

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

## SERVICE

## **CALLS - RELEASE A CALL**

**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.

When work can commence for a call that has been on hold or pending, it can be released. The call will move back to the **New** status where it can be reassigned.

When the call is re-assigned, a new work order should be created.

Ribbon Select Service > Calls



• The Call Listing screen will be displayed.

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



						Call t	Listing - BPO: Version 2.5.1.4 - Example Company							-
Home Equipment / Loc	cations Contract	Finance / HR Enventor	ry Maintenance	/ Projects Manufac	turing Procureme	nt Sales	Service Reporting Utilities							-
) ᡝ 🚯 👘	Save Layout	🚜 My Call 🔃	0 🗛 り	k 📆 🕨	- 🔐 💼									
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intain a State	⊿ Format	a Work a		95	a Print a Repo									
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rmation	1 10- 1		-	100	- <b>U</b> -	10-	0	-0-			10-	-	10-	
Durban	E CN0001003 Y	oung Bectric	13/12/2022	Awaiting Acceptance	Ann Milton	10:09:10	Test account balances	DR .	Change Request	-		107		-
New New	E 00001002 S	arranthas Uner	14142022	Aviaiting Acceptance	Mary Inompson	16118130	Test call for account balances manual.	DK	Select Call Type			19-12/1202		
<ul> <li>In Progress</li> </ul>	E CN0001001 Y	oung Electric	29/11/2022	UnAssigned		11:29:19	Order the same part twice receive with different batch num	CR	Change Request			sm123		
🕑 Hold	EI CN0000996 H	tope works (Pty) Ltd	31/10/2022	UnAssigned		11:01:11	Forkentacontract	NDK	New Deal Kental				BPO2 TEST 1	
Pending	• th CN0000992 T	op veride Hire	25/10/2022	Assalting Acceptance	Uaniel Balgowen	14:09:17	Loan macrine for temporary high volume printing requirement	SERV	service			10P12340LD		
Complete	E CN0000991 A	ipple suice and	24/10/2022	UnAssigned		20:38:15	Contract Cosure - CO0000054	DR	Select Call Type					
_ O AI	E CN0000989 D	lerton / Technologies	13/06/2022	UnAssigned		09:00:00	Call for Monday elapse hours check	TEST	Testing			2020-2222		
Pretoria	E CN0000988 Y	oung Bectric	03/06/2022	UnAssigned		05:00:00	Call logged 5 days ago for time elapsed checks	CR	Change Request	CONF	Configuration	sin123		
O New	E CN0000987 Y	oung Bectric	06/06/2022	UnAssigned		05:00:00	Call logged 4 days ago for elapse time chedis	UPG	Upgrade			sin123		_
U In Progress	E CN0000986 Y	oung Electric	07/06/2022	UnAssigned		05:00:00	Call logged 3 days ago for elapse time checks	DR	Select Call Type			sin123		
O Peorleon	EE CN0000985 H	tope Works (Pty) Ltd	10/06/2022	UnAssigned		16:09:13	Test future call - for elapsed time	LIPG	Upgrade			20-98765		
(A) Complete	E CN0000984 H	iope Works (Pty) Ltd	08/06/2022	UnAssigned		05:10:00	Test elapsed hours - 2 days prior	TEST	Testing			AT5000000		
Q AL	E CN0000983 H	tope Works (Pty) Ltd	09/06/2022	UnAssigned		05:08:31	Test elapsed time 2 - day prior	TEST	Testing			SIN32413546		
Cape Town	E CN0000982 Y	oung Bectric	10/06/2022	UnAssigned		05:00:35	Test elapsed hours 1	TEST	Testing			sin123		
New	E CN0000976 Y	oung Electric	19/11/2019	Awaiting Acceptance	Bianca Du Tolt	11:24:39	Test with site manager email entered	ADM	Administration			107		
In Progress	E CN0000974 H	tope Works (Pty) Ltd	18/11/2019	Amaiting Acceptance	Bianca Du Toit	16:30:20	test another call email	ADM	Administration			095011015		
🕗 Hold	E CN0000972 H	iope Works (Pty) Ltd	18/11/2019	Awaiting Acceptance	Bianca Du Toit	15:57:00	Test new call for email description in body	CR	Change Request			095011015		
Pending	E CN0000971 V	Vestwood Dynamic	29/11/2019	UnAssigned		03:00:00	SathSinMaint - Bathroom Bin Maintenance	514	Scheduled Maintenance				Checkers Centre - Hilcrest	
<ul> <li>Complete</li> </ul>	EE CN0000970 V	Vestwood Dynamic	22/11/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	
O AI	E CN0000969 H	lope Works (Pty) Ltd	16/11/2019	UnAssigned		08:00:00	Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre	
Dicentontein	E CN0000968 G	ireen Tea Supplies	16/11/2019	UnAssigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW 1234		
In Program	E CN0000967 V	Vestwood Dynamic	15/11/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hildrest	
() Hold	E CN0000966 V	Vestwood Dynamic	08/11/2019	UnAssigned		05:00:00	BathBinMaint - Bathroom Bin Maintenance	54	Scheduled Maintenance				Checkers Centre - Hilcrest	
(Pendina	EE CN0000965 V	Vestwood Dynamic	01/11/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	
Complete	E CN0000964 H	lack PC - IT Shop	26/10/2019	UnAssigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			147807		
Ō AI	E CN0000963 V	Vestwood Dynamic	25/10/2019	UnAssigned		08:00:00	SathSinNaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	
	E CN0000962 H	iope Works (Pty) Ltd	19/10/2019	UnAssigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			18-30200		
	E CN0000961 H	lope Works (Pty) Ltd	18/10/2019	UnAssigned		03:00:00	Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre	
	E CN0000960 V	Vestwood Dynamic	18/10/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	
	E CN0000959 V	Vestwood Dynamic	11/10/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hildrest	
	E CN0000958 V	Vestwood Dynamic	04/10/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	514	Scheduled Maintenance				Checkers Centre - Hildrest	
	E CN0000957 V	Vestwood Dynamic	27/09/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	
	E CN0000956 V	Vestwood Dynamic	20/09/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	514	Scheduled Maintenance				Checkers Centre - Hildrest	
	EE CN0000955 H	tope Works (Pty) Ltd	18/09/2019	UnAssigned		08:00:00	Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre	
	E CN0000954 G	ireen Tea Supplies	17/09/2019	UnAssigned		03:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW 1234		
			12000000				madematicate mathematic mathematication	-						
	Count: 386													

- 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.

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a Edit Refresh Hy Call	is 🔲 🕅 Save Lay	rout & My Call Closer * & Assign Closer * Closer * Work	e Complete Ho	d Pending Releas	Print Report	3								
Find O Filter														
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formation	FE CN0001003	Young Rectric		Awaiting Acceptance	Arin Milton	10-09-10	Test account halances	CR	Change Request			107		
Durban	E CN0001002	Camanithan Dinar	12/12/2022	Awaiting Acceptance	Mary Thompson	16:18:30	Tast call for account balances manual	0.0	Select Cal Turne			19-12/1202		
New	E CN0001001	Young Flactric	29/11/2022	Interimed	risely moniposed	11-20-10	Order the same part being receive with different batch rum	CR	Change Request			ain 123		
In Progress	ER CN0000006	Hope Works (Phy) Ltd		Unterioned			Ex@extalContract	NDP	New Deal Reotal				PROD TEST (	
🕑 Hold	- E Choosena	Tas Vehicle Men		Analysis Assessment	Daniel Balances	14-00-17	I are madeled for termination black only and any minimum termination	CERCH C	Families			700131400.0		
Pending	F CN0000992	Ande à ice lar	23/10/2022	Uniteriment		16109117		NO.	Select Cal Tune					
Complete	E CHOODDOD	Destes / Technologies	13/06/2022	Links and		00-00-00	Call for Mandeu alarma have alarma	TRET	Testing					
C Al	E 04000369	Verse Baskis	13/06/2022	Universigned			Call international graphics and for time allowed decide	1001	Changes Demand	00045	Configuration	2020-2222		
M New	E 00000988	Toung Dectric		UnAssigned		05:00:00	Call logged 5 days ago for the elapsed checks	URC	Unange kequest	CONP	Contguration	801223		
In Program	E 04000387	Toury Becel	06/06/2022	onvesigned		05:00:00	Call ogged 4 cays ago for eapse drie credus	UPG .	opyrate			9/123		-
() Hold	0 01000996	Toung Dectric	07/06/2022	Universigned		05:00:00	Call logged 3 days ago for elapse time cheols	UK	Select Call Type			9n123		
O Pendina	E CN0000985	Hope Works (Pty) Ltd	10/06/2022	UnAssigned		16:09:13	Test future call - for elapsed time	DPG	Upgrade			20-98765		
Complete	E CN0000984	Hope Works (Pty) Ltd	08/06/2022	UnAssigned		05:10:00	Test elapsed hours - 2 days prior		Testing			AT5000000		
Q AI	E CN0000983	Hope Works (Pty) Ltd	09/06/2022	UnAssigned		05:03:31	Test elapsed time 2 - day prior	TEST	Testing					
Cape Town	E CN0000982					05:00:35	Test elapsed hours 1					sin123		
New	E CN0000976			Awaiting Acceptance	Blanca Du Tolt	11:24:39	Test with site manager email entered	ADM	Administration					
In Progress	E CN0000974	Hope Works (Pty) Ltd	18/11/2019	Amaiting Acceptance	Bianca Du Toit	16:30:20	test another call email	ADM	Administration			095010015		
🕓 Hold	⊞ CN0000972	Hope Works (Pty) Ltd	18/11/2019	Awaiting Acceptance	Bianca Du Toit	15:57:00	Test new call for email description in body	CR	Change Request			095011015		
Pending	E CN0000971	Westwood Dynamic	29/11/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	514	Scheduled Maintenance				Checkers Centre - Hilcrest	
Complete	EE CN0000970	Westwood Dynamic	22/11/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	
O AI	E CN0000969	Hope Works (Pty) Ltd	16/11/2019	UnAssigned		03:00:00	Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre	
Diversionation	E CN0000968	Green Tea Supplies	16/11/2019	UnAssigned		08:00:00	2MS - 2 month service	\$24	Scheduled Maintenance			NEW 1234		
O to Deserve	E CN0000967	Westwood Dynamic	15/11/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hildrest	
In Progress	E CN0000966	Westwood Dynamic	08/11/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	514	Scheduled Maintenance				Checkers Centre - Hilcrest	
Dendina	EE CN0000965	Westwood Dynamic	01/11/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	514	Scheduled Maintenance				Checkers Centre - Hilcrest	
() Consists	E CN0000964	Hack PC - IT Shop	26/10/2019	UnAssigned		03:00:00	2MS - 2 month service	SM	Scheduled Maintenance			147807		
O AL	E CN0000963	Westwood Dynamic	25/10/2019	UnAssigned		03:00:00	SathSinNaint - Bathroom Bin Maintenance	\$24	Scheduled Maintenance				Checkers Centre - Hilcrest	
•	E CN0000962	Hope Works (Pty) Ltd	19/10/2019	UnAssigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			18-30200		
	E CN0000961	Hope Works (Pty) Ltd	18/10/2019	UnAssigned		03:00:00	Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre	
	E CN0000960	Westwood Dynamic	18/10/2019	UnAssigned		03:00:00	BathSinMaint - Bathroom Bin Maintenance	514	Scheduled Maintenance				Checkers Centre - Hilcrest	
	E (N0000959	Westwood Dynamic	11/10/2019	Unissigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	
	E CN0000958	Westwood Dynamic		UnAssigned		08:00:00	SathBinNeint - Bathroom Bin Meintenance	54	Scheduled Maintenance				Checkers Centre - Hilcrest	
	E CN0000957	Westwood Dynamic	27/09/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillowest	
	E CN0000956	Westwood Dynamic	20/09/2019	Unissigned		03:00:00	RathBinMaint - Bathroom Bin Maintenance	514	Scheduled Maintenance				Checkers Centre - Hilcrest	
	E CN0000955	House Works (Dtv) Ltd	18/09/2019	Interimed		08-00-00	Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre	
	ER CN0000054	Green Ten Gundler	17/00/2019	Unterimed		09:00:00	2MS - 2 month require	CM	Crited and Maintenance			NEW 1224		
		and a supplies							and a state of the literation			12.1712.54		
	Count: 38	6												
Nindows *											Use	r : Bianca   30/05	i/2023 Version : 2.5.1.4	Example

Note that call must be in either the Hold or Pending status to be released back to New.

Help v2024.5.0.7/1.0 - Pg 2 - Printed: 21/08/2024



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

Home Equipment / Lo	ocations Contract	Finance / HR Invento	ry Maintenance	/ Projects Manufac	turing Procureme	nt Sales	Service Reporting Utilities							
Call	Save Layo	ut 💰 My Call 🥵 es = 🚜 Assign		4 🐻 🏲										
	🔏 Save Pilter	Start Cost		a renergy resources										
d O riker														
	CalReference	CustomerName	CalDate	CalState	Technician	CalTime	Description	CalType	CallTypeDesc	ErrorCode	ErrorCodeDesc	SeriaNo	Ctrit.ocationSubject	Prie
	Y 10:	4 <b>0</b> :		-0:	-0:	×D:	-0:	×D:	0:	-0:	×D:	-0:	(D):	
ation	E CN0001003	Young Bectric		Amaiting Acceptance	Arin Milton	10:09:10	Test account balances	CR	Change Request			107		
Durban	E CN0001002	Samenthas Diner	12/12/2022	Awaiting Acceptance	Mary Thompson	16:18:30	Test call for account balances manual.	DR	Select Cal Type			19-12/1202		
O New	E CN0001001						Order the same part twice receive with different batch num	CR	Change Request			sin123		
In Progress	E CN0000995	Hope Works (Pty) Ltd	31/10/2022	UnAssigned		11:01:11	ForRentalContract	NDR	New Deal Rental				BPO2 TEST 1	
O Decider	► CN0000992	Top Vehicle Hire	25/10/2022	Awaiting Acceptance	Daniel Balgowen	14:09:17	Loan machine for temporary high volume printing requirement	SERV	Service			TOP 12340LD		
Correlate	E (N0000991	Apple Juice Inc	24/10/2022	UnAssigned		16:38:15	Contract Closure - CO0000054	DR	Select Call Type	_	1			ter.
O Al	E CN0000989	Derton / Technologies		UnAssigned		09:00:00	Call for Monday elapse hours check	TEST	Testing					
Pretoria	E CN0000988	Young Electric	03/06/2022	UnAssigned		05:00:00	Call logged 5 days ago for time elapsed checks	CR	Change Request	CONF	Configuration	sin123		
<ul> <li>New</li> </ul>	E CN0000987	Young Electric	06/06/2022	UnAssigned		05:00:00	Call logged 4 days ago for elapse time checks	UPG	Upgrade			sin123		
In Progress	CN0000986	Young Electric	07/06/2022	UnAssigned		05:00:00	Call logged 3 days ago for elapse time checks	DR	Select Cal Type			sin 123		
Hold	E CN0000985	Hope Works (Pty) Ltd	10/06/2022	UnAssigned		16:09:13	Test future call - for elapsed time	LIPG	Upgrade			20/98765		
Pending	E CN0000984	Hope Works (Pty) Ltd	08/06/2022	UnAssigned		05:10:00	Test elapsed hours - 2 days prior	TEST	Testing			AT5000000		
Complete	E CN0000983	Hope Works (Pty) Ltd	09/06/2022	UnAssigned		05:08:31	Test elapsed time 2 - day prior	TEST	Testing			SDN32413540		
G M	E CN0000982	Young Electric	10/06/2022	UnAssigned		05:00:35	Test elapsed hours 1	TEST	Testing			sin123		
O New		Young Electric	19/11/2019	Awaiting Acceptance	Bianca Du Tolt	11:24:39	Test with site manager email entered	ADM	Administration			107		
In Progress	E CN0000974	Hope Works (Pty) Ltd	18/11/2019	Amaiting Acceptance	Bianca Du Toit	16:30:20	test another call email	ADM	Administration			095011015		
() Hold	E CN0000972	Hope Works (Pty) Ltd	18/11/2019	Awaiting Acceptance	Bianca Du Toit	15:57:00	Test new call for email description in body	CR	Change Request			095011015		
Pending	E CN0000971	Westwood Dynamic	29/11/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	514	Scheduled Maintenance				Checkers Centre - Hilcrest	
<ul> <li>Complete</li> </ul>	EE CN0000970	Westwood Dynamic	22/11/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	
O AI		Hope Works (Pty) Ltd	16/11/2019	UnAssigned		03:00:00	Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre	
tioemfontein	E CN0000968	Green Tea Supplies	16/11/2019	UnAssigned		03:00:00	2MS - 2 month service	524	Scheduled Maintenance			NEW 1234		
O New	E CN0000967	Westwood Dynamic	15/11/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hildrest	
In Progress	E CN0000966	Westwood Dynamic	08/11/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	514	Scheduled Maintenance				Checkers Centre - Hilcrest	
O Dendron	EE CN0000965	Westwood Dynamic	01/11/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	
C Complete	E CN0000964	Hack PC - IT Shop	26/10/2019	UnAssigned		03:00:00	2MS - 2 month service	SM	Scheduled Maintenance			147807		
O Al	E CN0000963	Westwood Dynamic	25/10/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	524	Scheduled Maintenance				Checkers Centre - Hilcrest	
	E CN0000962	Hope Works (Pty) Ltd	19/10/2019	UnAssigned		03:00:00	2MS - 2 month service	SM	Scheduled Maintenance			18-30200		
	E CN0000961	Hope Works (Pty) Ltd	18/10/2019	UnAssigned		03:00:00	Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre	
	EE CN0000960	Westwood Dynamic	18/10/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	
	E CN0000959	Westwood Dynamic	11/10/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hildrest	
	E CN0000958	Westwood Dynamic	04/10/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	514	Scheduled Maintenance				Checkers Centre - Hilcrest	
	E CN0000957	Westwood Dynamic	27/09/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hildrest	
	E CN0000956	Westwood Dynamic	20/09/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hildrest	
	E CN0000955	Hope Works (Pty) Ltd	18/09/2019	UnAssigned		03:00:00	Tier - Commercial Tier Test	DIST	Installation				Forest Hills Centre	
	E CN0000954	Green Tea Supplies	17/09/2019	UnAssigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW 1234		
							nulmatical nulling nations	-					Ph. J	
	Count: 386													

• Click on the **Release** button.

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	Home	Equipment / Locations	Contract Fin	ance / HR I	Inventory	Mainten	ance / Pr	ojects	Manufactu	ring P	rocurement	Sales Service	Reporting	Utilities		₽ ×
Add	Edit	My Calls 🔲	Save Layout       Image: Save Filter	🚜 My Call 🕮 Assign 🎦 Start	Close	Complete	▶ <b>∭</b> ∢ Hold	Pending	Release	Print	Reports					

- The Call to Release: [call ref. number] screen will be displayed.
- **Release Date and Time:** This 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**, if required.
  - **Time:** Type in or use the **arrow** indicators to select an **alternative time**, if required.
- When you have finished editing the date and time, click on **Save**.





- You will return to the **Call Listing** screen where the **status** is set to **New**.
- When you receive the Call Processing message to confirm that;
  Call No: [call ref. number] has been released.
- Click on **OK**.

<u>ب</u> (						Call Listin	<b>g</b> - BPO: Versi						- Bx
Home	Equipment / Location	s Contract Fin	ance / HR Im	ventory	Maintenance / Pro	jects Manufi	acturing Pro	ocurement	Sales Service Reporting Utilities				_ & ×
Add Edit	My Calls 🔲	Image: Save Layout       Image: Save Layout       Image: Save Filter	🚜 My Call all Assign Start	Close 1	Complete Hold	Pending Relea	se Print	Reports					
													$\diamond$
@ Find	O Filter												
		CalReference	CustomerName		CalDate	CallState	Technician	CallTime	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc
		Y 100	* <b>0</b> 4			* <b>0</b> 4	×0:	1 <b>0</b> 0	4 <b>0</b> 4	AD:	1 <b>0</b> 0	×⊡c	×0:
Information			Hope Works (Pt	ty) Ltd	03/07/2019	UnAssigned		12:10:14	1234 - Basic copier install	DR	Select Call Type		
- 🖸 Durban		⊞ CN0000819	Hope Works (Pt	ty) Ltd	17/05/2019	UnAssigned		13:38:48	Test auto scheduling is No	DR	Select Call Type		
O Nev		E CN0000813	Hope Works (Pt	ty) Ltd	10/05/2019	UnAssigned		11:28:01	Test call to see if there is a time out where sn is inked to a c	INSP	Inspection		
O In P	rogress		Hope Works (Pt	ty) Ltd	15/04/2019	UnAssigned		17:29:30	test call with no fin in evo	INSP	Inspection		
O Peo	doo	E CN0000810	Hope Works (Pt	ty) Ltd	10/01/2019	Awaiting Ac	Bianca Du T	14:33:28	black toner required second call	TON	Toner Required		
O Con	plete	⊞ CN0000809	Hope Works (Pt	ty) Ltd	10/01/2019	UnAssigned		14:11:38	Black toner required	TON	Toner Required		
O AI		E CN0000808	Hope Works (Pt	ty) Ltd	10/01/2019	UnAssigned		13:44:52	Contract SLA setup checks	DR	Select Call Type		
👻 💽 Pretoria			Hope Works (Pt	ty) Ltd	09/01/2019	UnAssign Ca	II Processing		× scond call	TON	Toner Required		
Nev		E CN0000803	Hope Works (Pt	ty) Ltd	09/01/2019	UnAssign			tvoicing	INSP	Inspection		
🕑 In P	rogress	E CN0000802	Hope Works (Pt	ty) Ltd	15/11/2018	No Signa	•		in units and short term contract ass	INSP	Inspection		
() Hold	ł	E CN0000799	Hope Works (Pt	ty) Ltd	13/11/2018	UnAssign	Call No	: CN000100	has been released.	TON	Toner Required		
Pen	ding	E CN0000798	Hope Works (Pt	ty) Ltd	13/11/2018	UnAssign				TON	Toner Required		
O Con	plete	E CN0000797	Hope Works (Pt	ty) Ltd	18/09/2018	UnAssign			report	INST	Installation		
		CN0000794	Hope Works (Pt	ty) Ltd	12/09/2018	UnAssign			OK location where the customer is link	INSP	Inspection		
	20071	E CN0000791	Hope Works (Pt	ty) Ltd	06/09/2018	UnAssigned		16:44:03	Work order to test reopening purchase orders	INSP	Inspection		
O In P	rooress		Hope Works (Pt	ty) Ltd	10/08/2018	UnAssigned		09:56:17	test	NDS	New Deal Sale		
() Hole	1	E CN0000789	Hope Works (Pt	ty) Ltd	10/08/2018	UnAssigned		09:40:18	Call with Thrid Party service requests - test various scenarios	INSP	Inspection		
🕑 Pen	ding	E CN0000788	Hope Works (Pt	ty) Ltd	08/08/2018	UnAssigned		10:33:25	Test call for adding items via sales order	INSP	Inspection		
🕗 Con	plete	E CN0000787	Hope Works (Pt	ty) Ltd	08/08/2018	UnAssigned		10:07:48	Test call for adding items to work order from a sales order.	DR	Select Call Type		
🖸 All		E CN0000786	Hope Works (Pt	ty) Ltd	31/07/2018	UnAssigned		11:23:29	Test saving a call for the assignto id issue	INSP	Inspection		
👻 💽 Bloemfo	ntein	E CN0000785	Hope Works (Pt	ty) Ltd	30/07/2018	UnAssigned		13:51:57	Test creating a work order - does the AssignTo and AssignB	INSP	Inspection		
Nev	1	E CN0000784	Hope Works (Pt	tv) Ltd	27/07/2018	UnAssigned		14:23:43	est call logging asignto	INSP	Inspection		
O In P	rogress	E CN0000783	Hope Works (Pt	ty) Ltd	27/07/2018	UnAssigned		13:57:34	test meter reading rquest	INST	Installation		
(E) Hold	1	E CN0000780	Hone Works (Pt	tv) I td	23/07/2018	Awaiting Ac	Belinda Sha	10:49:24	Fourinment not functioning as expected.	REP	Repair		
O Cen	ding	E CN0000779	Hope Works (Pt	tv) Ltd	19/07/2018	UnAssigned		14:53:31	New call where employee does not have a rate configured	INSP	Inspection		
	prete					and a second							
		Count: 229											
Open Windows 🔻										Us	er : Bianca 23/01/2024	Version : 2.5.1.4 v251	4 Example Company

• You will no longer be able to view the call in the **Status** you have released it from.



• Change the **Status** to **New**, to view the Call and to re-assign.

<b>.</b> .					Call Listi	ng - BPO: Vers	ion 2.5.1.4 -	v2514 Example Company				- 8 x
	Home Equipment / Location	ns Contract Fin	nance / HR Inventory	Maintenance / Pr	ojects Manu	facturing Pr	ocurement	Sales Service Reporting Utilities				_ & ×
Add	Edit Refresh My Calls	Image: Save Layout       Image: Workspaces *       Image: Save Filter		Complete Hold	Pending Relea	sse Print	Reports					
												$\diamond$
@ Find	O Filter											
		CalReference	CustomerName	CalDate	CallState	Technician	CalTime	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc
L		Y (0)	* <b>0</b> :		a 🛛 c	×0:	( <b>D</b> )	10×	10c	(D):	<ul> <li>Image: Control of the second se</li></ul>	10: ÷
Inform	ation		Hope Works (Pty) Ltd	12/12/2023	Awaiting Ac	. Belinda Sha	10:40:51	Copier service required.	SERV	Service		
🖸	Durban	E CN0001035	Hope Works (Pty) Ltd	12/12/2023	Awaiting Ac.	. Bianca Du T	10:38:38	Paper keeps jamming.	REP	Repair		
) F	QNew	E CN0001034	Hope Works (Pty) Ltd		Awaiting Ac	. Bianca Du T	10:29:04	Full set of toners required	TON	Toner Required		
_	O In Progress	CN0001032	Young Electric	02/10/202	UnAssigned		12:35:12	Test credit note on work order	MN	Manufacturing		
-	O Reading		Hope Works (Pty) Ltd	29/09/2023	UnAssigned		12:56:41	New Deal created from order OR0000306	NDS	New Deal Sale		
-	A Complete	E CN0001024	Hope Works (Pty) Ltd	12/09/2023	UnAssigned		09:23:50	Contract for Expiry Test	NDR	New Deal Rental		
	() All	E CN0001023	Derton / Technologies	08/09/202	UnAssigned		10:52:25	Open warranty claims have not been processed.	INSP	Inspection		
- 🖸	Pretoria	E CN0001022	Derton / Technologies	08/09/2023	UnAssigned		10:44:45	Meters attached with no readings captured	INST	Installation		
	O New	E CN0001017	Derton / Technologies	07/09/202	UnAssigned		16:43:14	Call Exceptions - to correct but not flag.	INST	Installation		
	<ul> <li>In Progress</li> </ul>	E CN0001015	Hope Works (Pty) Ltd	05/09/202	Awaiting Ac	. Bianca Du T	15:56:53	Test call sla functionality	SERV	Service		
	() Hold	E CN0001014	Apple Juice Inc	22/08/202	UnAssigned		11:30:52	Contract Closure - CO0000086	TR	Training		
_	() Pending	E CN0001012	Panda Copiers	22/08/202	UnAssigned		11:28:32	Contract Closure - CO0000041	DR	Select Call Type		
_	Complete	E CN0001011	Young Electric	22/08/202	UnAssigned		11:28:26	Contract Closure - CO0000031	DR	Select Call Type		
	Cape Temp	E CN0001010	Dancing Shoes	22/08/202	UnAssigned		11:28:18	Contract Closure - PC0000001	DR	Select Call Type		
- * 🗠	O New	E CN0001009	Young Electric	22/08/202	UnAssigned		11:27:49	Contract Closure - CO0000008	DR	Select Call Type		
	In Progress	E CN0001008	Office Supplies Unlimited	22/08/202	UnAssigned		11:27:30	Contract Closure - CO0000006	DR	Select Call Type		
	() Hold	CN0001007	Apple Juice Inc	25/07/202	UnAssigned		10:18:33	Machine inspection required	INSP	Inspection		
	Pending		Hope Works (Pty) Ltd	07/06/202	Awaiting Ac	. Bianca Du T	11:21:29	Machine repair required	PR	Parts Requirement	SERV	Services
	Complete	E CN0001005	Hope Works (Pty) Ltd	07/06/202	UnAssigned		10:14:52	Walls require repainting	SM	Scheduled Maintenance	SERV	Services
	O All	E CN0001003	Young Electric		Awaiting Ac.	. Arin Milton	10:09:10	Test account balances	DR	Select Call Type		
🖸	Bloemfontein	E CN0001002	Samanthas Diner	12/12/202	Awaiting Ac.	. Mary Thom	16:18:30	Test call for account balances manual.	DR	Select Call Type		
_	O New	E CN0001001	Young Electric	29/11/2023	2 UnAssigned		11:29:19	Order the same part twice receive with different batch num	PR	Parts Requirement		
-	In Progress	E CN0000996	Hope Works (Pty) Ltd	31/10/2023	UnAssigned		11:01:11	ForRentalContract	NDR	New Deal Rental		
-	O Pending		Apple Juice Inc	24/10/2023	2 UnAssigned		16:38:15	Contract Closure - CO0000054	ADM	Administration		
	( Complete	E CN0000989	Derton / Technologies	13/06/2023	UnAssigned		09:00:00	Call for Monday elapse hours check	DR	Select Call Type		
	() All	Caugh 27										
		Count: 375	,									
Open Wir	idows *								Us	er : Bianca 23/01/2024 Version	v2514	Example Company

## **Related Topics**

• Calls - Assign a Call

MNU.122.004

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