# SERVICE

CALL REQUESTS – DELETE CALL REQUEST

A *Call Request* can also be referred to as a *pre-call*. This feature is a business aid, to make a note of request(s) from a customer who is on hold, or who is over their allocated credit limit, or whose contract is on hold. No action will be taken to fix the customer issue until the customer and/or contract is no longer on hold, or the account has been settled. The call request is then converted to a *Call* and the standard call process is followed.

If the customer cancels the Call Request, or if the waiting period expires, then the Call Request can be deleted.

🔔 It is up to your company to determine when to delete a Call Request, or to determine the Call Request expiry period. If this has not been decided, may result in a busy Call Requests screen, or a user may accidentally convert a request into a call, when a conversion was not required.
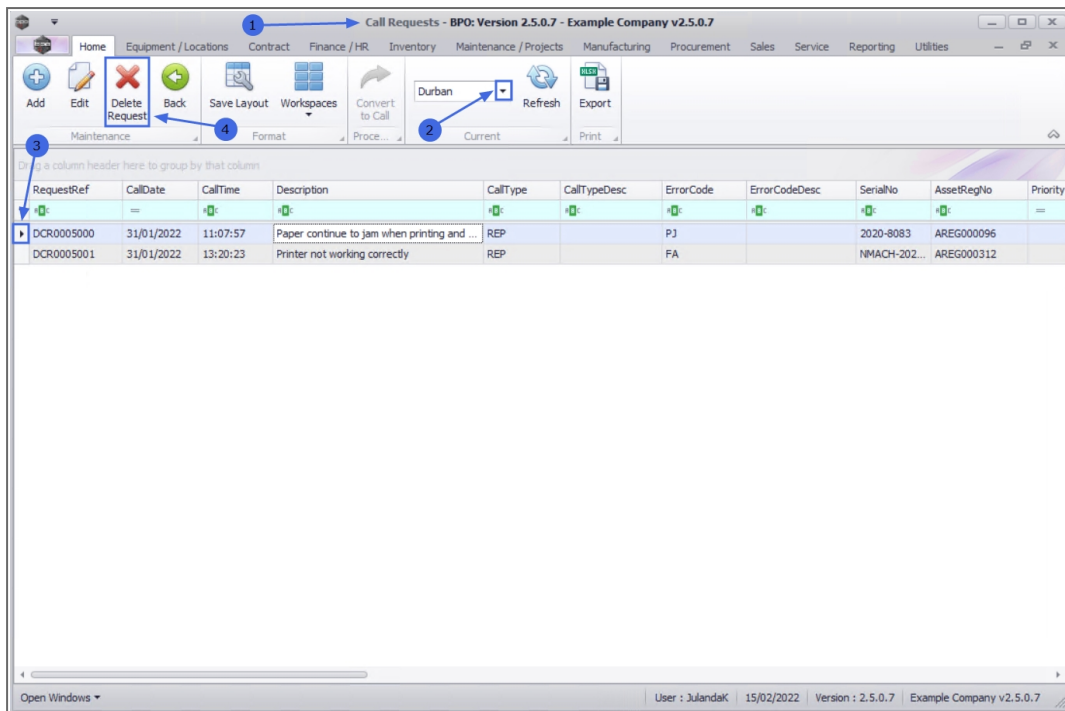
Ribbon Access: *Service > Call Requests*
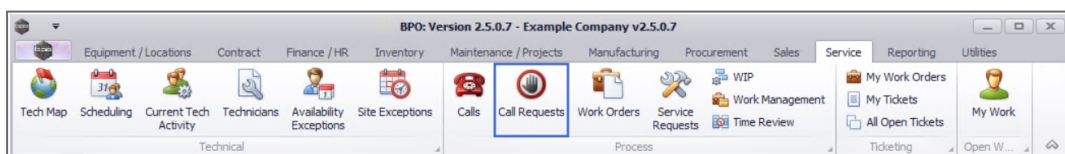
1. The *Call Requests* listing screen will be displayed.
2. Select the *Site* where the call request was logged.
   - The example has *Durban* selected.
3. Click on the *row* of the call request you wish to delete.
4. Click on *Delete Request*.

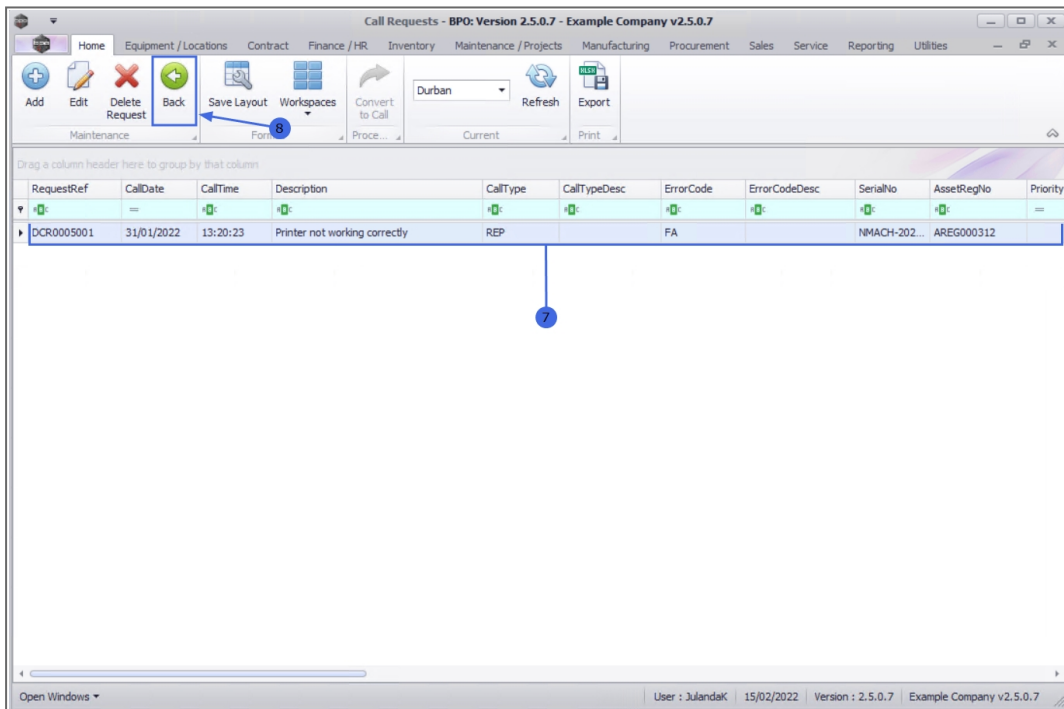⊘ **Short cut key:** *Right click* to display the *Process* menu list. Click on *Delete*.

5. When you receive the *Call Requests* message to confirm;

    • *Are you sure you want to delete this call request DCR[ref. number]?*

6. Click on *Yes*.
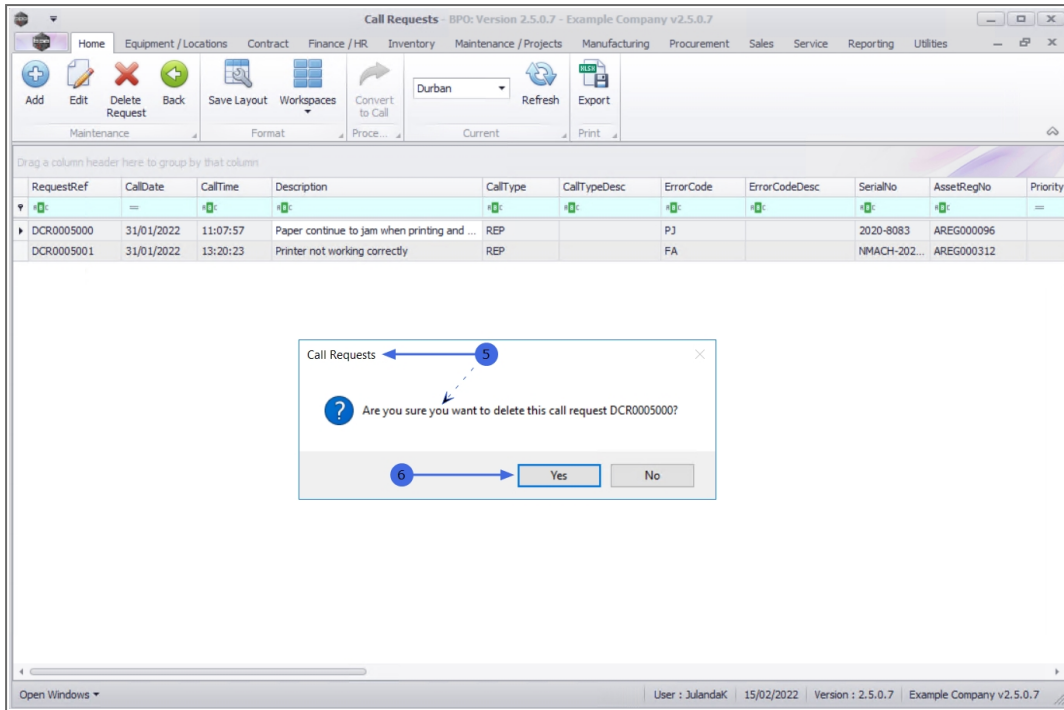
7. The call request will be removed from the *Call Requests* listing screen.
8. Click on *Back* to exit the screen.

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