

We are currently updating our site; thank you for your patience.

## SERVICE

### INTRODUCTION TO CALLS

**Note** that there are changes to the Call Centre screens due to the Call Centre Performance Enhancements rolled out in part of the Extended Call Centre - Version Compatibility<sup>1</sup>. The functionality that is available to you may differ depending on the Call Centre mode configured and your user rights. For more information related to this, refer to the [Call Centre Mode](#) notes.

Calls are primarily created when customers phone in for service related requirements.

#### Notes on Calls

- The **Call Listing** screen is used to log billable and non-billable **Service Calls** against contract and non-contract items, whether these are Assets or Locations.
- One or multiple [Work Orders](#) can exist within a call. Work Orders are likened to Job Cards or Work Instructions. [Work In Progress](#) transactions will be recorded against these work orders for the work that is required including Labour Time Booking, Parts, Expenses, Travel, Services and Sub Contract Work.
- Generally either an Asset or Location must be selected when logging the Call, and a Work Order is auto created when saving the Call. But this is dependant on your Company's system configuration. Refer to Specialized Call Configuration for more details about processing outside the standard processing.

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<sup>1</sup>BPO2 v2.5.1.3 or higher

- [New Deal Sale](#) and [New Deal Rental](#) processing will also process through the call centre screen to enforce the Work In Progress transactions for installation of Sale or Rental Items.
- Calls are [Assigned](#) to employees (such as Technicians or Drivers) in order to perform the work required. An employee must be set as a [Technician](#) in order to be available for assignment. Refer to TechConnect for more information related to our mobile application that Technicians can use out in the field.
- Once work has been completed Work In Progress transactions can then be [Invoiced](#) if required, dependant on the scenario.

### Call Centre Mode

Extended Call Centre - Version Compatibility<sup>1</sup>

Two screens have been added for [SLA Management](#) and [Call Closure Exceptions](#), to assist with call screen performance enhancements and to have dedicated screens where these functions are managed.

In addition, an Extended Call Centre mode has been introduced, which can be used for larger customer-user bases where Call processing functionality has been split into two screens: Calls Lite and [Call Administration](#) Introduction topics. The Calls Lite is a simplified Call screen with increased performance enhancements.

For smaller customer-user bases, the original Call Listing screen can be used, with some modifications for speed gains.

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<sup>1</sup>BPO2 v2.5.1.3 or higher.

## **MODIFIED CALL LISTING SCREEN (EXTENDED CALL CENTRE OFF)**

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### **Configuration**

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- Extended Call Centre - configuration flag = 'No'
- User rights:
  - BPO > Service
    - Calls - Full Access
    - Calls Lite - No Access
    - Call Administration - No Access

### **Modifications**

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- Call status counts have been removed.
- Closed call listing has been removed.
- Date range search removed.
- SLA counts have been removed.
- Search by call reference will now open the call maintain screen if the matched call is closed.

## **CALLS LITE LISTING SCREEN (EXTENDED CALL CENTRE ON)**

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### **Configuration**

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- Extended Call Centre - configuration flag = 'Yes'
- User rights:
  - BPO > Service
    - Calls RIB\_SCAL - No Access
      - Hold, Pending, Start and End Work rights can be restricted where Calls Lite users do not

need this access, i.e. segregation of duties is enforced and these functions will be handled by the Users who have access to the Call Administration screen.

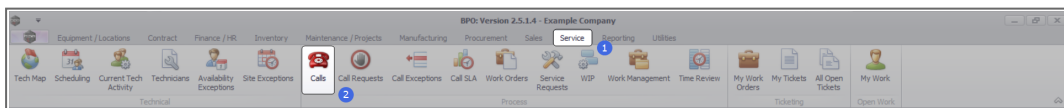
- Calls Lite - Full Access - for Users who Log, Edit and Assign Calls
- Call Administration - Full Access - for Users who will Manage Calls

### Modifications

- Call status counts have been removed.
- Closed call listing has been removed.
- Date range search removed.
- SLA counts have been removed.
- Call processing features removed.
- Search by call reference will now open the call maintain screen if the matched call is closed.
- Underlying work orders and assignments for calls have been removed.

## THE CALL LISTING SCREEN

### Ribbon Select **Service** > **Calls**



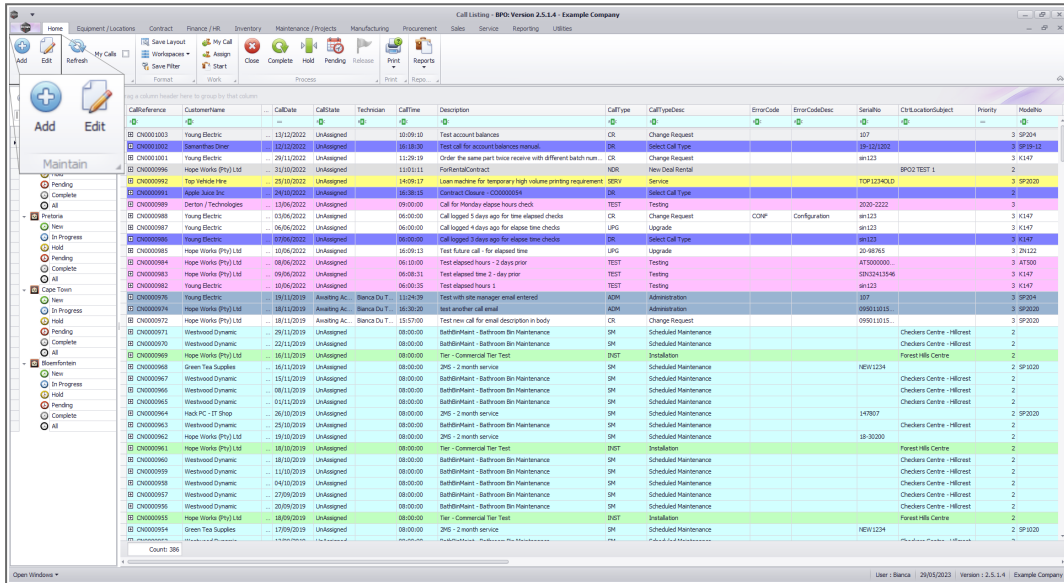
- The **Call Listing** screen will be displayed.



## RIBBON ACTION BUTTONS

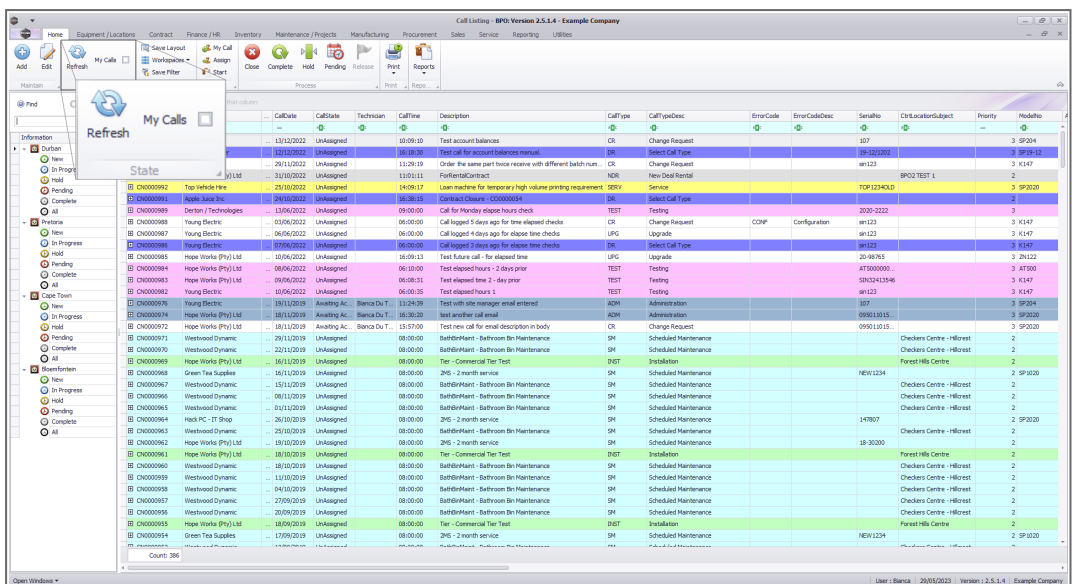
### MAINTAIN ACTION BUTTONS

- From the Call Screen click on **Add** or **Edit** to be directed to the **Call maintenance** screen. Refer to [Calls - Log a Call](#) or [Calls - Edit a Call](#)



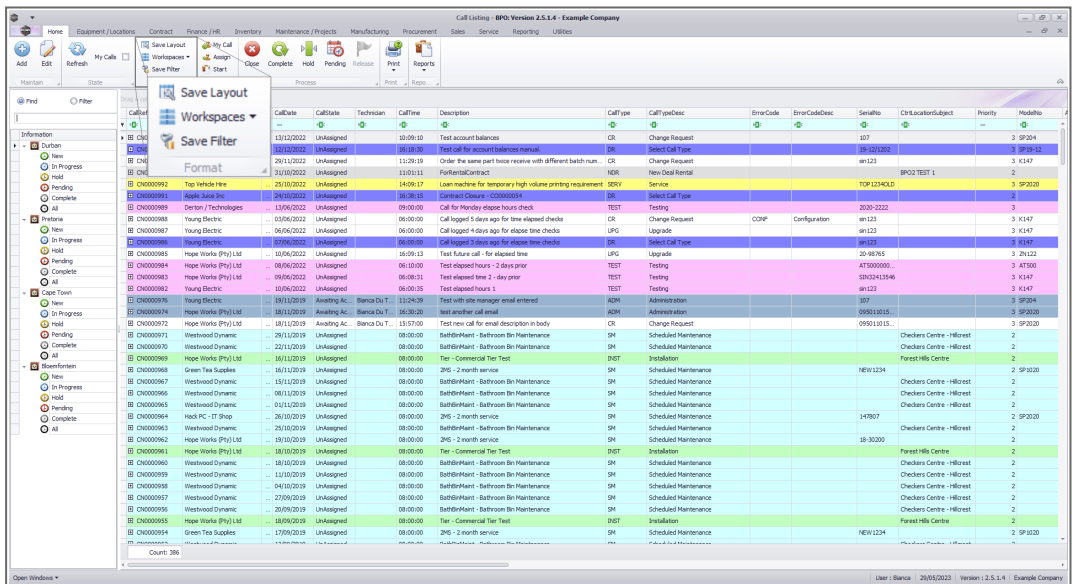
### STATE ACTION BUTTONS

- The call listing can be **Refreshed**.
- Calls can be filtered by selecting **My Calls**. Refer to [Calls - My Calls](#)



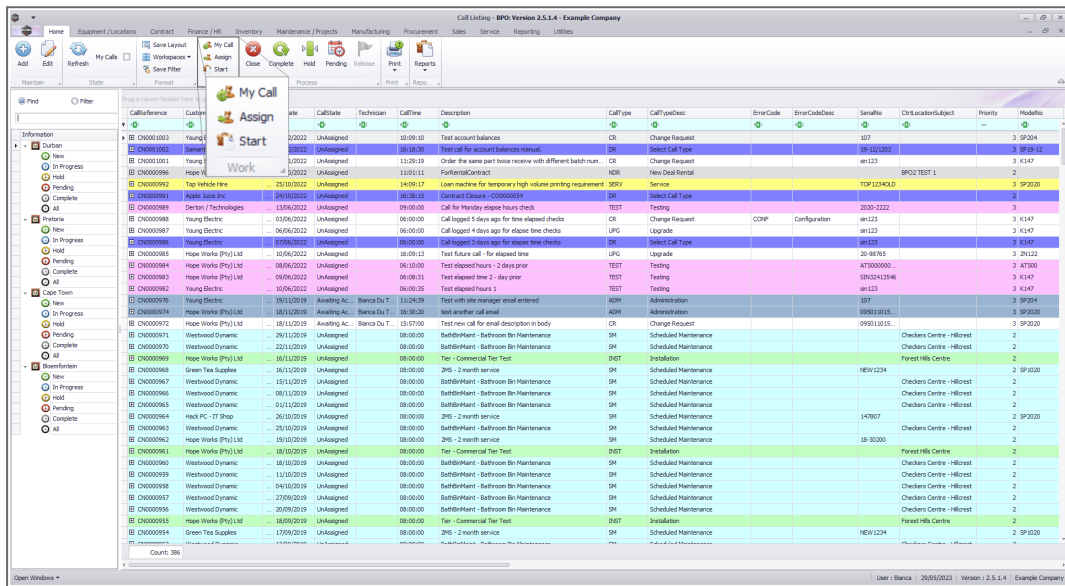
## FORMAT BUTTONS

- **Save Layout** - Saves any changes made to the data grid, such as changing column width.
- **Workspaces** - Saves layout preferences.
- **Save Filter** - Saves any applied filters set on the data grid.



## WORK ACTION BUTTONS

- **My Call** will assign a call to the user who is currently logged onto BPO.
- **Assign** will assign a call to an employee and will move the call to the In Progress status.
- **Start** will begin the Start Work process for the Call.

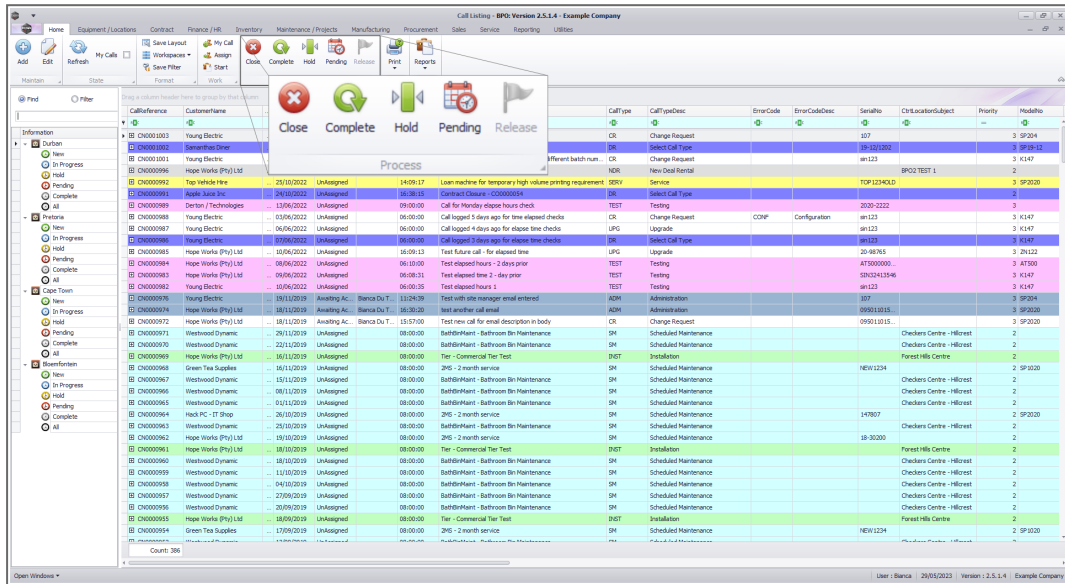


## PROCESS ACTION BUTTONS

- **Close** a call when there are no further outstanding items on the call. Closed calls can only be viewed in the All status and cannot be re-opened once they have been closed.
- **Complete** a call once a technician has completed the required work. Outstanding admin work, like updating or Invoicing the call, can still be done.
- **Hold** will place a call on hold when work needs to be stopped while a customer issue is being resolved. The SLA monitor will be "paused" until the call has been released from hold.

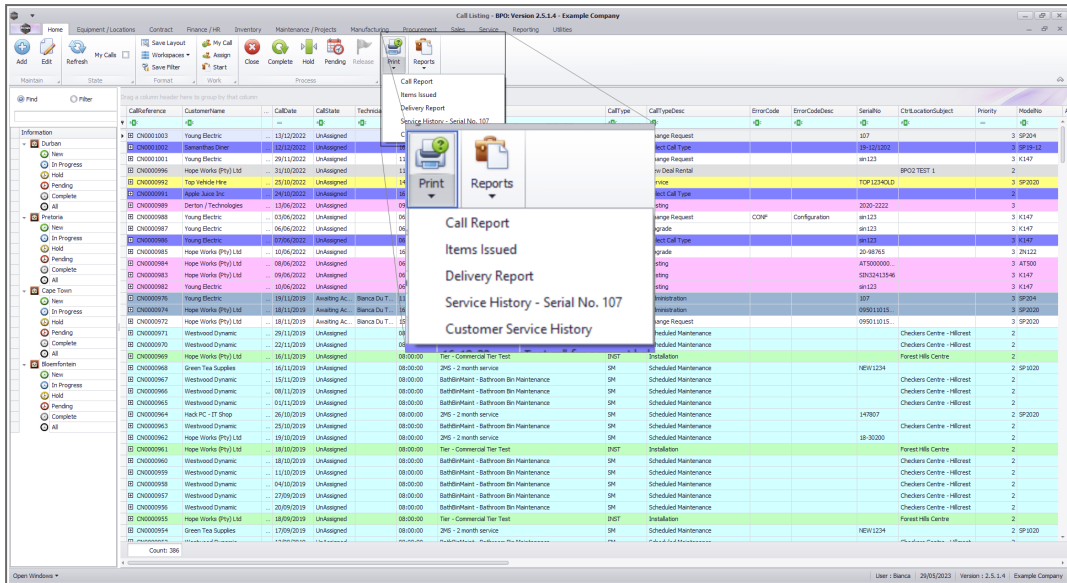


- **Pending** differs from hold, in that work will be stopped to resolve an internal company issue, such as unavailability of stock. The SLA Monitor will continue to run for calls in this status.
- **Release** a call that has been placed on hold or pending. The call will move back to the New status where it can be re-assigned.



## REPORTS

- The Print action button will display a drop-down menu with report options that can be selected for a call;
  - Call Report
  - Items Issued
  - Delivery Report
  - Service History
  - Customer Service History
  - Work Order Report



## THE SITE / STATUS PANEL

This panel shows all the sites that have been configured on the system, with a separate status list for each site.



Note that you do not need to select the site or a status before creating a Call. The system will place the Call in the site where the asset is located.

- **New:** The total number of new Calls logged. These call have not yet been assigned to and accepted by a technician.
- **In Progress:** The total number of Calls that are assigned, or have been accepted by Technicians.
- **Hold:** The total number of Calls placed on Hold due to **client issues**, e.g. a technician may not be able gain access to a site location as the client is unavailable to open the building.



Note that the **SLA Monitor** will be paused for calls in this status.

- **Pending:** The total number of Calls placed in pending due to a company issue, e.g. a technician may not have boot stock to complete a job on site.



Note that the [SLA Monitor](#) will continue to run for calls in this status.

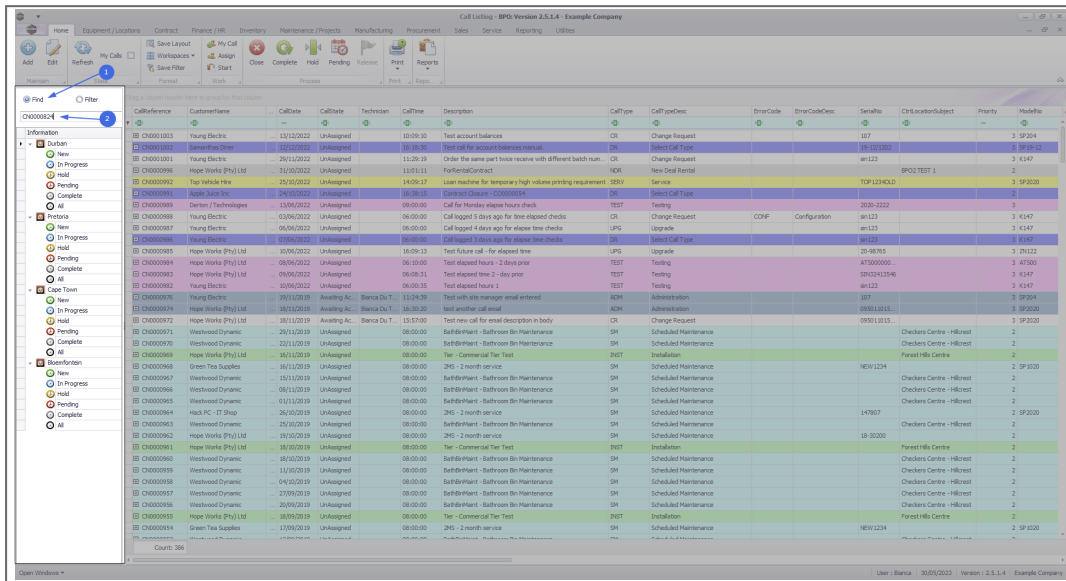
- **Complete:** The total number of Calls where technicians have completed the work required. The service centre can now complete Call updates and invoice the Call, where required.
- **All:** The total number of all the calls for the site is listed, except for closed Calls, for speed enhancements. However, you can use the [Find Call](#) functionality to find a closed call (Search by call reference will now open the call maintain screen if the matched call is closed).

CallReference	CustomerName	CallDate	Technician	CallTime	Description	CallType	CallToDesc	ErrorCode	ErrorCsdDesc	SerialNo	CtlrLocatnSubject	Priority	Mobile
CH0001003	Young Electric	13/12/2022	Unassigned	09:09:10	Test account balance	CR	Change Request			107		3	SP204
CH0001002	Seymour Centre	12/12/2022	Unassigned	08:38:26	Test call for account balance request	CR	Change Request			107		3	SP212
CH0001001	Young Electric	20/12/2022	Unassigned	11:29:19	Order the same part twice receive with different batch num.	CR	Change Request			81122		3	K147
CH0000996	Hope Works (Pty) Ltd	21/10/2022	Unassigned	11:01:11	ForRentContract	NDR	New Deal Rental				BPO2/TEST 1	2	
CH0000992	Top Vehicle Hire	20/10/2022	Unassigned	14:09:17	Loan machine for temporary high volume printing requirement	SRV	Service				TOP1234567	3	SP200
CH0000997	Young Electric	19/10/2022	Unassigned	08:38:15	Default Queue (000000000)	SR	Send Call Type					2	
CH0000989	Defton / Technologies	13/04/2022	Unassigned	09:00:00	Call for Monday elapse hours check	TEST	Testing			0100-2322		3	
CH0000985	Young Electric	03/04/2022	Unassigned	06:00:00	Call logged 5 days ago for time elapsed checks	CR	Change Request	CONF	Configuration	81122		3	K147
CH0000987	Young Electric	06/04/2022	Unassigned	06:00:00	Call logged 4 days ago for elapse time checks	UPG	Upgrade			81122		3	K147
CH0000986	Young Electric	07/04/2022	Unassigned	06:00:00	Call logged 3 days ago for elapse time checks	CR	Change Request			81122		3	K147
CH0000985	Hope Works (Pty) Ltd	10/04/2022	Unassigned	04:09:13	Test future call - for elapsed time	UPG	Upgrade			00-98765		3	2N122
CH0000984	Hope Works (Pty) Ltd	08/04/2022	Unassigned	06:10:00	Test elapsed hours - 2 days prior	TEST	Testing			AT3000000		3	AT300
CH0000983	Hope Works (Pty) Ltd	04/04/2022	Unassigned	06:08:31	Test elapsed time - 2 day prior	TEST	Testing			50234123456		3	K147
CH0000982	Young Electric	10/04/2022	Unassigned	06:00:00	Test elapsed hours 1	TEST	Testing			81122		3	K147
CH0000976	Young Electric	18/11/2019	Awaiting Ac	11:24:29	Test with into manager email entered	ADM	Administration			107		3	SP204
CH0000978	Hope Works (Pty) Ltd	18/11/2019	Awaiting Ac	06:30:20	Test another call email	ADM	Administration			098019105		3	SP200
CH0000972	Hope Works (Pty) Ltd	18/11/2019	Awaiting Ac	10:57:00	Test new call for email description in body	CR	Change Request			098019105		3	SP200
CH0000971	Westwood Dynamic	20/11/2019	Unassigned	08:00:00	BathRoom - Bathroom In Maintenance	SM	Scheduled Maintenance				Checkers Centre - H10rest	2	
CH0000970	Westwood Dynamic	22/11/2019	Unassigned	08:00:00	BathRoom - Bathroom In Maintenance	SM	Scheduled Maintenance				Checkers Centre - H10rest	2	
CH0000969	Hope Works (Pty) Ltd	16/11/2019	Unassigned	08:00:00	Test - Commercial Test Test	NOT	Installation				Forest Hills Centre	2	
CH0000968	Green Tea Kustles	14/11/2019	Unassigned	08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW1234		2	SP200
CH0000967	Westwood Dynamic	14/11/2019	Unassigned	08:00:00	BathRoom - Bathroom In Maintenance	SM	Scheduled Maintenance				Checkers Centre - H10rest	2	
CH0000966	Westwood Dynamic	08/11/2019	Unassigned	08:00:00	BathRoom - Bathroom In Maintenance	SM	Scheduled Maintenance				Checkers Centre - H10rest	2	
CH0000965	Westwood Dynamic	11/11/2019	Unassigned	08:00:00	BathRoom - Bathroom In Maintenance	SM	Scheduled Maintenance				Checkers Centre - H10rest	2	
CH0000964	Hoops PC - IT Shop	20/10/2019	Unassigned	08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			14767		2	SP200
CH0000963	Westwood Dynamic	20/09/2019	Unassigned	08:00:00	BathRoom - Bathroom In Maintenance	SM	Scheduled Maintenance				Checkers Centre - H10rest	2	
CH0000962	Hope Works (Pty) Ltd	19/09/2019	Unassigned	08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			28-30200		2	
CH0000961	Hope Works (Pty) Ltd	18/09/2019	Unassigned	08:00:00	Test - Commercial Test Test	NOT	Installation				Forest Hills Centre	2	
CH0000960	Westwood Dynamic	18/09/2019	Unassigned	08:00:00	BathRoom - Bathroom In Maintenance	SM	Scheduled Maintenance				Checkers Centre - H10rest	2	
CH0000959	Westwood Dynamic	11/09/2019	Unassigned	08:00:00	BathRoom - Bathroom In Maintenance	SM	Scheduled Maintenance				Checkers Centre - H10rest	2	
CH0000958	Westwood Dynamic	04/09/2019	Unassigned	08:00:00	BathRoom - Bathroom In Maintenance	SM	Scheduled Maintenance				Checkers Centre - H10rest	2	
CH0000957	Westwood Dynamic	27/08/2019	Unassigned	08:00:00	BathRoom - Bathroom In Maintenance	SM	Scheduled Maintenance				Checkers Centre - H10rest	2	
CH0000956	Westwood Dynamic	20/08/2019	Unassigned	08:00:00	BathRoom - Bathroom In Maintenance	SM	Scheduled Maintenance				Checkers Centre - H10rest	2	
CH0000955	Hope Works (Pty) Ltd	18/08/2019	Unassigned	08:00:00	Test - Commercial Test Test	NOT	Installation				Forest Hills Centre	2	
CH0000954	Green Tea Supplies	17/08/2019	Unassigned	08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW1234		2	SP200

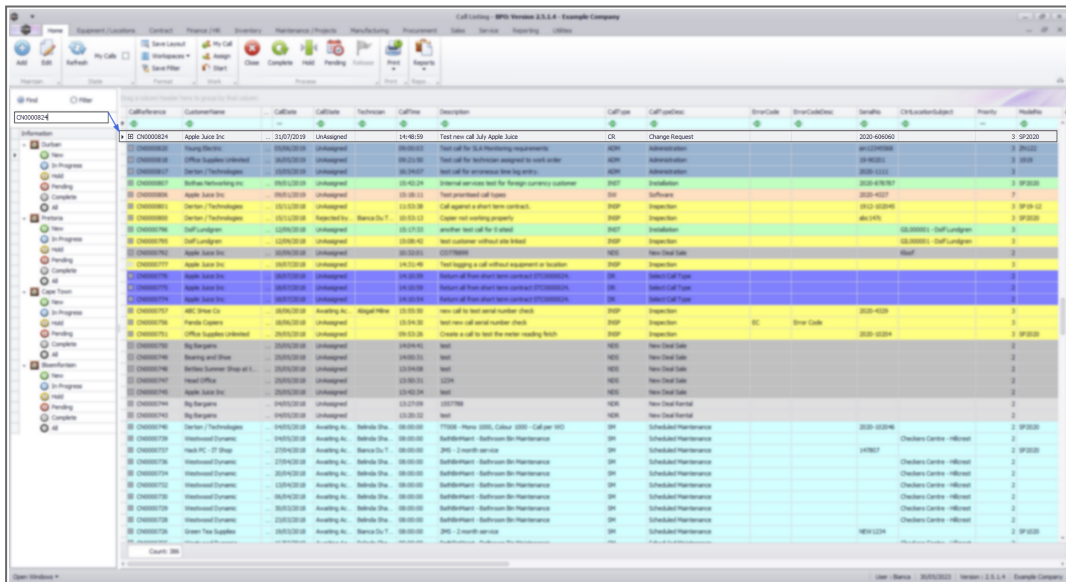
## FIND A CALL

You can find any call, regardless of the site or status.

1. Click on the **Find** radio button.
2. Type in the **call number** you wish to locate in the **text box**.
3. Press **Enter**.



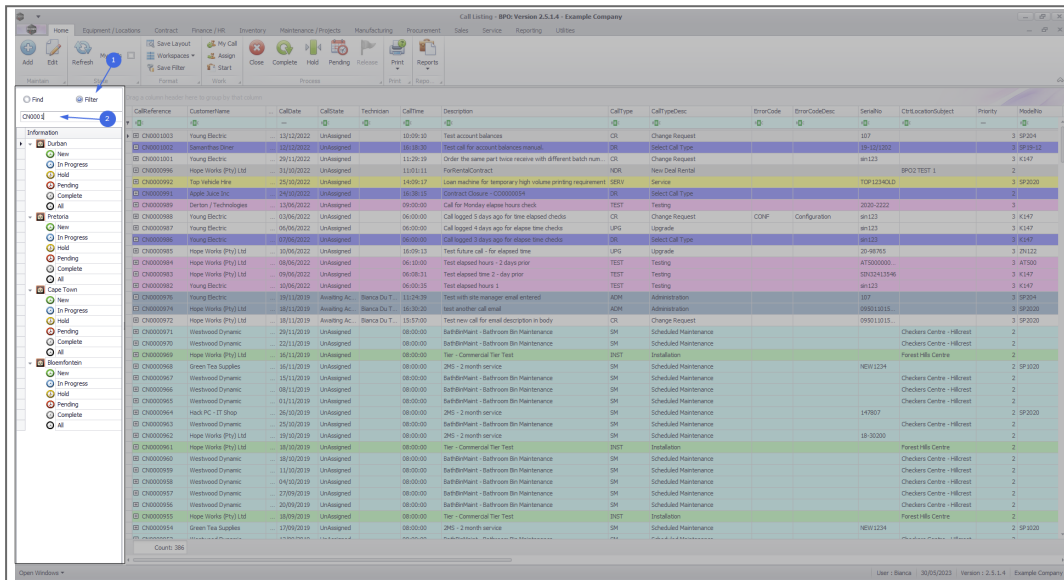
4. The **row** containing the call number you have searched for, will be selected in the call list screen. (Search by call reference will now open the call maintain screen if the matched call is closed).



## CALL FILTER

You can filter a range of calls that contains a specific prefix.

1. Click on the **Filter** radio button.
2. Type in the **prefix** you wish to filter the call list by, in the **text box**.
3. Press **Enter**.



4. The call numbers that match the prefix you have specified, will be listed in the call list screen.
5. To **remove** the filter, click on the 'x' in the Call Reference line.

CallReference	CustomerName	CallDate	CallState	Technician	CallTime	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc	SerialNo	ChrtLocatorSubject	Priority	ModelNo
CH000176														
CH0001003	Young Electric	13/12/2022	UnAssigned		10:09:10	Test account balances	CR	Change Request			107		3	SP24
CH0001002	Seamless Other	12/12/2022	UnAssigned		16:18:30	Test call for account balances manual.	DK	Select Call Type			10-10/1002		3	SP24
CH0001001	Young Electric	29/11/2022	UnAssigned		11:29:19	Order the same part twice receive with different batch num...	CR	Change Request			sp123		3	K147

## CALL LIST DATA GRID

1. The data grid displays a list of all the calls within the selected **site**, **status** and **date range**.
2. The calls are colour-coded by **Call Type**.



Note that you can configure the **call types** and **call type colours** as required.

## ASSIGNED TECHNICIANS

- The **last assigned technician** for each call, can be viewed in the **Technician** column, as well as the Call State which displays whether the call has been assigned, accepted by the technician, rejected,

CallReference	CustomerName	CallDate	CallTime	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc	SerialNo	CtrLocatorSubject
BN000157	Hope Works Pty Ltd	08/09/2019	18:37:02	Brng Jigsaw Help	SR	Select Call Type				2612246 S
BN000156	Hope Works Pty Ltd	08/09/2019	09:26:10	test	NE5	New Deal Sale				
BN000159	Hope Works Pty Ltd	04/09/2019	09:28:10	test	NE5	New Deal Sale				
BN000160	Hope Works Pty Ltd	03/09/2019	08:28:05	test	NE5	New Deal Sale				
BN000161	Hope Works Pty Ltd	02/09/2019	17:01:51	test call	SRV	Service			26-817643	
BN000139	Office Supplies Unlimited	02/06/2019	06:51:46	Test call for web transaction	SRV	Service			2020-20302	
BN000138	Westwood Dynamic	02/06/2019	09:52:46	Machine service required	SRV	Service			19-12-30330	
BN000158	Heli Delivery	07/08/2019	08:50:05	New customer contact call	SR	Select Call Type				15/02/01 - Heli Consl
BN000153	Titan Group	06/02/2019	05:13:20	Rejected by Tech	RSP	Repair			19-12-307	
BN000128	Semrush Direct	06/02/2019	09:10:47	test	SRV	Service			19-12-30311	
BN000127	Derbyn / Technologies	06/02/2019	09:09:53	test	SRV	Service			19-12-3145	
BN000150	Derbyn / Technologies	06/02/2019	09:39:26	test	SRV	Service			19-12-3145	
BN000135	Derbyn / Technologies	06/02/2019	09:37:02	test	RSP	Repair			19-12-3145	
BN000121	Hope Works Pty Ltd	26/02/2019	18:11:44	check levels	TON	Toner Required			20-823643	
BN000138	Hope Works Pty Ltd	26/02/2019	12:23:20	Service required	INST	Installation			20-823643	
BN000159	Titan Group	26/02/2019	09:52:20	Test machine	RSP	Repair			19-12-1207	
BN000163	Hope Works Pty Ltd	02/02/2019	15:04:12	Contract Closure - C0600004	CR	Select Call Type				
BN000099	Bothee Menshng Inc	13/01/2019	06:40:22	test first work order	SRV	Service				Bothee Shop
BN000097	Titan Coffee Shop	09/12/2018	08:50:00	Test work order status	TON	Toner Required				
BN000097	Titan Coffee Shop	09/12/2018	11:30:25	Test work order status	TON	Toner Required				
BN000096	Hope Works Pty Ltd	08/12/2018	11:37:04	Test locations against calls - work order print	SM	Scheduled Maintenance				Man
BN000096	Hope Works Pty Ltd	08/12/2018	11:37:04	Test locations against calls - work order print	SM	Scheduled Maintenance				Man
BN000097	Hope Works Pty Ltd	08/12/2018	11:37:04	Prints sent/linked	RSP	Repair			20-817643	
BN000094	Westwood Dynamic	06/08/2018	15:07:45	install unit for rental on current contract	NDR	New Deal Rental				
BN000092	Semrush Direct	04/08/2018	12:06:50	Replace toner	TON	Toner Required			20-14728	
BN000097	Office Supplies Unlimited	04/08/2018	09:00:00	SRG - 1 Month Service	SM	Scheduled Maintenance			4147-12345	
BN000098	Titan Group	04/08/2018	09:00:00	SRG - 3 Month Service	SM	Scheduled Maintenance				South Riding Centre - FLS
BN000085	Panda Covers	07/11/2014	06:21:59	07/09	NE5	New Deal Sale				
BN000084	Titan Group	06/11/2014	06:17:59	Magnolia toner required	TON	Toner Required			19-12-1207	
BN000083	Hope Works Pty Ltd	05/11/2014	06:16:10	01/2/14	NE5	New Deal Sale				
BN000075	Derbyn / Technologies	07/05/2014	12:07:33	Service and toner required	SRV	Service			19-12-3145	
BN000073	Derbyn / Technologies	07/05/2014	11:41:18	test	NE5	New Deal Sale				
BN000072	Derbyn / Technologies	07/05/2014	11:04:25	Machine service required	SRV	Service			20-817643	
BN000070	Derbyn / Technologies	07/05/2014	13:42:10	Service machine	SRV	Service			19-12-3145	
BN000069	Danny Storm IT Calls	07/03/2014	13:16:20	Toner for delivery	TON	Toner Required			19-12-30334	

## CALL COUNT

**Count:** at the bottom of the call data grid, will display the number of calls listed in the data grid.

## CLOSE SCREEN

- Close the screen when done.

Call Listing - BPO Version 2.5.1.4 - Example Company

CallRefence	CustomerName	CallDate	CallTime	Technician	CallTime	Description	CallType	CallTypeDesc	ErrCode	ErrCodeDesc	SerialNo	CtrlLocator/Subject	Priority	Modulo
CH001003	Young Electric	13/12/2022	Unassigned		10:20:10	Test account balances	CR	Change Request			1207		3	SP204
CH001002	Sembridge Drive	13/12/2022	Unassigned		10:38:30	Test call for account balances manual	SR	Select Call Type			15-1211802		3	SP18-12
CH001001	Young Electric	29/11/2022	Unassigned		11:25:19	Order the same part twice receive with different batch num.	CR	Change Request			sm123		3	K147
CH000996	Hope Works Pty Ltd	13/12/2022	Unassigned		11:51:21	HygieneContract	NSR	Net Cost Record					2	
CH000992	Top Vehicle Hire	14/09/2022	Unassigned		14:05:17	Loan machine for temporary high volume printing requirement	SRV	Service			TOP1234567		3	SP2030
CH000991	Apex Juice Inc	24/05/2022	Unassigned		16:38:43	Contract Closure - C000000004	SR	Select Call Type					2	
CH000989	Denton / Technogins	13/06/2022	Unassigned		19:00:00	Call for Monday evening hours check	TEST	Testing			2025-2222		3	
CH000988	Young Electric	03/06/2022	Unassigned		06:00:00	Call logged 5 days ago for time device checks	CR	Change Request	CRNF	Configuration	sm123		3	K147
CH000987	Young Electric	06/06/2022	Unassigned		06:00:00	Call logged 4 days ago for device time checks	CR	Change Request			sm123		3	K147
CH000986	Young Electric	07/06/2022	Unassigned		06:00:00	Call logged 3 days ago for device time checks	CR	Select Call Type			sm123		3	K147
CH000985	Hope Works Pty Ltd	18/06/2022	Unassigned		08:00:13	Test fabric call - for elapsed time	UPG	Upgrade			20-90763		3	SP1222
CH000984	Hope Works Pty Ltd	08/06/2022	Unassigned		06:15:50	Test elapsed hours - 2 days prior	TEST	Testing			AT300000		3	AT300
CH000983	Hope Works Pty Ltd	09/06/2022	Unassigned		06:08:31	Test elapsed hours - 2 day prior	TEST	Testing			SRN12413946		3	K147
CH000982	Young Electric	20/06/2022	Unassigned		06:00:35	Test elapsed hours 1	TEST	Testing			sm123		3	K147
CH000981	Young Electric	08/11/2019	Awaiting AC	Bianca Du T.	11:24:59	Test with time elapsed email entered	ADM	Administration			387		3	SP204
CH000974	Hope Works Pty Ltd	08/11/2019	Awaiting AC	Bianca Du T.	10:30:20	test another call email	ADM	Administration			090011015		3	SP205
CH000972	Hope Works Pty Ltd	08/11/2019	Awaiting AC	Bianca Du T.	10:57:00	Test new call for email description in body	CR	Change Request			090011015		3	SP2030
CH000971	Westwood Dynamic	08/11/2019	Unassigned		08:00:00	Boil/Bleat - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2	
CH000970	Westwood Dynamic	08/11/2019	Unassigned		08:00:00	Boil/Bleat - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2	
CH000969	Hope Works Pty Ltd	06/11/2019	Unassigned		08:00:00	Ter - Commercial Test	PIGT	Installation				Forest Hills Centre	2	
CH000968	Green Tea Supplies	06/11/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			HEV1224		2	SP1020
CH000967	Westwood Dynamic	06/11/2019	Unassigned		08:00:00	Boil/Bleat - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2	
CH000966	Westwood Dynamic	06/11/2019	Unassigned		08:00:00	Boil/Bleat - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2	
CH000965	Westwood Dynamic	06/11/2019	Unassigned		08:00:00	Boil/Bleat - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2	
CH000964	Head PC - IT Dnp	26/10/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			14767		2	SP2030
CH000963	Westwood Dynamic	13/10/2019	Unassigned		08:00:00	Boil/Bleat - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2	
CH000962	Hope Works Pty Ltd	09/10/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			18-3020		2	
CH000961	Hope Works Pty Ltd	08/10/2019	Unassigned		08:00:00	Ter - Commercial Test	PIGT	Installation				Forest Hills Centre	2	
CH000960	Westwood Dynamic	08/10/2019	Unassigned		08:00:00	Boil/Bleat - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2	
CH000959	Westwood Dynamic	11/10/2019	Unassigned		08:00:00	Boil/Bleat - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2	
CH000958	Westwood Dynamic	04/10/2019	Unassigned		08:00:00	Boil/Bleat - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2	
CH000957	Westwood Dynamic	27/09/2019	Unassigned		08:00:00	Boil/Bleat - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2	
CH000956	Westwood Dynamic	02/09/2019	Unassigned		08:00:00	Boil/Bleat - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2	
CH000955	Hope Works Pty Ltd	18/09/2019	Unassigned		08:00:00	Ter - Commercial Test	PIGT	Installation				Forest Hills Centre	2	
CH000954	Green Tea Supplies	17/09/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			HEV1224		2	SP1020

Count: 366

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