

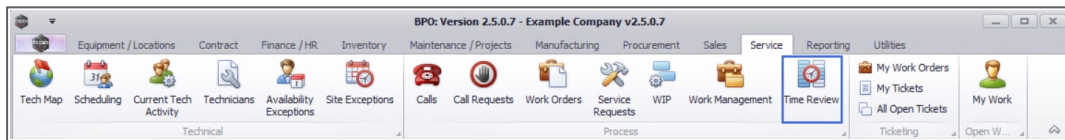
We are currently updating our site; thank you for your patience.

SERVICE

TIME REVIEW – VIEW A CALL

The Call linked to the work order can be maintained using the **View Call** function.

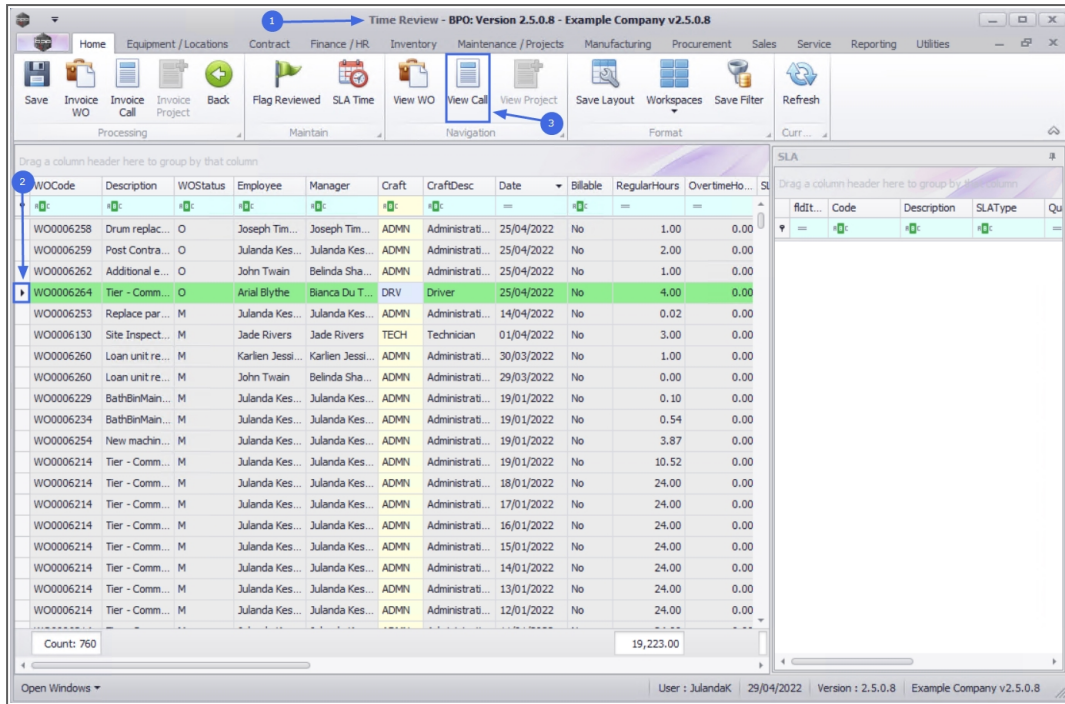
Ribbon Access: Service > Time Review



1. The **Time Review** screen will be displayed.
2. Click on the **row** of the work order you wish to view.

If the work order is linked to a **Call** then both the **View WO** and **View Call** buttons will be active.

3. Click on **View Call**.



4. "Call Details" on page 4
5. You may wish to update the Call detail. The **Functions** tiles are available to link and update the functions related to the call.
6. The Call **Process** can be applied the call.
7. Click on **Save** to save any changes made,
 - or click on **Back** to return to the Time Review screen.

The screenshot displays the 'Call maintenance' window for call reference CN0005291. The interface includes a top navigation bar with various modules like Home, Equipment/Locations, Contract, Finance/HR, Inventory, Maintenance/Projects, Manufacturing, Procurement, Sales, Service, Reporting, and Utilities. A toolbar below the navigation bar contains actions such as Save, Back, Close, Complete, Assign, Hold, Pending, Release, and Reinstate. The main content area is divided into several sections:

- Functions:** A sidebar on the left with buttons for Work Orders (2), Work In Progress, Notes, Assignments, Hold History, Pending History, and On Site Info (1).
- Customer Information:** Details for 'Topo Works (Pty) Ltd' including contact 'Henry Rowe', contact number '031 555 1234', address 'Plot 91 Leaf Road, Leaf Hills, Pink Town, Durban South', call type 'Installation', error code, description 'Tier - Commercial Tier Test', call date time '16/10/2021 08:00:00', priority '2', SLA '0.00', date required '16/10/2021', order no., logged by 'JulandaK', status 'M - Complete', and optional no.
- Relates To:** A table showing relationships between the call and other records like Serial No, Prior Call Reference, Call Request Reference, Contract No, Location (Forest Hills Centre), Project Reference, Quote Reference, Invoice Reference, and Order Reference.
- Prior Calls:** A table listing previous calls with columns for CallReference, CallDate, CallTime, and Description.

CallReference	CallDate	CallTime	Description
CN0005291	16/10/2021	08:00:00	Tier - Commercial Tier Test
CN0005285	16/09/2021	08:00:00	Tier - Commercial Tier Test
CN0005277	17/08/2021	08:00:00	Tier - Commercial Tier Test
CN0005269	17/07/2021	08:00:00	Tier - Commercial Tier Test
CN0005260	17/06/2021	08:00:00	Tier - Commercial Tier Test
CN0005255	18/05/2021	08:00:00	Tier - Commercial Tier Test
CN0005247	17/04/2021	08:00:00	Tier - Commercial Tier Test
CN0005241	17/03/2021	08:00:00	Tier - Commercial Tier Test
CN0005233	17/02/2021	08:00:00	Tier - Commercial Tier Test

At the bottom of the window, the status bar shows 'User: JulandaK | 29/04/2022 | Version: 2.5.0.8 | Example Company v2.5.0.8'.

Related Topics

- [Calls - Close a Call](#)
- [Calls - Complete a Call](#)
- [Calls - Assign a Call](#)
- [Calls - Place on Hold](#)
- [Calls - Move to Pending Status](#)
- [Calls - Release a Call](#)

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