


# SERVICE

## CALLS – FUNCTIONAL LOCATION SERVICE HISTORY REPORT

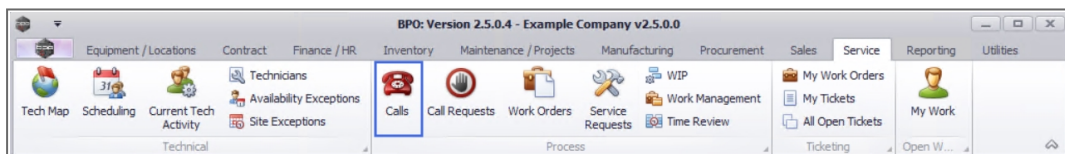
When a Call has been linked to a Functional Location, then the **Functional Location Service History Report** will be available for generation, to view customer specific activity done for a location.

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

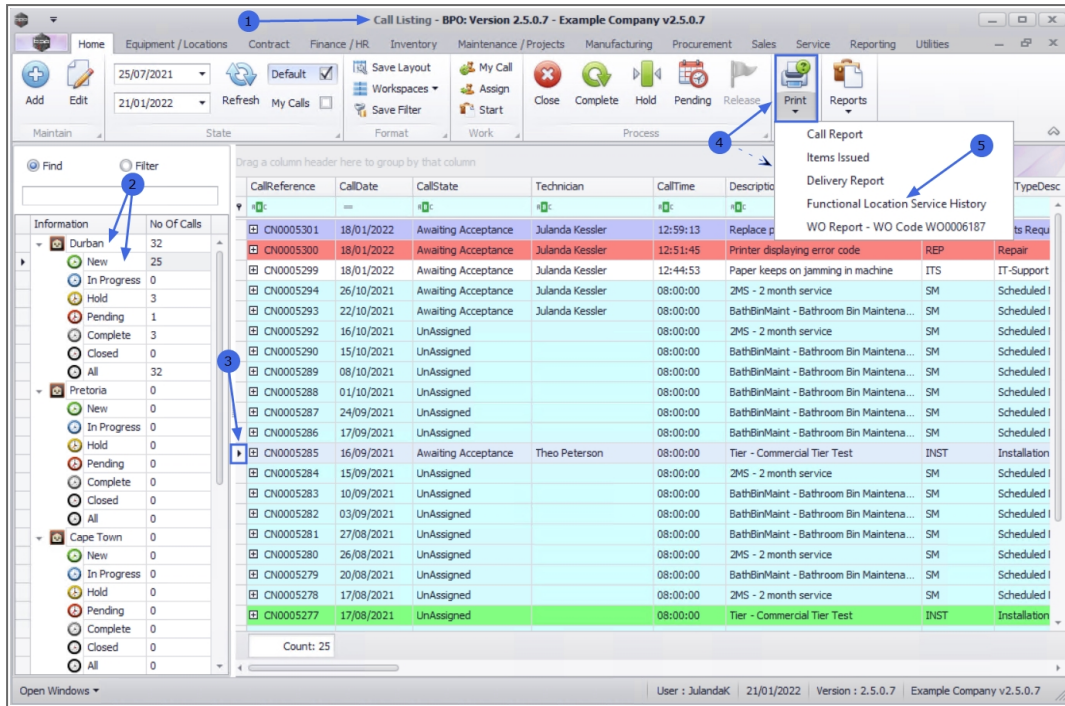
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**Ribbon Access:** *Service > Calls*

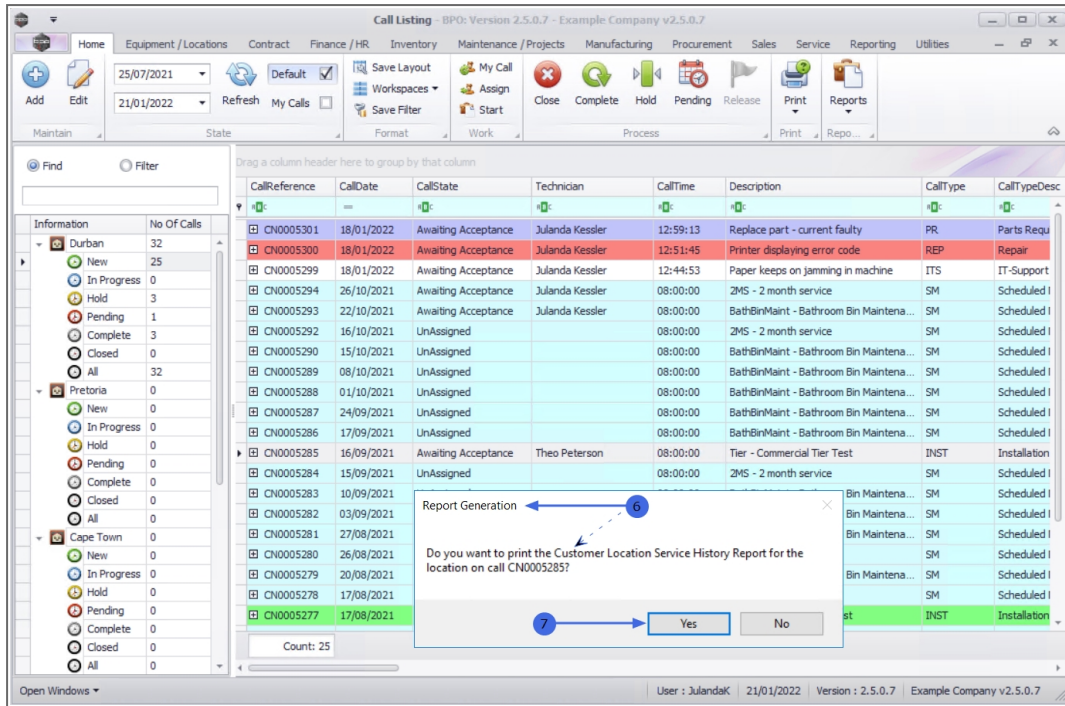
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1. The **Call Listing** screen will be displayed.
2. Select the **Site** and **Status**.
  - The example has **Durban** as site and the **New** status selected .
3. Click on the **row** of the **call** you wish to print the functional location service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



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**.



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

**Customer Location Service History**  
**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

**Functional Location Information**

<b>Functional Location:</b>	Forest Hills Centre	<b>Physical Address:</b>	Plot 91 Leaf Road Leaf Hills
<b>Customer:</b>	HOP001 Hope Works (Pty) Ltd		Pink Town Durban South 1234

**Customer Location Site Equipment**

Part Code	Qty	Description
SP1020	3	Copier
1458-96523	1	K147 Kyocera Colour Copier
NMACH	3	New Machine
SP19-123456	2	SP19-12 Colour Copier
SP1919	2	SP1919 Sprint Colour MFC
SP2020	15	SP2020 Sprint Colour MF Copier
SP1818	3	Sprint copier

**Call Information**

<b>Call Reference:</b>	CN0005291	<b>Error Code:</b>	
<b>Call Date:</b>	16/10/2021	<b>Rectification Code:</b>	FIX
<b>Technician:</b>	Theo Peterson		

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