SERVICE

CLOSURE EXCEPTIONS - FLAG ITEMS

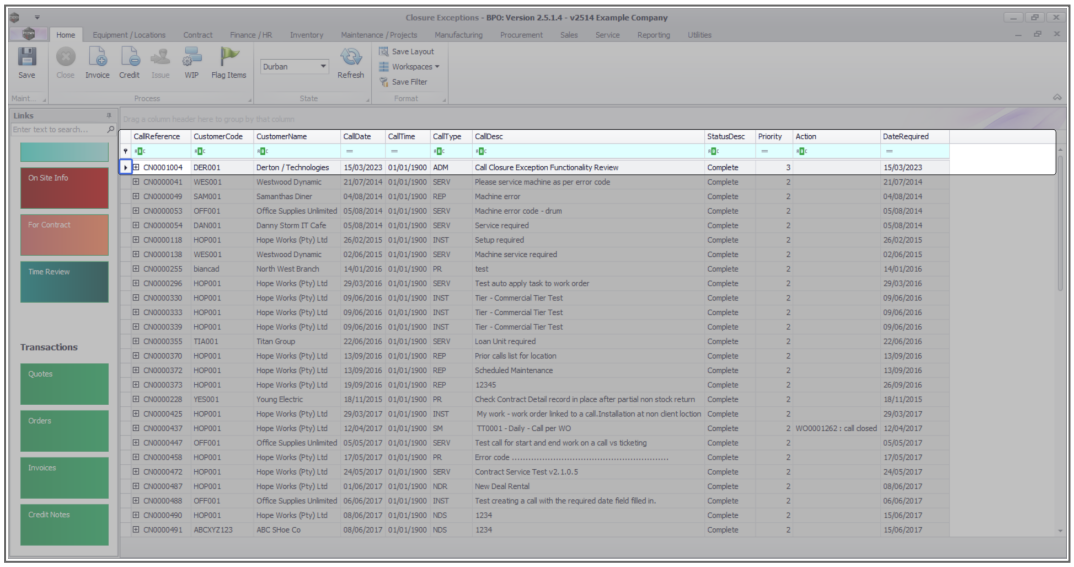
Flagged items as processed indicates that you have actioned the items that were preventing call closure.

SELECT THE CALL

Ribbon Select ***Service > Call Exceptions***

- The ***Closure Exceptions Listing*** screen will be displayed, listing all Completed calls with completed work orders that have closure exceptions.

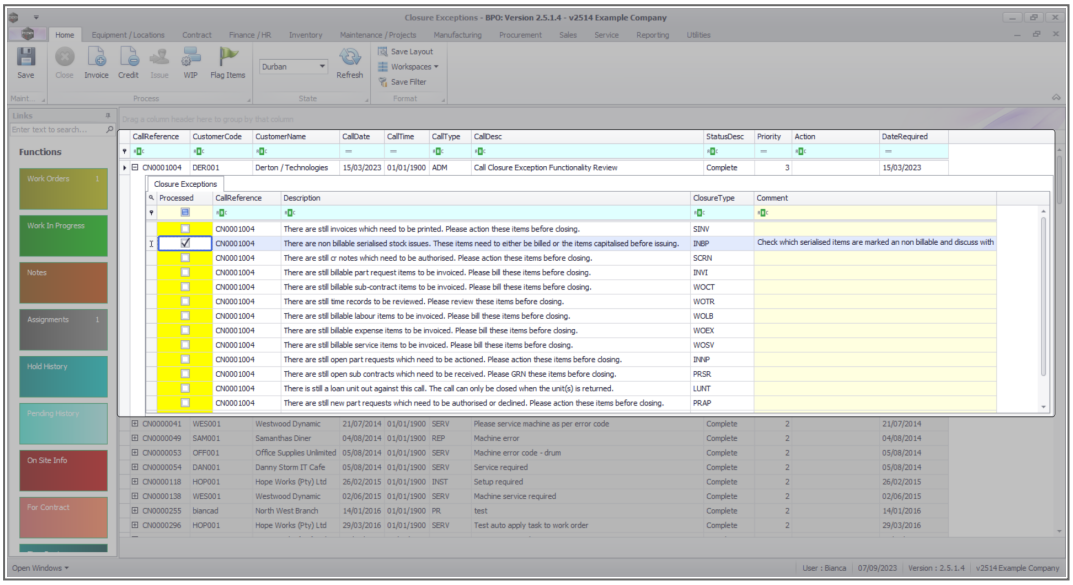
- Click on the row selector in front of the call.



CO3 Technologies (Pty) Ltd © Company Confidential

SELECT THE EXCEPTION ITEM TO FLAG

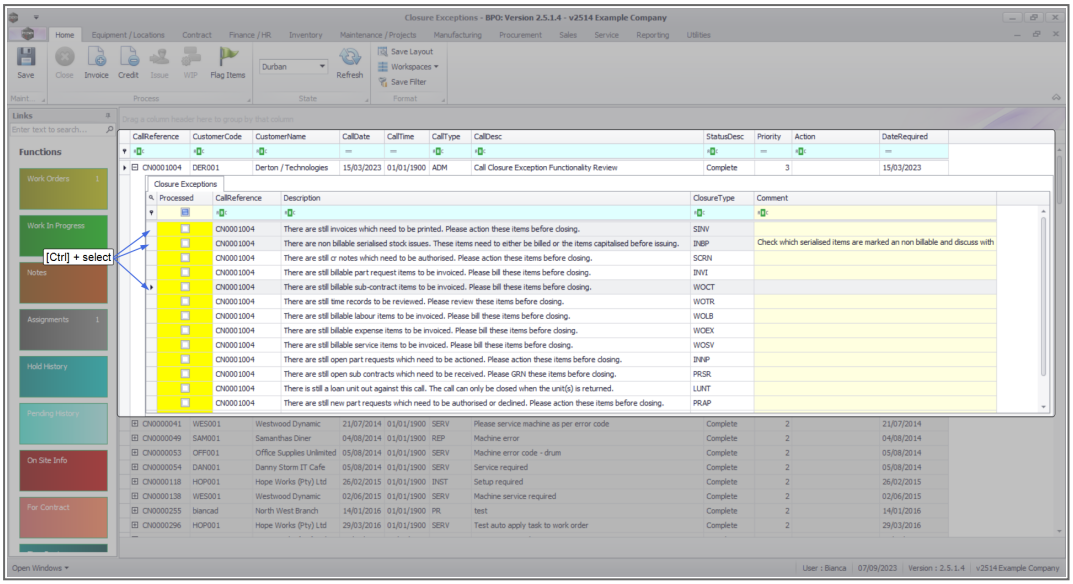
- Click in the **Check box** in front of the exception item you would like to flag as processed.
- You can continue to manually mark each item that needs to be flagged.



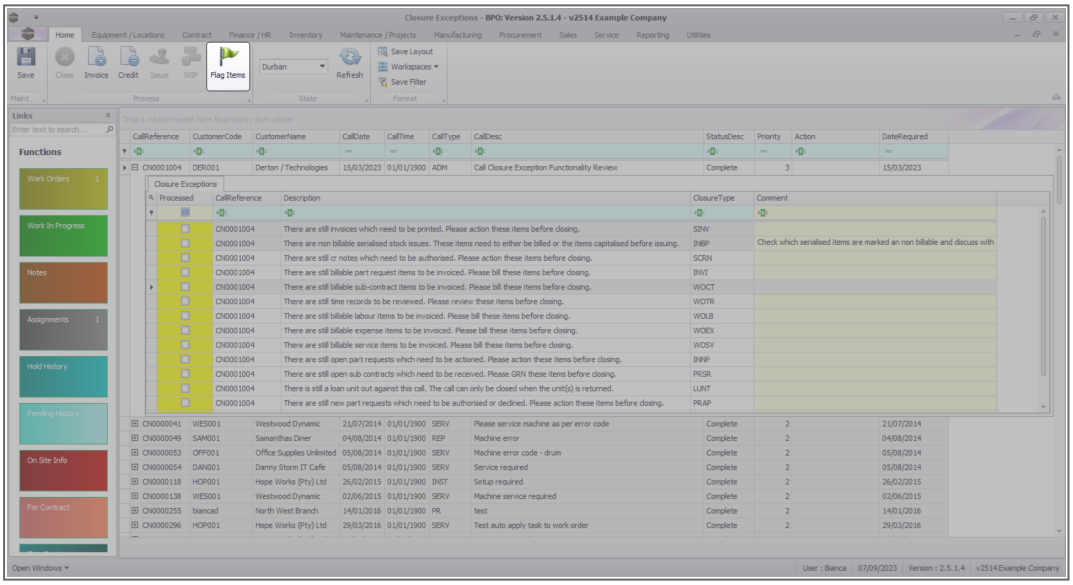
FLAG MULTIPLE ITEMS

- You could also select multiple exception items, by holding down the ***[Ctrl]*** button and clicking each exception line you need to flag.

CO3 Technologies (Pty) Ltd © Company Confidential

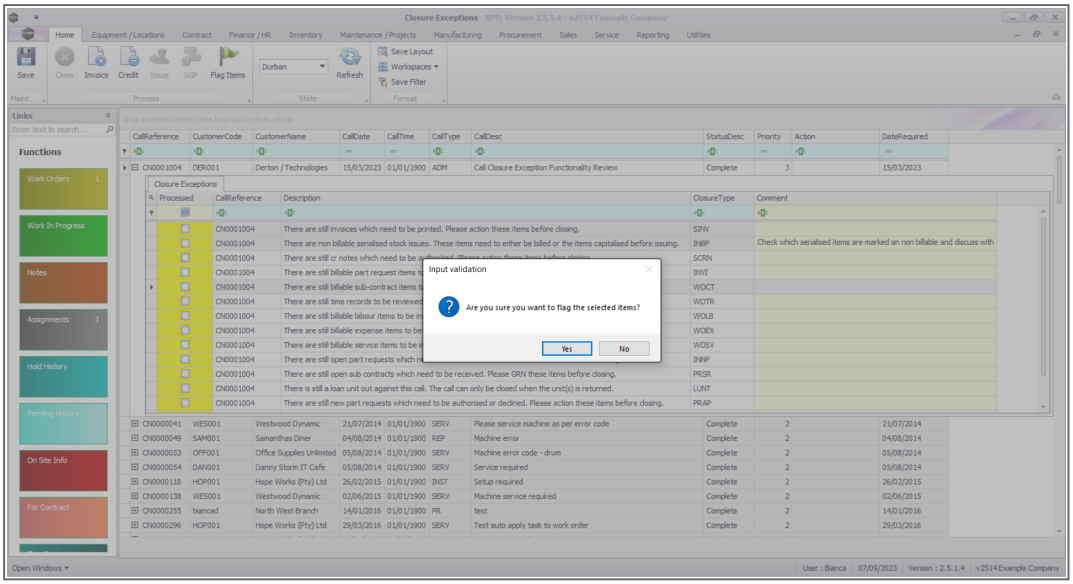


- Then click on the **Flag Items** button.

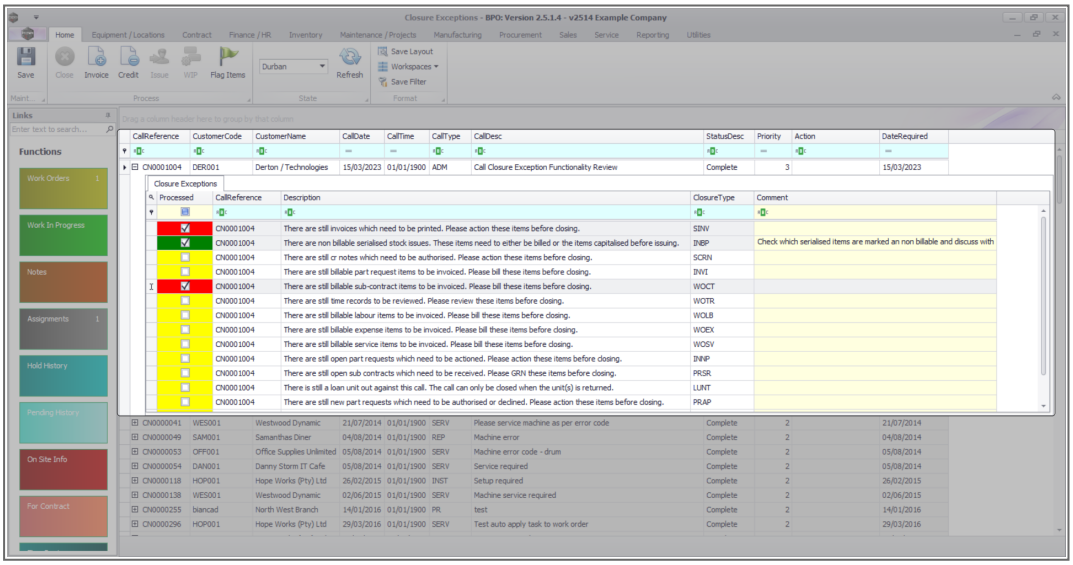


- A message box will come up, asking: **Are you sure you want to flag the selected items?**
- Select **Yes**.

CO3 Technologies (Pty) Ltd © Company Confidential



- You will note in the example below that there could be 3 colours depending on the state of the exception, and indicates the following:
    - **Yellow** Unflagged Exception
    - **Red** Exception has been flagged, but does not have a comment. The comment is required.
    - **Green** Exception has been flagged and has a comment.



CO3 Technologies (Pty) Ltd © Company Confidential

Related Topics

- Service - Introduction to Call Closure Exceptions
- Service - View Call Closure Exception Details
- Service - Closure Exceptions - View Call Details
- Service - Closure Exceptions - Invoice Call
- Service - Closure Exceptions - Credit Call
- Service - Closure Exceptions - Issue Stock
- Service - Closure Exceptions - WIP
- Service - Closure Exceptions - Flag Items

MNU.125.007

CO3 Technologies (Pty) Ltd © Company Confidential