

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

SERVICE

CALLS – PLACE ON HOLD

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 Compatibility¹. 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.

Placing a call on **Hold** means that work will be stopped to resolve a **customer** issue, e.g. no one is available at Customer site to allow a technician access to a location, or the Customer is awaiting approval from their finance department before a new part requested can be fitted. The [SLA Monitor](#) will "pause" until the call has been Released from Hold. Refer to [Calls - Release a Call](#) for information on how to release a call from hold.

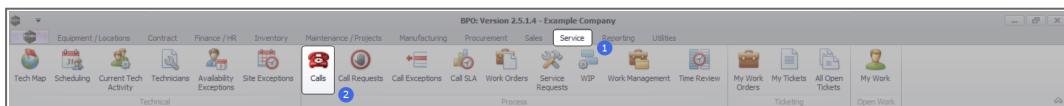
A call can **manually** be placed on hold by the **Call Centre**.



Using **Tech Connect**, the technician selects [End Call](#) on his device, followed by the **Resolution Action** as **Unresolved (Client)**. The call will be placed on **Hold**.

PLACE A CALL ON HOLD

Ribbon Select **Service > Calls**



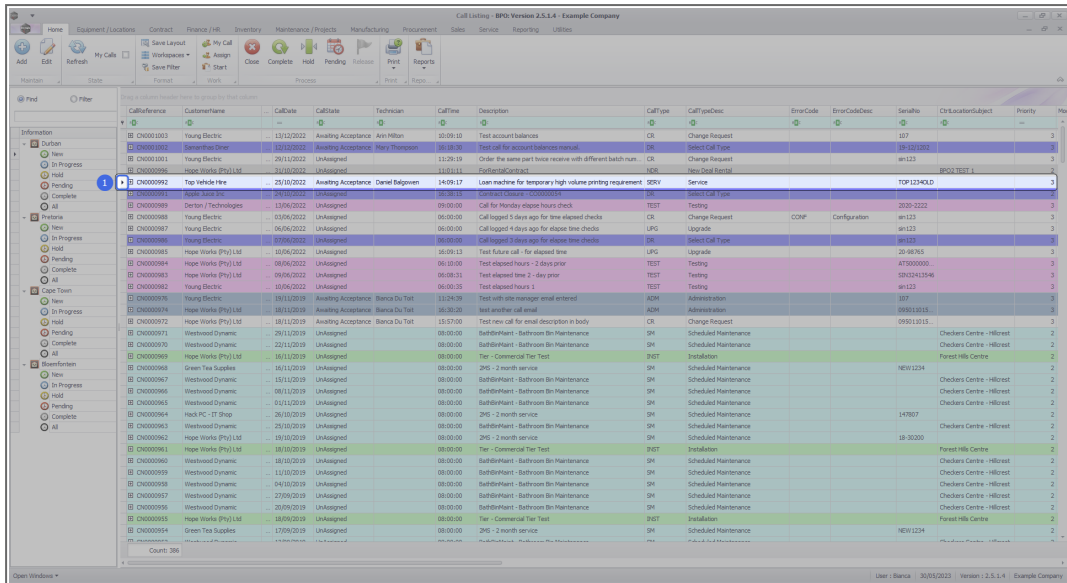
¹BPO2 v2.5.1.3 or higher

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

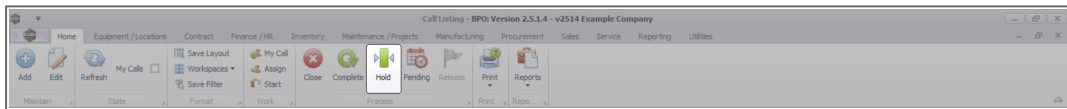
CallReference	CustomerName	CallDate	CallState	Technician	CallTime	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc	SerialNo	ChkLocationSubject	Priority
IB CH001003	Young Electric	13/12/2022	Awaiting Acceptance	Ann Milan	09:09:19	Test account balances	CR	Change Request			107		3
IB CH001002	Sawmills Drive	12/12/2022	Awaiting Acceptance	Mary Thompson	09:18:30	Test call for account balances manual	SR	Select Call Type			19-121202		3
IB CH001001	Young Electric	20/11/2022	Unassigned		11:29:19	Order the same part twice receive with different batch num.	CR	Change Request			107		3
IB CH000996	Hope Works Pty Ltd	21/10/2022	Unassigned		11:01:11	ForBattContract	NCR	New Deal Rental			107	BP02 TEST 1	2
IB CH000992	Top Vehicle Hire	23/10/2022	Awaiting Acceptance	Daniel Balgoven	14:09:17	Loan machine for temporary high volume printing requirement	SRV	Service			TOP1234567		3
IB CH000991	Adels Bats Inc	24/10/2022	Unassigned		09:38:15	Contract Closure - C0000054	SR	Select Call Type			107		3
IB CH000989	Derton / Technologies	13/06/2022	Unassigned		09:00:00	Call for Monday elapsed hours check	TEST	Testing			2025-2222		3
IB CH000988	Young Electric	03/06/2022	Unassigned		06:00:00	Call logged 5 days ago for time elapsed checks	CR	Change Request	CONF	Configuration	107		3
IB CH000987	Young Electric	06/06/2022	Unassigned		06:00:00	Call logged 4 days ago for elapsed time checks	UPG	Upgrade			107		3
IB CH000986	Young Electric	07/06/2022	Unassigned		06:00:00	Call logged 3 days ago for elapsed time checks	SR	Select Call Type			107		3
IB CH000985	Hope Works Pty Ltd	06/06/2022	Unassigned		06:00:00	Test future call - for elapsed time	UPG	Upgrade			20-98765		3
IB CH000984	Hope Works Pty Ltd	06/06/2022	Unassigned		06:10:00	Test elapsed hours - 2 days prior	TEST	Testing			AT5000000		3
IB CH000983	Hope Works Pty Ltd	06/06/2022	Unassigned		06:08:31	Test elapsed time 2 - day prior	TEST	Testing			SN1234567		3
IB CH000982	Young Electric	06/06/2022	Unassigned		06:00:00	Test elapsed hours 1	TEST	Testing			107		3
IB CH000976	Young Electric	18/11/2019	Awaiting Acceptance	Bianca Du Toit	11:24:59	Test with site manager email entered	ACM	Administration			107		3
IB CH000974	Hope Works Pty Ltd	18/11/2019	Awaiting Acceptance	Bianca Du Toit	06:30:20	test another call email	ACM	Administration			095011015		3
IB CH000972	Hope Works Pty Ltd	18/11/2019	Awaiting Acceptance	Bianca Du Toit	15:37:00	Test new call for email description in body	CR	Change Request			095011015	Checkers Centre - Hiloast	3
IB CH000971	Westwood Dynamic	20/11/2019	Unassigned		08:00:00	SubBattMant - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2
IB CH000970	Westwood Dynamic	22/11/2019	Unassigned		08:00:00	SubBattMant - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2
IB CH000969	Hope Works Pty Ltd	16/11/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre	2
IB CH000968	Green Tea Supplies	16/11/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW1234		2
IB CH000967	Westwood Dynamic	15/11/2019	Unassigned		08:00:00	SubBattMant - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2
IB CH000966	Westwood Dynamic	08/11/2019	Unassigned		08:00:00	SubBattMant - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2
IB CH000965	Westwood Dynamic	04/11/2019	Unassigned		08:00:00	SubBattMant - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2
IB CH000964	Hoak PC - IT Shop	26/10/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			147807		2
IB CH000963	Westwood Dynamic	21/10/2019	Unassigned		08:00:00	SubBattMant - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2
IB CH000962	Hope Works Pty Ltd	19/10/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			18-30300		2
IB CH000961	Hope Works Pty Ltd	18/10/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre	2
IB CH000960	Westwood Dynamic	18/10/2019	Unassigned		08:00:00	SubBattMant - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2
IB CH000959	Westwood Dynamic	11/10/2019	Unassigned		08:00:00	SubBattMant - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2
IB CH000958	Westwood Dynamic	04/10/2019	Unassigned		08:00:00	SubBattMant - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2
IB CH000957	Westwood Dynamic	27/09/2019	Unassigned		08:00:00	SubBattMant - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2
IB CH000956	Westwood Dynamic	20/09/2019	Unassigned		08:00:00	SubBattMant - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2
IB CH000955	Hope Works Pty Ltd	18/09/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre	2
IB CH000954	Green Tea Supplies	17/09/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW1234		2

- The Calls are listed by **Site** and will display calls for the first Site listed.
- Click on the relevant **Site** for the calls you wish to view.

- Select the **Call** you wish to work with.



- Click on the **Hold** button.

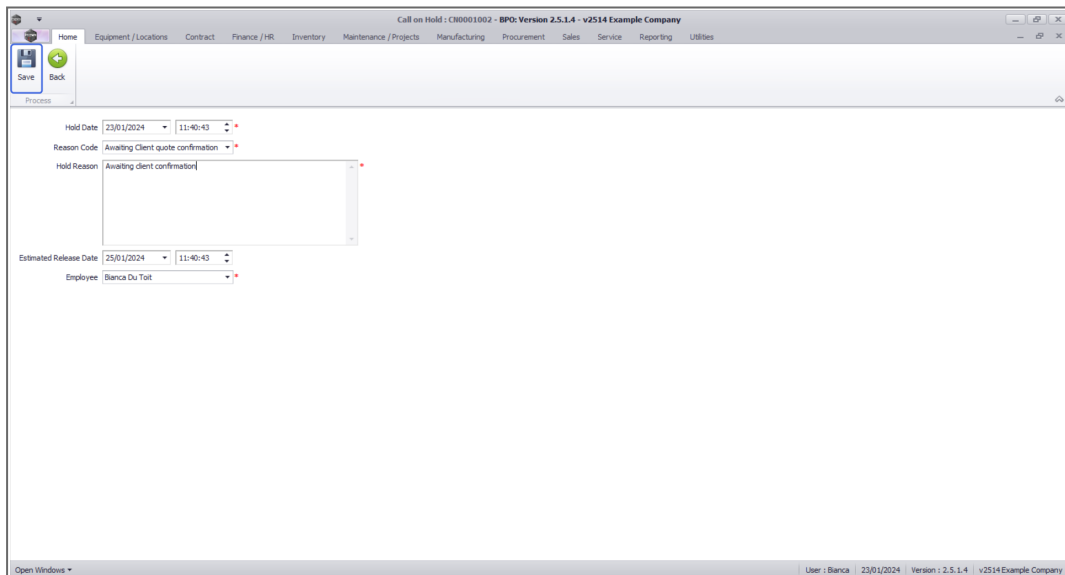


- The **Call on Hold** : [call ref. number] screen will be displayed.
 - **Hold Date:** The field will display the current date and time.
 - **Date:** Type in or click on the down **arrow** to use the calendar function to select an alternative date.
 - **Time:** Type in or use the **arrow** indicators to select an alternative time.
 - **Reason Code:** Click on the down **arrow** to select the relevant reason code from the **drop-down list**.



Refer to [Static Data - Call Hold Reason Codes](#) to configure reason codes.

- **Hold Reason:** Type in detail as to the reason the call is placed on hold.
- **Estimated Release Date:** The estimated release date will auto populate with a system generated date, usually 2 days after the Hold Date.
 - **Date:** Type in or click on the down **arrow** to use the calendar function to select an estimated date that this call will be released from hold.
 - **Time:** Type in or click on the **arrow** indicators to select an estimate time for when this call will be released from hold.
- **Employee:** This field will populate with the name of the person currently logged onto the system. Click on the down **arrow** to select a different employee from the drop-down list, if required.
- When you have finished adding details to this screen, click on **Save**.



Call on Hold: CR0001002 - BPO: Version 2.5.1.4 - v2514 Example Company

Home Equipment/Localions Contract Finance/HR Inventory Maintenance/Projects Manufacturing Procurement Sales Service Reporting Utilities

Save Back

Process

Hold Date 23/01/2024 11:40:43

Reason Code Awaiting Client quote confirmation

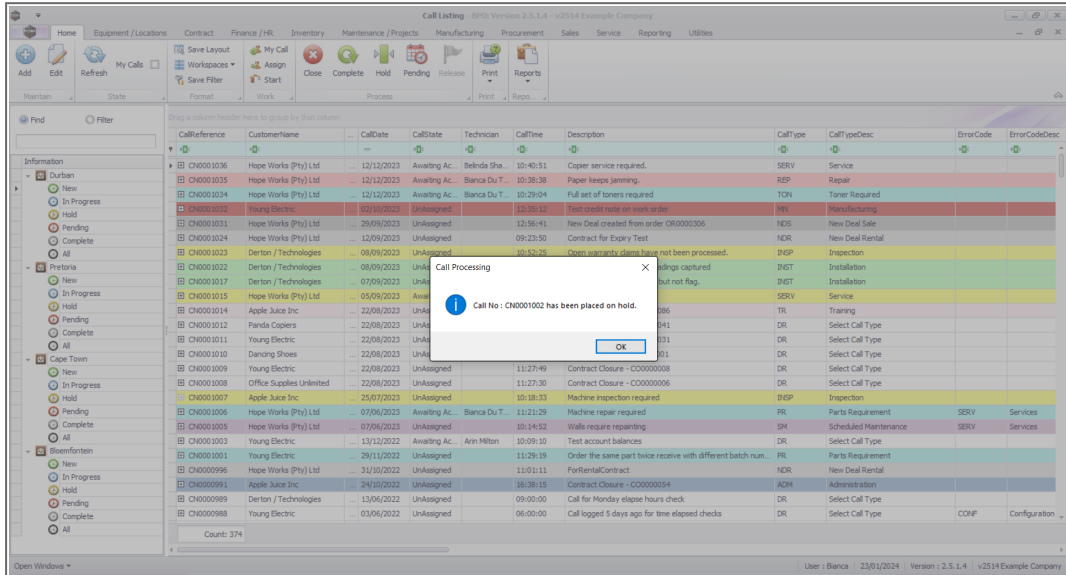
Hold Reason Awaiting client confirmation

Estimated Release Date 25/01/2024 11:40:43

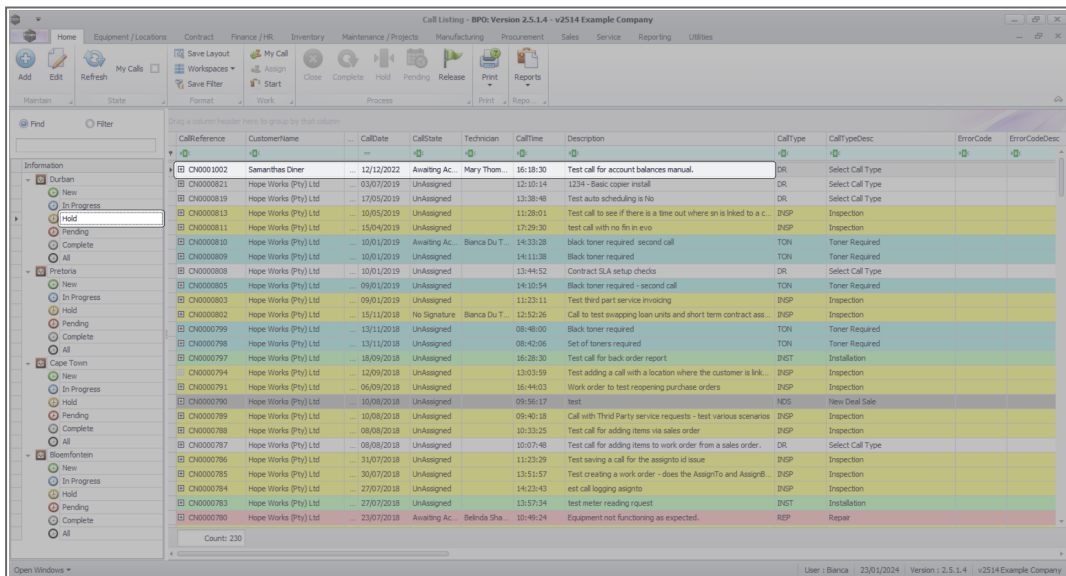
Employee Bianca Du Toit

Open Windows User: Bianca | 23/01/2024 | Version: 2.5.1.4 | v2514 Example Company

- You will return to the **Call Listing** screen.
- When you receive the **Call Processing** message to confirm that;
 - **Call No: [call ref. number] has been placed on hold.**
- Click on **OK**.



- The Call can no longer be viewed in the current list. Change the **Status** to **Hold**, to view the Call.



Related Topics

- [Calls - Release a Call](#)

MNU.122.003