

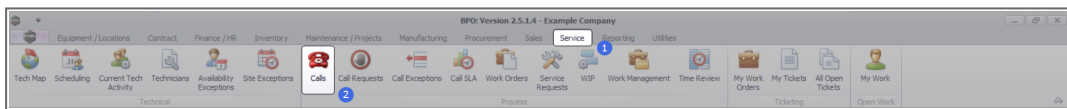
We are currently updating our site; thank you for your patience.

SERVICE CALLS - NOTES

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.

Call notes can be used to capture any additional information for a call.

Ribbon Select Service > Calls



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

CallReference	CallName	CallDate	CallTime	Technician	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc	SerialNo	CallLocator/Subject	Priority
IB CH001003	Young Electric	13/12/2022	10:09:10	Ami Milan	Test account balances	CR	Change Request			107		3
IB CH001002	Sevensmas Drive	12/12/2022	06:18:30	Mary Thompson	Test call for account balances manual.	DR	Select Call Type			19-1201202		3
IB CH001001	Young Electric	20/12/2022	11:29:19		Order the same part twice receive with different batch num.	CR	Change Request			19-1213		3
IB CH000996	Hope Works (Pty) Ltd	31/10/2022	11:09:11		ForRentContract	NCR	New Deal Contract				BPO2 TEST 1	2
IB CH000992	Top Vehicle Hire	25/10/2022	14:09:17	Daniel Balgoven	Loan machine for temporary high volume printing requirement.	SERV	Service			TOP1234OLD		3
IB CH000991	Hope Works (Pty) Ltd	24/10/2022	06:38:15		Contract Closure - C0000059	DR	Select Call Type					3
IB CH000989	Defini Technology	13/06/2022	09:00:00		Call for Monthly expense hour check	TEST	Testing			2025-1212		3
IB CH000988	Young Electric	03/06/2022	06:00:00		Call logged 4 days ago for elapsed time checks	CR	Change Request	CONF	Configuration	19-123		3
IB CH000987	Young Electric	06/06/2022	06:00:00		Call logged 4 days ago for elapsed time checks	LFG	Upgrade			19-123		3
IB CH000986	Young Electric	07/06/2022	06:00:00		Call logged 4 days ago for elapsed time checks	DR	Select Call Type			19-123		3
IB CH000985	Hope Works (Pty) Ltd	05/06/2022	06:00:00		Test failure call - for elapsed time	LFG	Upgrade			20-0676		3
IB CH000984	Hope Works (Pty) Ltd	08/06/2022	06:10:00		Test elapsed hours - 2 days prior	TEST	Testing			47000000		3
IB CH000983	Hope Works (Pty) Ltd	08/06/2022	06:08:31		Test elapsed time 2 - day prior	TEST	Testing			SN21241546		3
IB CH000982	Young Electric	05/06/2022	06:00:00		Test elapsed hours 1	TEST	Testing			19-123		3
IB CH000976	Young Electric	19/11/2019	11:24:38		Test with site manager email entered	ADM	Administration			107		3
IB CH000974	Hope Works (Pty) Ltd	18/11/2019	06:30:20		test another call email	ADM	Administration			09501015		3
IB CH000972	Hope Works (Pty) Ltd	18/11/2019	15:57:00		Test new call for email description in body	CR	Change Request			09501015		3
IB CH000971	Westwood Dynamic	20/11/2019	08:00:00		BoB@Hart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H@West	2
IB CH000970	Westwood Dynamic	22/11/2019	08:00:00		BoB@Hart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H@West	2
IB CH000969	Hope Works (Pty) Ltd	16/11/2019	08:00:00		Tier - Commercial Tier Test	INVT	Installation				Forest Hills Centre	2
IB CH000968	Green Tea Supplies	16/11/2019	08:00:00		2MS - 2 month service	SM	Scheduled Maintenance			NEW1234		2
IB CH000967	Westwood Dynamic	13/11/2019	08:00:00		BoB@Hart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H@West	2
IB CH000966	Westwood Dynamic	08/11/2019	08:00:00		BoB@Hart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H@West	2
IB CH000965	Westwood Dynamic	02/11/2019	08:00:00		BoB@Hart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H@West	2
IB CH000964	Red POC IT Shop	26/10/2019	08:00:00		2MS - 2 month service	SM	Scheduled Maintenance			147807		2
IB CH000963	Westwood Dynamic	25/10/2019	08:00:00		BoB@Hart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H@West	2
IB CH000962	Hope Works (Pty) Ltd	19/10/2019	08:00:00		2MS - 2 month service	SM	Scheduled Maintenance			18-30200		2
IB CH000961	Hope Works (Pty) Ltd	19/10/2019	08:00:00		Tier - Commercial Tier Test	INVT	Installation				Forest Hills Centre	2
IB CH000960	Westwood Dynamic	12/10/2019	08:00:00		BoB@Hart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H@West	2
IB CH000959	Westwood Dynamic	11/10/2019	08:00:00		BoB@Hart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H@West	2
IB CH000958	Westwood Dynamic	04/10/2019	08:00:00		BoB@Hart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H@West	2
IB CH000957	Westwood Dynamic	27/09/2019	08:00:00		BoB@Hart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H@West	2
IB CH000956	Westwood Dynamic	20/09/2019	08:00:00		BoB@Hart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H@West	2
IB CH000955	Hope Works (Pty) Ltd	18/09/2019	08:00:00		Tier - Commercial Tier Test	INVT	Installation				Forest Hills Centre	2
IB CH000954	Green Tea Supplies	17/09/2019	08:00:00		2MS - 2 month service	SM	Scheduled Maintenance			NEW1234		2

¹BPO2 v2.5.1.3 or higher

- 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.

CallReference	CustomerName	CallDate	CallDate	Technician	CallTime	Description	CallType	CallUseDesc	ErrorCode	ErrorCodeDesc	SerialNo	ChkLocationSubject	Priority
IB CHN001003	Young Electric	13/12/2022	Awaiting Acceptance	Ann Milan	10:09:10	Test account balances	CR	Change Request			107		3
IB CHN001002	Savemore Drive	12/12/2022	Awaiting Acceptance	Mary Thompson	09:18:30	Test call for account balances manual	SM	Sched Call Type			18-101202		3
IB CHN001001	Young Electric	20/12/2022	Unassigned		11:29:15	Order the new part base receive with different batch num	CR	Change Request			an123		3
IB CHN000996	Hope Works (Pty) Ltd	21/10/2022	Unassigned		11:01:11	ForRentContract	NCR	New Deal Rental				BP02 TEST 1	2
IB CHN000992	Top Vehicle Hire	20/10/2022	Awaiting Acceptance	Daniel Balgoven	14:09:17	Loan machine for temporary high volume printing requirement	SERV	Service			TOP123456		2
IB CHN000991	Hope Works (Pty) Ltd	20/10/2022	Unassigned		08:00:00	Contract Change - 1000000000	SM	Sched Call Type			an123		3
IB CHN000989	Derlon / Technologies	13/06/2022	Unassigned		09:00:00	Call for Monday elapse hours check	TEST	Testing			2025-2222		3
IB CHN000988	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
IB CHN000987	Young Electric	06/06/2022	Unassigned		06:00:00	Call logged 4 days ago for elapse time checks	LPG	Upgrade			an123		3
IB CHN000985	Young Electric	05/06/2022	Unassigned		06:00:00	Call logged 5 days ago for elapse time checks	LPG	Upgrade			an123		3
IB CHN000985	Hope Works (Pty) Ltd	10/06/2022	Unassigned		05:00:13	Test future call - for elapsed time	LPG	Upgrade			20-88765		3
IB CHN000984	Hope Works (Pty) Ltd	08/06/2022	Unassigned		06:10:00	Test elapsed hours - 2 days prior	TEST	Testing			47500000		3
IB CHN000983	Hope Works (Pty) Ltd	08/06/2022	Unassigned		06:00:13	Test elapsed time 2 - day prior	TEST	Testing			52024123456		3
IB CHN000982	Young Electric	10/06/2022	Unassigned		06:00:35	Test elapsed hours 1	TEST	Testing			an123		3
IB CHN000976	Young Electric	18/11/2019	Awaiting Acceptance	Bianca Du Toit	11:24:39	Test with site manager email entered	ADM	Administration			107		3
IB CHN000974	Hope Works (Pty) Ltd	18/11/2019	Awaiting Acceptance	Bianca Du Toit	06:30:20	Test another call small	ADM	Administration			95901015		3
IB CHN000972	Hope Works (Pty) Ltd	18/11/2019	Awaiting Acceptance	Bianca Du Toit	15:17:00	Test new call for email description in body	CR	Change Request			95901015		3
IB CHN000971	Westwood Dynamic	22/11/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2
IB CHN000970	Westwood Dynamic	22/11/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2
IB CHN000969	Hope Works (Pty) Ltd	16/11/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre	2
IB CHN000968	Green Tea Supplies	15/11/2019	Unassigned		08:00:00	SM - 2 month service	SM	Scheduled Maintenance			NEW1234		2
IB CHN000967	Westwood Dynamic	15/11/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2
IB CHN000966	Westwood Dynamic	08/11/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2
IB CHN000965	Westwood Dynamic	01/12/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2
IB CHN000964	HOCS PC - IT Shop	20/10/2019	Unassigned		08:00:00	SM - 2 month service	SM	Scheduled Maintenance			147807		2
IB CHN000963	Westwood Dynamic	20/10/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2
IB CHN000962	Hope Works (Pty) Ltd	19/10/2019	Unassigned		08:00:00	SM - 2 month service	SM	Scheduled Maintenance			18-30300		2
IB CHN000961	Hope Works (Pty) Ltd	18/10/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre	2
IB CHN000960	Westwood Dynamic	18/10/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2
IB CHN000959	Westwood Dynamic	11/10/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2
IB CHN000958	Westwood Dynamic	04/10/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2
IB CHN000957	Westwood Dynamic	27/09/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2
IB CHN000956	Westwood Dynamic	20/09/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2
IB CHN000955	Hope Works (Pty) Ltd	18/09/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre	2
IB CHN000954	Green Tea Supplies	17/09/2019	Unassigned		08:00:00	SM - 2 month service	SM	Scheduled Maintenance			NEW1234		2

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

CallReference	CustomerName	CallDate	CallDate	Technician	CallTime	Description	CallType	CallUseDesc	ErrorCode	ErrorCodeDesc	SerialNo	ChkLocationSubject	Priority
IB CHN001003	Young Electric	13/12/2022	Awaiting Acceptance	Ann Milan	10:09:10	Test account balances	CR	Change Request			107		3
IB CHN001002	Savemore Drive	12/12/2022	Awaiting Acceptance	Mary Thompson	09:18:30	Test call for account balances manual	SM	Sched Call Type			18-101202		3
IB CHN001001	Young Electric	20/12/2022	Unassigned		11:29:15	Order the new part base receive with different batch num	CR	Change Request			an123		3
IB CHN000996	Hope Works (Pty) Ltd	21/10/2022	Unassigned		11:01:11	ForRentContract	NCR	New Deal Rental				BP02 TEST 1	2
IB CHN000992	Top Vehicle Hire	20/10/2022	Awaiting Acceptance	Daniel Balgoven	14:09:17	Loan machine for temporary high volume printing requirement	SERV	Service			TOP123456		2
IB CHN000991	Hope Works (Pty) Ltd	20/10/2022	Unassigned		08:00:00	Contract Change - 1000000000	SM	Sched Call Type			an123		3
IB CHN000989	Derlon / Technologies	13/06/2022	Unassigned		09:00:00	Call for Monday elapse hours check	TEST	Testing			2025-2222		3
IB CHN000988	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
IB CHN000987	Young Electric	06/06/2022	Unassigned		06:00:00	Call logged 4 days ago for elapse time checks	LPG	Upgrade			an123		3
IB CHN000985	Young Electric	05/06/2022	Unassigned		06:00:00	Call logged 5 days ago for elapse time checks	LPG	Upgrade			an123		3
IB CHN000985	Hope Works (Pty) Ltd	10/06/2022	Unassigned		05:00:13	Test future call - for elapsed time	LPG	Upgrade			20-88765		3
IB CHN000984	Hope Works (Pty) Ltd	08/06/2022	Unassigned		06:10:00	Test elapsed hours - 2 days prior	TEST	Testing			47500000		3
IB CHN000983	Hope Works (Pty) Ltd	08/06/2022	Unassigned		06:00:13	Test elapsed time 2 - day prior	TEST	Testing			52024123456		3
IB CHN000982	Young Electric	10/06/2022	Unassigned		06:00:35	Test elapsed hours 1	TEST	Testing			an123		3
IB CHN000976	Young Electric	18/11/2019	Awaiting Acceptance	Bianca Du Toit	11:24:39	Test with site manager email entered	ADM	Administration			107		3
IB CHN000974	Hope Works (Pty) Ltd	18/11/2019	Awaiting Acceptance	Bianca Du Toit	06:30:20	Test another call small	ADM	Administration			95901015		3
IB CHN000972	Hope Works (Pty) Ltd	18/11/2019	Awaiting Acceptance	Bianca Du Toit	15:17:00	Test new call for email description in body	CR	Change Request			95901015		3
IB CHN000971	Westwood Dynamic	22/11/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2
IB CHN000970	Westwood Dynamic	22/11/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2
IB CHN000969	Hope Works (Pty) Ltd	16/11/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre	2
IB CHN000968	Green Tea Supplies	15/11/2019	Unassigned		08:00:00	SM - 2 month service	SM	Scheduled Maintenance			NEW1234		2
IB CHN000967	Westwood Dynamic	15/11/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2
IB CHN000966	Westwood Dynamic	08/11/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2
IB CHN000965	Westwood Dynamic	01/12/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2
IB CHN000964	HOCS PC - IT Shop	20/10/2019	Unassigned		08:00:00	SM - 2 month service	SM	Scheduled Maintenance			147807		2
IB CHN000963	Westwood Dynamic	20/10/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2
IB CHN000962	Hope Works (Pty) Ltd	19/10/2019	Unassigned		08:00:00	SM - 2 month service	SM	Scheduled Maintenance			18-30300		2
IB CHN000961	Hope Works (Pty) Ltd	18/10/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre	2
IB CHN000960	Westwood Dynamic	18/10/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2
IB CHN000959	Westwood Dynamic	11/10/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2
IB CHN000958	Westwood Dynamic	04/10/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2
IB CHN000957	Westwood Dynamic	27/09/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2
IB CHN000956	Westwood Dynamic	20/09/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2
IB CHN000955	Hope Works (Pty) Ltd	18/09/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre	2
IB CHN000954	Green Tea Supplies	17/09/2019	Unassigned		08:00:00	SM - 2 month service	SM	Scheduled Maintenance			NEW1234		2

- Click on the **Edit** button.

CallReference	CustomerName	CallDate	CallTime	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc	SerialNo	ChkLocationSubject	Priority
BN0001003	Young Electric	13/02/2022	09:09:10	Test account balance	CR	Change Request			107		3
BN0001002	Silverdale Drive	12/02/2022	08:38:30	Test call for account balance manual	CR	Select Call Type			02-10/202		3
BN0001001	Young Electric	20/12/2022	11:29:19	Order the same part twice receive with different batch num.	CR	Change Request			an123		3
BN0000996	Hope Works (Pty) Ltd	20/08/2022	18:01:11	Printed on cardboard	CR	New Order Rental				BPO2 TEST 1	3
BN0000992	Top Vehicle Hire	20/08/2022	14:59:17	Loan machine for temporary high volume printing requirement	SRV	Service				TOP1234567	3
BN0000991	Askle Java Pty	24/08/2022	05:38:15	Contact Closure - C0000054	CR	Select Call Type					3
BN0000989	Decker / Technologies	13/04/2022	09:00:00	Call for Monday closure hours check	TEST	Testing			2020-2222		3
BN0000988	Young Electric	13/04/2022	08:00:00	Call logged 5 days ago for time elapsed check	CR	Change Request	CONF	Configuration	an123		3
BN0000987	Young Electric	06/04/2022	06:00:00	Call logged 4 days ago for elapse time check	UPG	Upgrade			an123		3
BN0000986	Young Electric	07/04/2022	06:00:00	Call logged 3 days ago for elapse time check	CR	Select Call Type			an123		3
BN0000985	Hope Works (Pty) Ltd	10/04/2022	06:00:13	Test future call - for elapsed time	UPG	Upgrade			20-8630		3
BN0000984	Hope Works (Pty) Ltd	06/04/2022	06:00:00	Test elapsed hours - 2 day prior	TEST	Testing			87200000		3
BN0000983	Hope Works (Pty) Ltd	06/04/2022	06:00:13	Test elapsed time 2 - day prior	TEST	Testing			52021412946		3
BN0000982	Young Electric	18/04/2022	06:00:35	Test elapsed hours 1	TEST	Testing			an123		3
BN0000976	Young Electric	08/11/2019	13:24:26	Test with bin manager email entered	ADM	Administration			107		3
BN0000974	Hope Works (Pty) Ltd	18/11/2019	06:30:20	Test another call email	ADM	Administration			095012931		3
BN0000972	Hope Works (Pty) Ltd	18/11/2019	15:57:00	Test new call for email description in body	CR	Change Request			095012931		3
BN0000971	Westwood Dynamic	20/11/2019	08:00:00	SubstMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hlibest	2
BN0000970	Westwood Dynamic	22/11/2019	08:00:00	SubstMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hlibest	2
BN0000969	Hope Works (Pty) Ltd	04/11/2019	08:00:00	Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre	2
BN0000968	Green Tea Supplies	16/11/2019	08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW1234		2
BN0000967	Westwood Dynamic	15/11/2019	08:00:00	SubstMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hlibest	2
BN0000966	Westwood Dynamic	08/11/2019	08:00:00	SubstMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hlibest	2
BN0000965	Westwood Dynamic	02/11/2019	08:00:00	SubstMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hlibest	2
BN0000964	HCC PC - IT Shop	26/10/2019	08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			14787		2
BN0000963	Westwood Dynamic	21/10/2019	08:00:00	SubstMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hlibest	2
BN0000962	Hope Works (Pty) Ltd	19/10/2019	08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			18-30300		2
BN0000961	Hope Works (Pty) Ltd	18/10/2019	08:00:00	Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre	2
BN0000960	Westwood Dynamic	18/10/2019	08:00:00	SubstMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hlibest	2
BN0000959	Westwood Dynamic	11/10/2019	08:00:00	SubstMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hlibest	2
BN0000958	Westwood Dynamic	04/10/2019	08:00:00	SubstMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hlibest	2
BN0000957	Westwood Dynamic	27/09/2019	08:00:00	SubstMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hlibest	2
BN0000956	Westwood Dynamic	20/09/2019	08:00:00	SubstMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hlibest	2
BN0000955	Hope Works (Pty) Ltd	18/09/2019	08:00:00	Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre	2
BN0000954	Green Tea Supplies	17/08/2019	08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW1234		2

- The **Call maintenance: Call ref. - [call ref number]** screen will be displayed.
- Click on the **Notes** tile.

Call maintenance: Call ref. - CN0005285 - BPO: Version 2.5.0.8 - Example Company v2.5.0.8

Customer: **Hope Works (Pty) Ltd**
 Contact: **Henry Rowe**
 Contact No.: 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: 16/09/2021 08:00:00
 Priority: 2
 SLA: 0.00
 Date Required: 16/09/2021
 Order No.:
 Logged By: JulandaK
 Status: N - New
 Optional No.:

Relations To:

ReferenceType	ReferenceNo
Serial No	
Prior Call Reference	
Call Request Reference	
Contract No	
Location	Forest Hills Centre
Project Reference	
Quote Reference	
Invoice Reference	
Order Reference	

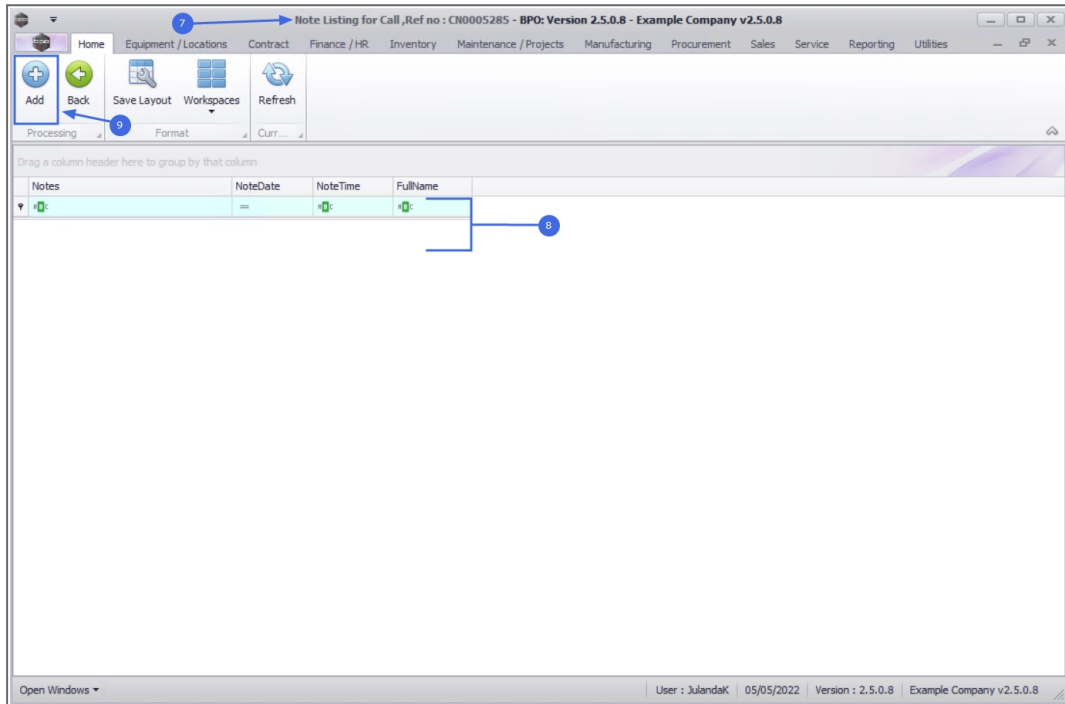
Prior Calls:

CallReference	CallDate	CallTime	Description
BN0005291	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

- The **Note Listing for Call, Ref no: [call ref number]** screen will be displayed.
- Any notes that have been created for the call will be listed in the data grid.

ADD CALL NOTE

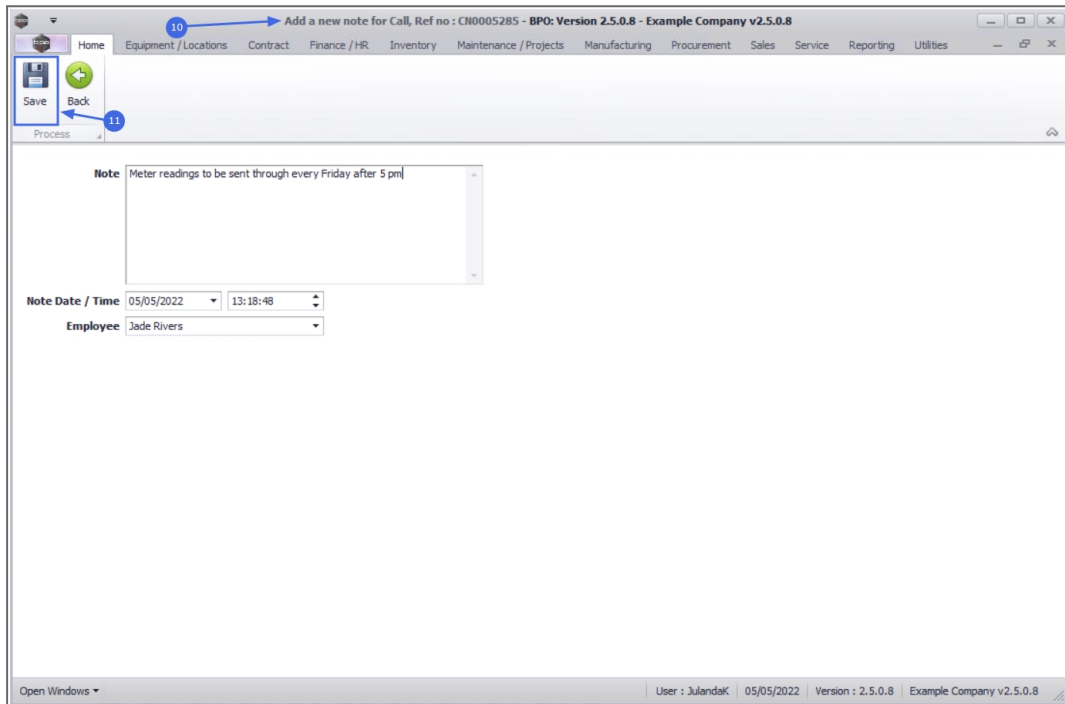
- Click on **Add**.



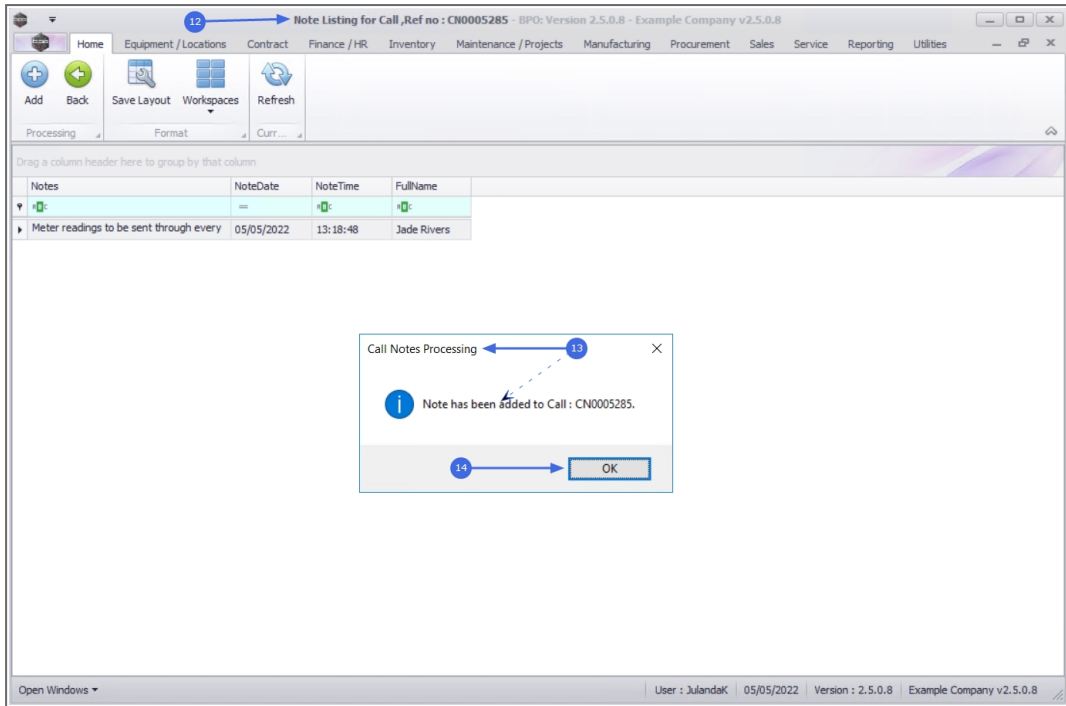
- The **Add a new note for Call, Ref no: [call ref number]** screen will be displayed.
 - **Note:** Click in the text box to type the note details related to the call.
 - **Note Date / Time:** These fields will display the current date and time.
 - Date: Click to type in or use the down arrow to select and alternative date using

the calendar function.

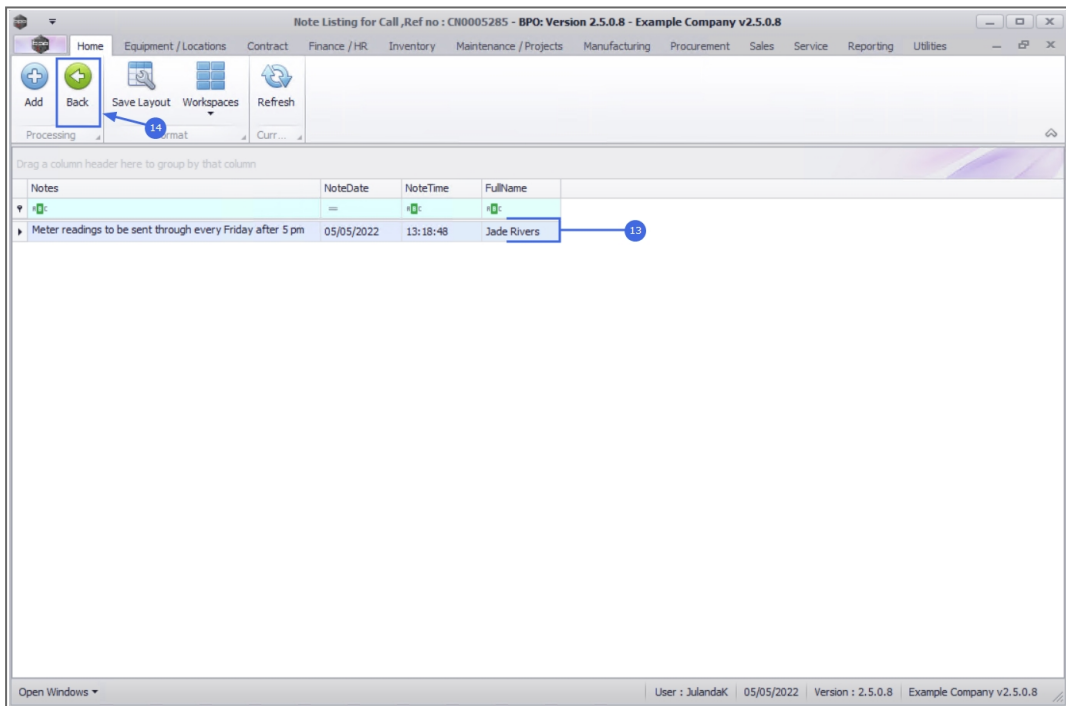
- **Time:** Click to type in or use the arrow indicators to select an alternative time.
- **Employee:** The person currently adding the note will display in this field. Click on the down arrow to select a different employee.
- When you have finished adding the note details, click on **Save**.



- You will return to the updated **Note Listing for Call, Ref no:** screen.
- The **Call Note Processing** message will confirm that;
 - **Note has been added to Call: [call ref number].**
- Click on **OK**.



- The note details can now be **viewed** from this screen.
- Click on **Back** to return to the Call maintenance screen.





MNU.122.006

