

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

SERVICE

CALLS – RELEASE A CALL

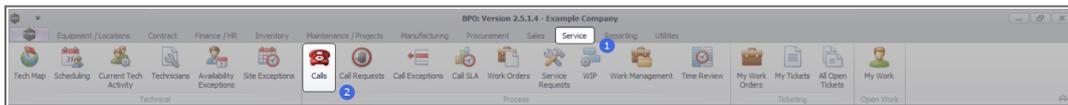
Note that there are changes to the Call Centre screens due to the Call Centre Performance Enhancements rolled out in part of the Extended Call Centre - Version Compatibility¹. The functionality that is available to you may differ depending on the Call Centre mode configured and your user rights. For more information related to this, refer to the [Call Centre Mode](#) notes.

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 re-assigned.



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

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



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

¹BPO2 v2.5.1.3 or higher

CallReference	CustomerName	CallDate	CallState	Technician	CallTime	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc	SerialNo	ChkLocationSubject	Priority
CH0001003	Young Electric	13/12/2022	Awaiting Acceptance	Ash Hilson	09:09:10	Test account balances	CR	Change Request			107		3
CH0001002	Salematic Driver	12/12/2022	Awaiting Acceptance	Mary Thompson	06:18:30	Test call for account balances manual.	SR	Select Call Type			09-12/202		3
CH0001001	Young Electric	29/11/2022	Unassigned		11:29:19	Order the same part twice receive with different batch num.	CR	Change Request			an123		3
CH0000996	Hope Works (Pty) Ltd	24/10/2022	Unassigned		11:01:11	Printer/Barcode	IGR	New/Def Rental				BPO2 TEST 1	3
CH0000992	Top Vehicle Hire	20/10/2022	Awaiting Acceptance	Daniel Belgoven	14:55:17	Loan machine for temporary high volume printing requirement	SERV	Service				TOP1234OLD	3
CH0000991	Asda Java Inc	24/10/2022	Unassigned		05:38:15	Contact Closure - C0000054	SR	Select Call Type					3
CH0000989	Denton / Technologies	13/04/2022	Unassigned		09:00:00	Call for Monday escape hours check	TEST	Testing			2020-2222		3
CH0000988	Young Electric	03/06/2022	Unassigned		06:00:00	Call logged 5 days ago for time elapsed checks	CR	Change Request	CONF	Configuration	an123		3
CH0000987	Young Electric	06/06/2022	Unassigned		06:00:00	Call logged 4 days ago for escape time checks	UPG	Upgrade			an123		3
CH0000986	Young Electric	07/06/2022	Unassigned		06:00:00	Call logged 5 days ago for escape time checks	SR	Select Call Type			an123		3
CH0000985	Hope Works (Pty) Ltd	18/06/2022	Unassigned		06:00:00	Test future call - for elapsed time	UPG	Upgrade			20-98765		3
CH0000984	Hope Works (Pty) Ltd	08/06/2022	Unassigned		06:10:00	Test elapsed hours - 2 days prior	TEST	Testing			AT2000000		3
CH0000983	Hope Works (Pty) Ltd	08/06/2022	Unassigned		06:08:31	Test elapsed time 2 - day prior	TEST	Testing			SN23415946		3
CH0000982	Young Electric	18/06/2022	Unassigned		06:00:00	Test elapsed hours 1	TEST	Testing			an123		3
CH0000980	Young Electric	08/11/2019	Awaiting Acceptance	Bianca Du Toit	11:24:28	Test with our manager email entered	ACM	Administration			107		3
CH0000974	Hope Works (Pty) Ltd	18/11/2019	Awaiting Acceptance	Bianca Du Toit	06:30:20	Test another call email	ACM	Administration			095012015		3
CH0000972	Hope Works (Pty) Ltd	18/11/2019	Awaiting Acceptance	Bianca Du Toit	15:07:00	Test new call for email description in body	CR	Change Request			095012015		3
CH0000971	Westwood Dynamic	29/11/2019	Unassigned		08:00:00	SubBtMant - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - HbWest	2
CH0000970	Westwood Dynamic	22/11/2019	Unassigned		08:00:00	SubBtMant - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - HbWest	2
CH0000969	Hope Works (Pty) Ltd	16/11/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	INAT	Installation				Forest Hills Centre	2
CH0000968	Green Tea Supplies	16/11/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW1234		2
CH0000967	Westwood Dynamic	15/11/2019	Unassigned		08:00:00	SubBtMant - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - HbWest	2
CH0000966	Westwood Dynamic	08/11/2019	Unassigned		08:00:00	SubBtMant - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - HbWest	2
CH0000965	Westwood Dynamic	02/11/2019	Unassigned		08:00:00	SubBtMant - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - HbWest	2
CH0000964	Hed POC - IT Shop	26/10/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			147807		2
CH0000963	Westwood Dynamic	20/10/2019	Unassigned		08:00:00	SubBtMant - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - HbWest	2
CH0000962	Hope Works (Pty) Ltd	19/10/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			18-30200		2
CH0000961	Hope Works (Pty) Ltd	18/10/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	INAT	Installation				Forest Hills Centre	2
CH0000960	Westwood Dynamic	18/10/2019	Unassigned		08:00:00	SubBtMant - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - HbWest	2
CH0000959	Westwood Dynamic	11/10/2019	Unassigned		08:00:00	SubBtMant - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - HbWest	2
CH0000958	Westwood Dynamic	04/10/2019	Unassigned		08:00:00	SubBtMant - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - HbWest	2
CH0000957	Westwood Dynamic	27/09/2019	Unassigned		08:00:00	SubBtMant - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - HbWest	2
CH0000956	Westwood Dynamic	20/09/2019	Unassigned		08:00:00	SubBtMant - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - HbWest	2
CH0000955	Hope Works (Pty) Ltd	18/09/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	INAT	Installation				Forest Hills Centre	2
CH0000954	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.

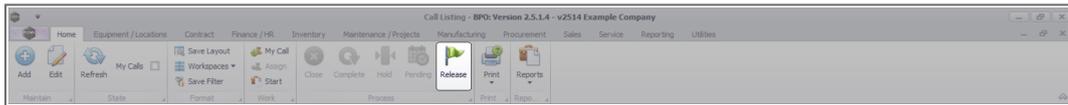


Note that call must be in either the **Hold** or **Pending** status to be released back to **New**.

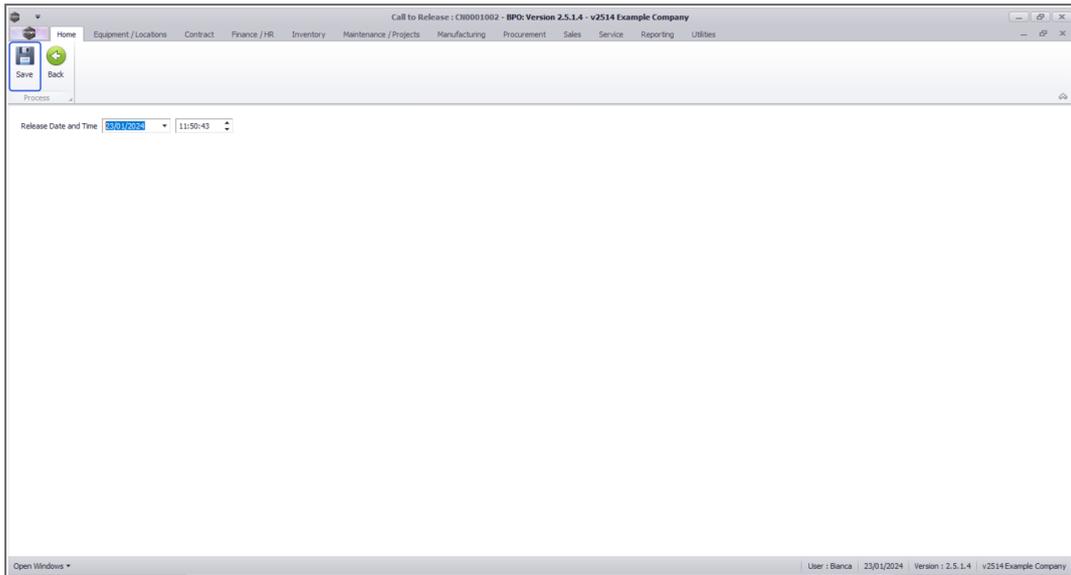
- Select the **Call** you wish to work with.

CallReference	CustomerName	CallDate	CallTime	Technician	CallTime	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc	SerialNo	ChkLocationSubject	Priority
BI CH001003	Young Electric	13/12/2022	05:09:10	Awaiting Acceptance - Ash Milan	05:09:10	Test account balances	CR	Change Request			107		3
BI CH001002	Selenites Drive	12/12/2022	05:18:30	Awaiting Acceptance - Wery Thompson	05:18:30	Test call for account balances manual	CR	Select Call Type			IP-121202		3
BI CH001001	Young Electric	29/11/2022	11:25:19	UNAssigned	11:25:19	Order the same part twice receive with different batch num.	CR	Change Request			sn123		3
BI CH000996	Hope Works Pty Ltd	21/08/2019	11:01:11	UNAssigned	11:01:11	SubNetMant - Bathroo Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2
BI CH000992	Top Vehicle Hire	24/08/2022	14:09:17	Awaiting Acceptance - Daniel Edgewood	14:09:17	Loan machine for temporary high volume printing requirement	SRV	Service			TOP123456		3
BI CH000991	Abel's Auto Etc	24/08/2022	05:08:15	UNAssigned	05:08:15	Contract closure - 100000051	CR	Select Call Type					3
BI CH000989	Derbyn / Technologies	13/06/2022	09:00:00	UNAssigned	09:00:00	Call for Monday elapsed hours check	TEST	Testing			2025-2222		3
BI CH000988	Young Electric	03/06/2022	06:00:00	UNAssigned	06:00:00	Call logged 5 days ago for time elapsed checks	CR	Change Request	CONF	Configuration	sn123		3
BI CH000987	Young Electric	06/06/2022	06:00:00	UNAssigned	06:00:00	Call logged 4 days ago for elapsed time checks	LPG	Upgrade			sn123		3
BI CH000990	Young Electric	07/06/2022	06:00:00	UNAssigned	06:00:00	Call logged 3 days ago for elapsed time checks	CR	Select Call Type			sn123		3
BI CH000985	Hope Works Pty Ltd	02/06/2022	06:00:00	UNAssigned	06:00:00	Test future call for elapsed time	LPG	Upgrade			20-8076		3
BI CH000984	Hope Works Pty Ltd	08/06/2022	06:00:00	UNAssigned	06:00:00	Test elapsed hours - 2 days prior	TEST	Testing			AT200000		3
BI CH000983	Hope Works Pty Ltd	08/06/2022	06:00:00	UNAssigned	06:00:00	Test elapsed hours - 2 day prior	TEST	Testing			SN12345678		3
BI CH000982	Young Electric	08/06/2022	06:00:00	UNAssigned	06:00:00	Test elapsed hours 1	TEST	Testing			sn123		3
BI CH000978	Young Electric	08/10/2019	11:01:19	Awaiting Acceptance - Bianca Du Toit	11:01:19	Test with site manager email entered	ADM	Administration			101		3
BI CH000974	Hope Works Pty Ltd	08/11/2019	05:30:20	Awaiting Acceptance - Bianca Du Toit	05:30:20	Test another call email	ADM	Administration			059011015		3
BI CH000972	Hope Works Pty Ltd	18/11/2019	15:37:00	Awaiting Acceptance - Bianca Du Toit	15:37:00	Test new call for email description in body	CR	Change Request			059011015		3
BI CH000971	Westwood Dynamic	29/11/2019	08:00:00	UNAssigned	08:00:00	SubNetMant - Bathroo Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2
BI CH000970	Westwood Dynamic	22/11/2019	08:00:00	UNAssigned	08:00:00	SubNetMant - Bathroo Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2
BI CH000969	Hope Works Pty Ltd	16/11/2019	08:00:00	UNAssigned	08:00:00	Tier - Commercial Tier Test	INVT	Installation				Forest Hills Centre	2
BI CH000968	Green Tea Supplies	16/11/2019	08:00:00	UNAssigned	08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW1234		2
BI CH000967	Westwood Dynamic	11/11/2019	08:00:00	UNAssigned	08:00:00	SubNetMant - Bathroo Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2
BI CH000966	Westwood Dynamic	08/11/2019	08:00:00	UNAssigned	08:00:00	SubNetMant - Bathroo Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2
BI CH000965	Westwood Dynamic	02/11/2019	08:00:00	UNAssigned	08:00:00	SubNetMant - Bathroo Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2
BI CH000964	Hook PC - IT Shop	26/10/2019	08:00:00	UNAssigned	08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			147607		2
BI CH000963	Westwood Dynamic	21/10/2019	08:00:00	UNAssigned	08:00:00	SubNetMant - Bathroo Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2
BI CH000962	Hope Works Pty Ltd	19/10/2019	08:00:00	UNAssigned	08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			18-30300		2
BI CH000961	Hope Works Pty Ltd	18/10/2019	08:00:00	UNAssigned	08:00:00	Tier - Commercial Tier Test	INVT	Installation				Forest Hills Centre	2
BI CH000960	Westwood Dynamic	08/10/2019	08:00:00	UNAssigned	08:00:00	SubNetMant - Bathroo Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2
BI CH000959	Westwood Dynamic	11/10/2019	08:00:00	UNAssigned	08:00:00	SubNetMant - Bathroo Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2
BI CH000958	Westwood Dynamic	04/10/2019	08:00:00	UNAssigned	08:00:00	SubNetMant - Bathroo Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2
BI CH000957	Westwood Dynamic	27/09/2019	08:00:00	UNAssigned	08:00:00	SubNetMant - Bathroo Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2
BI CH000956	Westwood Dynamic	20/09/2019	08:00:00	UNAssigned	08:00:00	SubNetMant - Bathroo Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2
BI CH000955	Hope Works Pty Ltd	18/09/2019	08:00:00	UNAssigned	08:00:00	Tier - Commercial Tier Test	INVT	Installation				Forest Hills Centre	2
BI CH000954	Green Tea Supplies	17/09/2019	08:00:00	UNAssigned	08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW1234		2

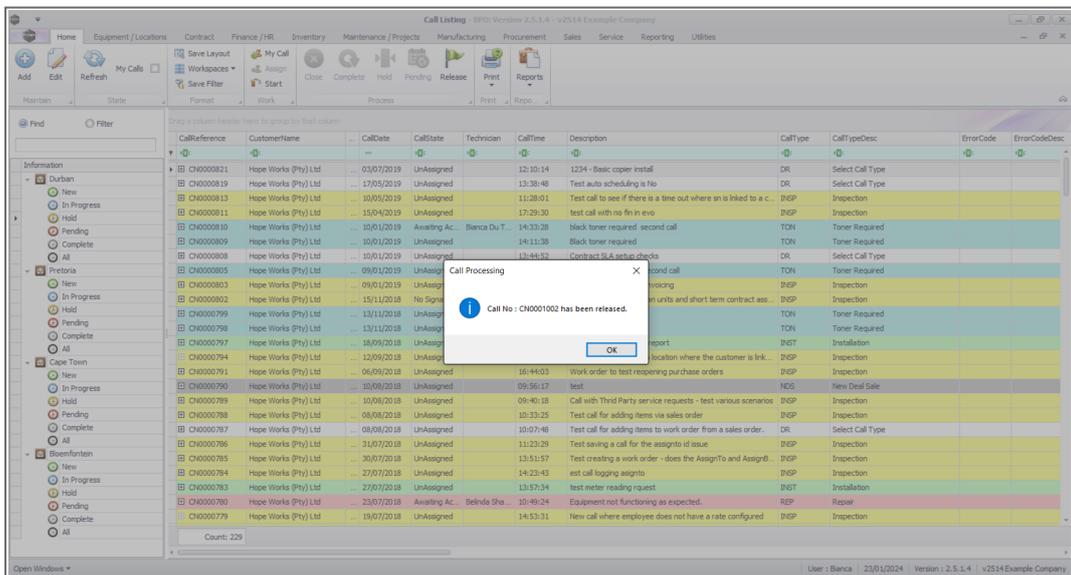
- Click on the **Release** button.



- 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**.

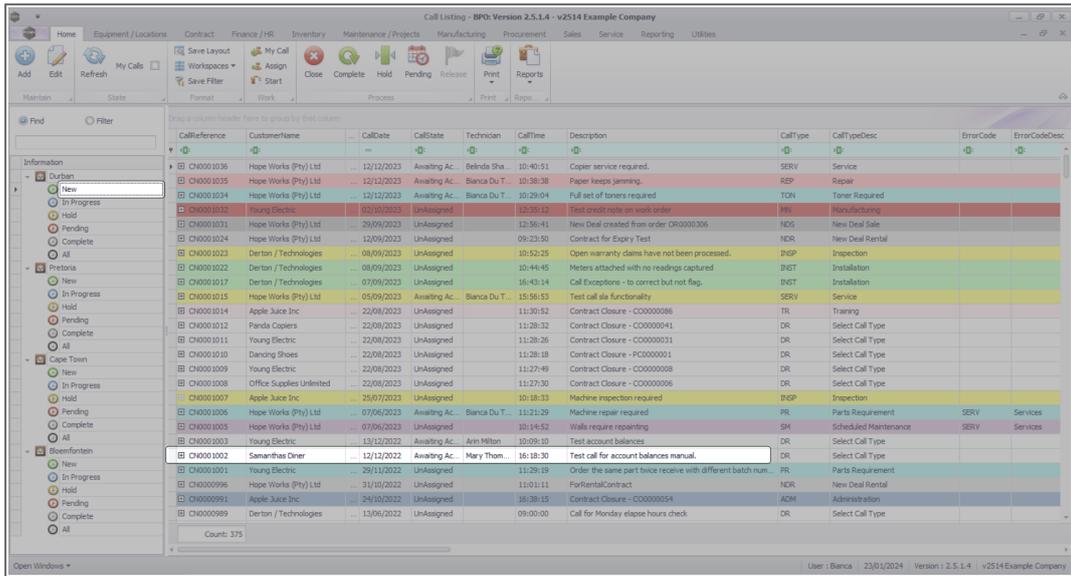


- You will return to the **Call Listing** screen where the **status** is set to **New**.
- When you receive the **Call Processing** message to confirm that;
 - **Call No: [call ref. number] has been released.**
- Click on **OK**.



- 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.



Related Topics

- [Calls - Assign a Call](#)

MNU.122.004

