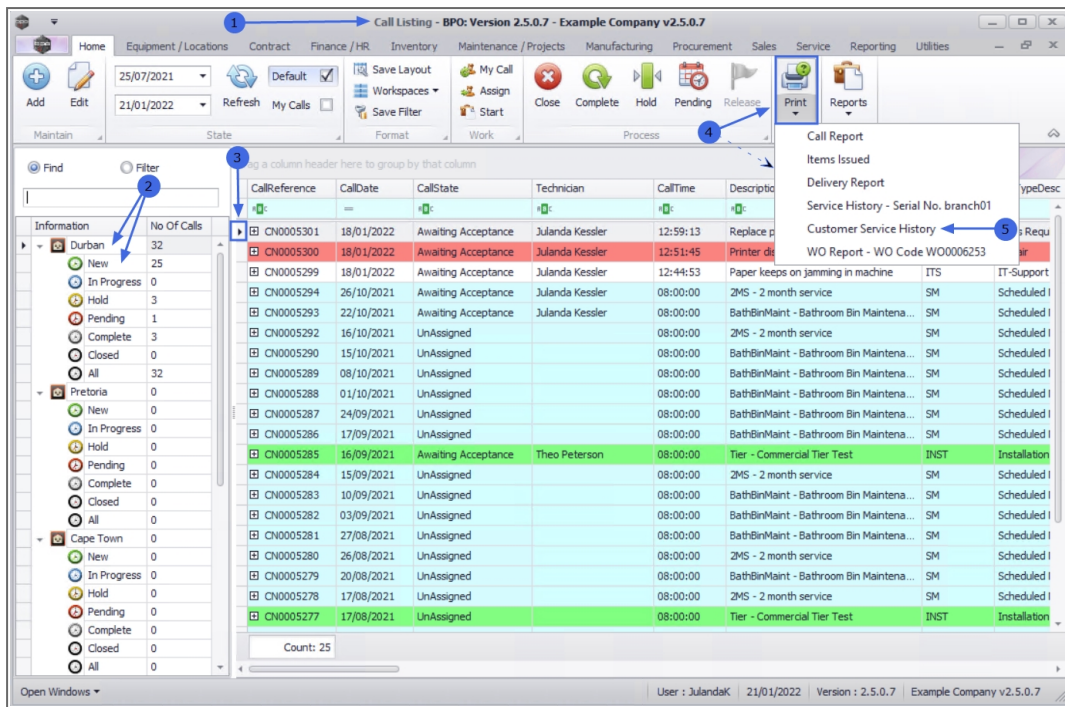
CALLS - CUSTOMER SERVICE HISTORY REPORT

When a call has been linked to a Serial Number, then the Customer Service History option will be available for generation. The Customer Service History Report is available on the call listing, call maintain and asset listing screen, this report can be generated from each screen's respective print button. The report will display all calls relating to a customer, the related asset, along with all parts issued, meter readings and work order information that was captured.

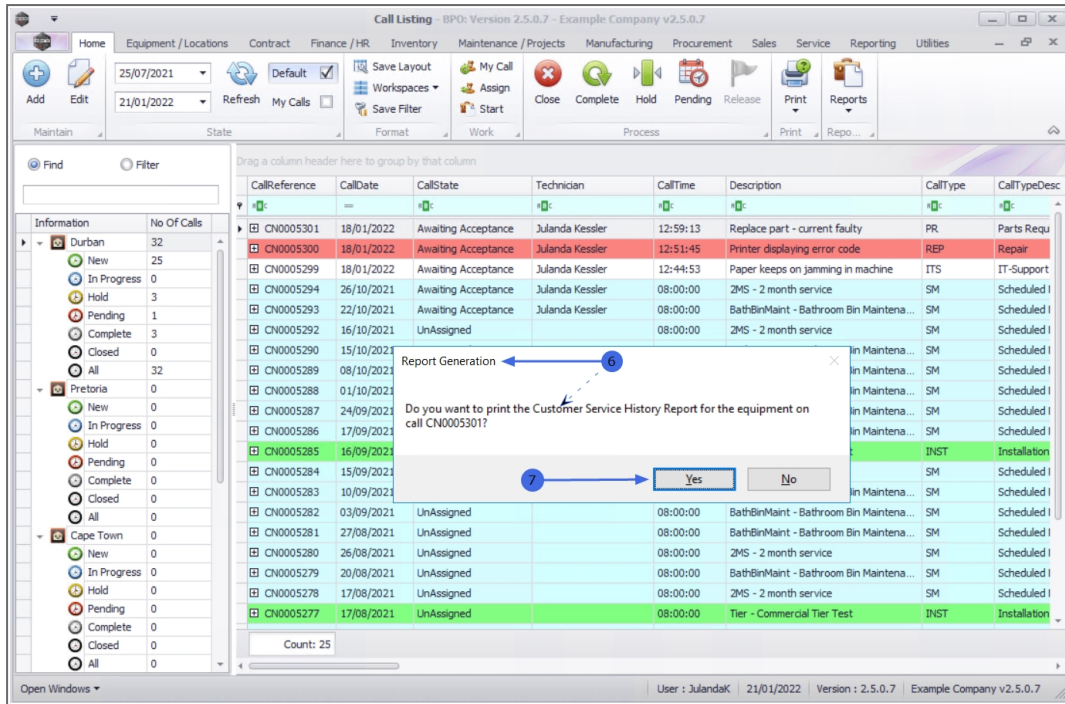
Ribbon Access: *Service > Calls*



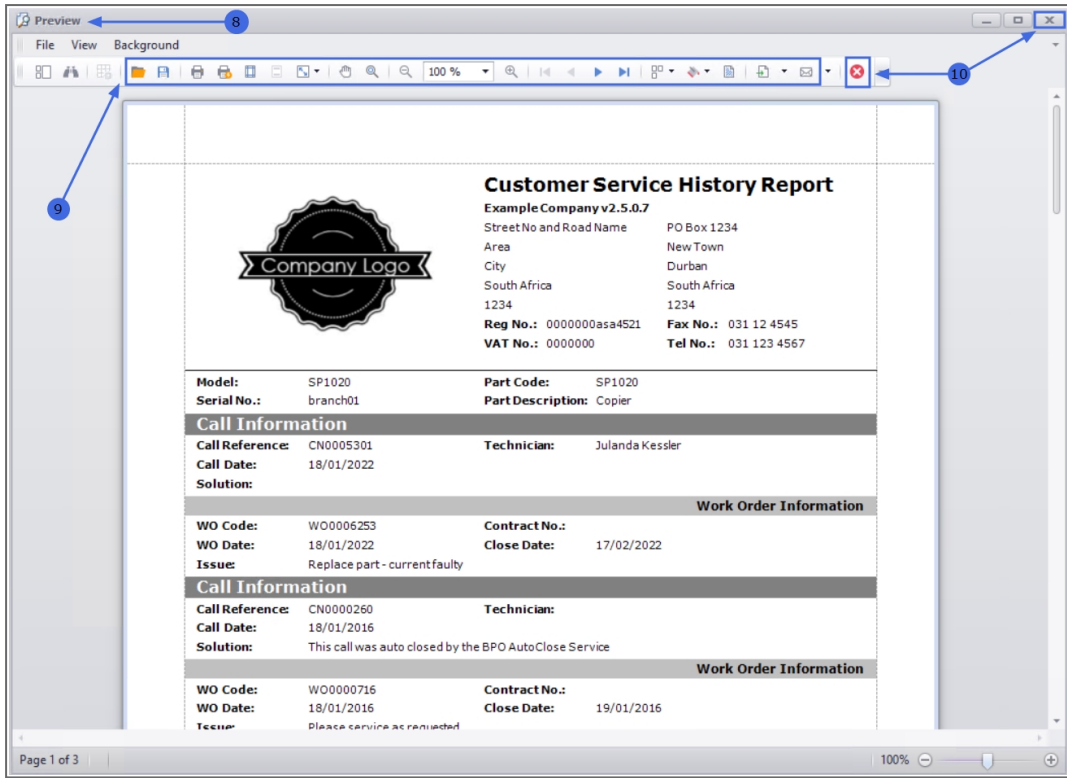
1. The **Call Listing** screen will be displayed.
2. Select the **Site** and **Status**.
 - The example has **Durban** as site and the **New** status selected .
3. Click on the **row** of the **call** you wish to generate the customer service history report for.
4. Click on the **Print** button to display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



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



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



Customer Service History Report
Example Company v2.5.0.7
 Street No and Road Name PO Box 1234
 Area New Town
 City Durban
 South Africa South Africa
 1234 1234
Reg No.: 0000000asa4521 **Fax No.:** 031 12 4545
VAT No.: 0000000 **Tel No.:** 031 123 4567

Model:	SP1020	Part Code:	SP1020
Serial No.:	branch01	Part Description:	Copier

Call Information

Call Reference:	CN0005301	Technician:	Julanda Kessler
Call Date:	18/01/2022		
Solution:			

Work Order Information

WO Code:	WO0006253	Contract No.:	
WO Date:	18/01/2022	Close Date:	17/02/2022
Issue:	Replace part - current faulty		

Call Information

Call Reference:	CN0000260	Technician:	
Call Date:	18/01/2016		
Solution:	This call was auto closed by the BPO AutoClose Service		

Work Order Information

WO Code:	WO0000716	Contract No.:	
WO Date:	18/01/2016	Close Date:	19/01/2016
Issue:	Please service as requested		

Page 1 of 3 | 100%

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