



## SERVICE

## CALLS - FUNCTIONAL LOCATION SERVICE HISTORY REPORT

When a Call has been linked to a Functional Location, then the **Functional Location Service History Report** will be available for generation, to view customer specific activity done for a location.

This report can also be generated per location from the Customer Location Listing screen. Refer to "Customer Location Service History Report" on page 17

Ribbon Access: Service > Calls

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- 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 print the functional location service history report for.
- 4. Click on the *Print* button to display a list of *Report Options*.
- 5. Click on *Functional Location Service History*.



## Calls - Functional Location Service History Report

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In Progress		-		26/10/2021	Awaiting Acceptance	Julanda Kessler	08:00:00	2MS - 2 month service	SM	Scheduled	
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- 6. When you receive the *Report Generation* message to confirm;
  - Do you want to print the Customer Location Service History Report for the location on call [call ref number]?
- 7. Click on Yes.

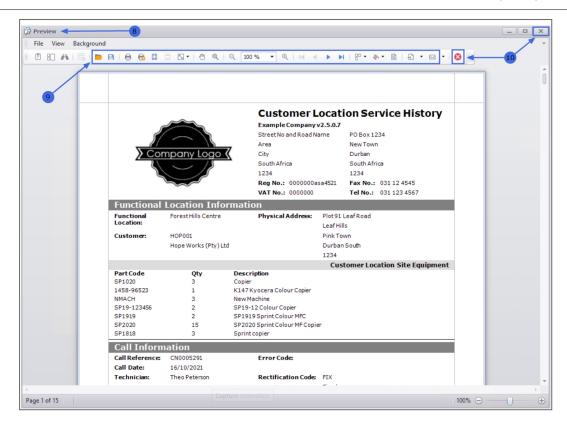


## Calls - Functional Location Service History Report

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- 8. The Customer Location 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 Customer Location Service History Report.
- 10. Click on *Close* to return to the *Call List* screen.





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