

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

SERVICE

CALLS - CLOSE 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 <u>Call Centre Mode</u> notes.

A call that has been closed, can <u>only</u> be viewed in the **All** status.

A Call can be <u>re-instated</u> after it has been closed.

If you need to process something on a work order linked to a closed call, e.g. raise a Credit Note, then the work order will need to be <u>re-instated</u>. The work order can then be close again.

The system will notify you of any outstanding items, e.g. billable items not yet invoiced, for the call. You will have to act on the relevant messages before the call can be closed.

Ribbon Select Service > Calls



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

¹BPO2 v2.5.1.3 or higher



- Hone Environment //	orations Contract	Datacte / HP Inventor	w Maintenance	Dealacte Manufac	brinn Bron reme	ot Cales	Centre Departies Littles							
	Constants Constants	a a Much a		interest interest		in suca	same reporting carees							
🚺 😳 🗤 🖓	Isi Save Layor	ur 🥐 wy car 🚳) 🔇 🕨	M 🐨 🚩	- 🗳 📲									
Edit Refresh	G Court Silver	Close	e Complete Hol	d Pending Release	Print Report	z								
	fi severine	• 300 C												
tan ₄ state	4 Format	a WOIK a	PTODE	85		4								_
d Onter														
	CalReference	CustomerName	CalDate	CalState	Technician	CalTime	Description	CalType	CallTypeDesc	ErrorCode	ErrorCodeDesc	SeriaNo	CtrtLocationSubject	Prior
	Y -0:	(0)	-	·0:	0	(0)	0	×D:	0	0:	(0)	0	0	-
rmation	FE (N0001003	Young Bectric	13/12/2022	Awaiting Acceptance	Arin Milton	10:09:10	Test arrownt balances	08	Change Request			107		
Durban	E CN0001002	Samanthas Diner	12/12/2022	Assisting Acceptance	Mary Thompson	16:18:30	Test call for account balances manual.	DR	Select Cal Type			19-12/1202		
New	EE CN0001001	Young Flactric	29/11/2022	Interimed		11-29-19	Order the same part byice receive with different batch run	12	Charge Request			sin123		
In Progress	E (N0000995	Hope Works (Ptv) Ltd	31/10/2022	Unassigned		11:01:11	ForRentaContract	NDR	New Deal Regist				RPO2 TEST 1	
() Hold	E CN0000997	Top Vehicle Hire	25/10/2022	Assating Acceptance	Daniel Balcowan	14:09:17	Loan machine for temporary birb with me printing ran inement	orev.	Service			TOR121401 D		
Pending	E (N0003991	Apple 3 ice for	24(10/2022	Interimed	ound bayonen	16:38:15	Contract Course - COCO00054	DR	Select Cal Type			101 125 1025		
O Al	E (N0000989	Derton / Technologies	13/06/2022	Unissimed		09:00:00	Call for Monday elarge baurs check	TEST	Testion			2020-2222		
Di Pratoria	E CN0000088	Young Bactric	03/06/2022	Unterimed		05-00-00	Call Instant S claus and for time alaneari charics	CP.	Change Request	CONF	Configuration	sin123		
O New	ER CN0000097	Young Electric	06/06/2022	Unterimed		05:00:00	Call looped & days ago for along time charter	100	Invade	00.0		dia 122		
In Progress	E moorees	Young Electric	07/06/2022	Universid		05-00-00	Call logged Todays ago for clapse time checks	ne	Select Cel Turne			dia 123		
Hold	E CHOODERS	Heres Weeks (Rh.) 1 M	10/06/2022	Lin Loringed		16,00,12	Test 6 days call - for placed line	102	Lines of a			20.08765		
Pending	E CN0000000	Hope Works (Pty) Ltd	09/06/2022	Unterimed		05:10:00	Test alarred by rr. 3 days prior	TECT	Techos			AT5000000		
Complete	E 00000000	Hope Works (Pty) Ltd	00/00/2022	Universigned		06120100	Test elegeed lines 3 days prior	THET	Testing			A1 5000000		
() Al	E CHOOMAS	Name Partie	10 00 0000	University into		07-00-07	Test elepsed une 2 - day proc	TOOT	Testing			20102123240		
Cape Town	E CHOODINE2	Young Electric	10/06/2022	Universigned	Reason Do Talk	00:00:35	Test expect nours 1	ADM	Testing .			981123		
O New	E 010000976	Toung Bectric	19/11/2019	Asiating Acceptance	Bianca Du Toit	11/24/39	Test with site manager email entered	ADM	Administration			107		
In Progress	E 040000974	Hope Works (Pty) Ltd	10/11/2019	Aliating Acceptance	Dianca Du Tolt	10:30:20	test another cas erras	AUM	Administration			005011015		
O Deaders	E 0/000972	Hope works (Pty) cus	18/11/2019	Analong Acceptance	bianca bu Turc	13:37100	rest new call or enal description in body	CR.	Change Request			093013013		
Complete	E 04000971	westwood Dynamic	29/11/2019	UnAssigned		08:00:00	BathonMant - bathroom bin Mantenance	344	Scheduled Haintenance				Checkers Centre - micrest	
O Al	E CN0000970	Westwood Dynamic	22/11/2019	UnAssigned		08:00:00	SatrisrMant - Bathroom Bin Mantenance	524	Scheduled Maintenance				Checkers Centre - Hildrest	
a tioenfontein	E 010000969	Hope Works (Pty) Ltd	16/11/2019	Unitesigned		08:00:00	Her - Commercial Her Test	0161	Instalation				Forest Hills Centre	
New	EI CN0000968	Green Tea Supplies	16/11/2019	UnAssigned		08:00:00	2MS - 2 month service	524	Scheduled Maintenance			NEW1234		
In Progress	E CN0000967	westwood Dynamic	15/11/2019	UnAssigned		08:00:00	BathisinMaint - Bathrooni Bin Maintenance	514	Scheduled Maintenance				Checkers Centre - Hildrest	
Hold	E CN0000966	Westwood Dynamic	08/11/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	54	Scheduled Maintenance				Checkers Centre - Hildrest	
Pending	E CN0000965	Westwood Dynamic	01/11/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	
Complete	E CN0000964	Hack PC - IT Shop	26/10/2019	UnAssigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			147807		
O 🗚	E CN0000963	Westwood Dynamic	25/10/2019	UnAssigned		08:00:00	SathSinNaint - Bathroom Bin Maintenance	94	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		08:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	
	E CN0000959	Westwood Dynamic	11/10/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hildrest	
	E CN0000958	Westwood Dynamic	04/10/2019	UnAssigned		03:00:00	SathSinNaint - Bathroom Bin Maintenance	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 - 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		
	III cassoore	······································	1200000				national nation no sector	-	Adda to Management					
	Count: 206													

- 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.



Home Environment / Los		Boace / HR Invent												
		1110000 JIN 011 0		in harden			Service Reporting Contest							
1 3 mon	Ing Save Layo	kor 🧼 My Cas	3 G/ M	M 🖬 🏲										
Edit Refresh	C Cara Dila	Close	se Complete Ho	Id Pending Release	Print Repor	ts								
		• 300 C												
nd O Ritter														
	CalReference	CustomerName	CalDate	CalState	Technician	CalTime	Description	CalType	CallTypeDesc	ErrorCode	ErrorCodeDesc	SeriaNo	Ctrit.ocationSubject	Pric
	Y +D:	4D×		+D:	-0:	×D:	-0:	×D:	0:	10:	*D:	·0:	(D)	
mation	E CN0001003	Young Bectric		Amaiting Acceptance	Arin Milton	10:09:10	Test account balances	CR	Change Request			107		
Durban	CN0001002	Samenthes Diner	12/12/2022	Awaiting Acceptance	Mary Thompson	16:18:30	Test call for account balances manual.	DR	Select Cal Type			19-12/1202		
New	E CN0001001	Young Bectric	29/11/2022	UnAssigned		11:29:19	Order the same part twice receive with different batch num.	CR	Change Request			sin123		
In Progress	E CN0000995	Hope Works (Pty) Ltd		UnAssigned			ForRentalContract	NDR	New Deal Rental				BPO2 TEST 1	
O Deader	E 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		
O Cremiete	E CN0000991	Apple Juice Inc	24/10/2022	UnAssigned	-	16:38:15	Contract Closure - CO6006054	DR	Select Call Type			-		
O AL	E CN0000989						Call for Monday elapse hours check		Testing					
Pretoria	E CN0000988	Young Bectric		UnAssigned		05:00:00	Call logged 5 days ago for time elapsed checks	CR	Change Request	CONF	Configuration	sin123		
O New	E CN0000987	Young Bectric	06/06/2022	UnAssigned		05:00:00	Call looped 4 days ago for elapse time checks	UPG	Upprade			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			sin123		
(b) Hold	E CN0000985	Hope Works (Pty) Ltd	10/06/2022	UnAssigned		16:09:13	Test future call - for elapsed time	UPG	Upprade			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		
O Complete	E CN0000983	Hope Works (Pty) Ltd	09/06/2022	UnAssigned		05:03:31	Test elapsed time 2 - day prior	TEST	Testing			SIN32413546		
O AI	E CN0000982		10/06/2022			05:00:35	Test elapsed hours 1	TEST	Testing			sin123		
Cape Town	CN0000976		19/11/2019	Awaiting Acceptance	Bianca Du Tolt	11:24:39	Test with site manager email entered	ADM	Administration			107		
O to Broomers	E CN0000974	Hope Works (Ptv) Ltd			Bianca Du Toit		test another call email	ADM						
() 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	SathBinMaint - Bathroom Bin Maintenance	54	Scheduled Maintenance				Checkers Centre - Hilcrest	
 Complete 	E CN0000970	Westwood Dynamic	22/11/2019	UnAssigned		03:00:00	SathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hildrest	
O AI	E CN0000969	Hope Works (Pty) Ltd	16/11/2019	UnAssigned		03:00:00	Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre	
5 Eloemfontein	E CN0000968	Green Tea Supples	16/11/2019	UnAssigned		03:00:00	2MS - 2 month service	54	Scheduled Maintenance			NEW 1234		
New	E CN0000967	Westwood Dynamic	15/11/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	514	Scheduled Maintenance				Checkers Centre - Hildrest	
 In Progress 	E CN0000965	Westwood Dynamic	08/11/2019	UnAssigned		03:00:00	BathBinNaint - Bathroom Bin Maintenance	94	Scheduled Maintenance				Checkers Centre - Hilcrest	
() Hold	E CN0000965	Westwood Dynamic	01/11/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	54	Scheduled Maintenance				Checkers Centre - Hilcrest	
O Complete	E CN0000964	Hack PC - IT Shop	25/10/2019	UnAssigned		03:00:00	2MS - 2 month service	514	Scheduled Maintenance			147807		
O al	E CN0000963	Westwood Dynamic	25/10/2019	UnAssigned		08:00:00	SathBinNaint - Bathroom Bin Maintenance	54	Scheduled Maintenance				Checkers Centre - Hilcrest	
0	E CN0000962	Hope Works (Pty) Ltd	19/10/2019	UnAssigned		03:00:00	2MS - 2 month service	514	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	SathBinMaint - Bathroom Bin Maintenance	514	Scheduled Maintenance				Checkers Centre - Hilcrest	
	E CN0000959	Westwood Dynamic	11/10/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	514	Scheduled Maintenance				Checkers Centre - Hildrest	
	E CN0000958	Westwood Dynamic	04/10/2019	UnAssigned		03:00:00	SathBinNeint - Bathroom Bin Meintenance	54	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	514	Scheduled Maintenance				Checkers Centre - Hilcrest	
	E CN0000955	Hope Works (Pty) Ltd	18/09/2019	UnAssigned		03:00:00	Tier - Commercial Tier Test	DIST	Installation				Forest Hills Centre	
	FR CN0000954	Green Tea Supples	17/09/2019			08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW 1234		
	m automation						Redemonstrate Redector Redenation	-						
	County 200													

• Click on the Close button.



- When you receive the Input Validation message to confirm;
 - Are you sure you want to close this call, reference no. CN[ref. number]? It cannot be reopened. Answer 'Yes' to close the call.
- Click on Yes.



Calls - Close a Call

Call Call Contractions	Contract Pin											
	🔣 Save Layout	🚜 My Call 💦	Maintenance / Proy	nanun		Curement	sales service keporting	Utilities				- 0
Add Edit Refresh	Workspaces *	Assign Close Cor	molete Hold I	Pending Relea	se Print	Reports						
	🐐 Save Filter	Start			÷.	÷						
Find O Filter												
	CalReference	CustomerName	CalDate	CallState	Technician	CallTime	Description		CallType	CallTypeDesc	ErrorCode	ErrorCodeDes
	Y (0)	×0:		8 0 0	×0:	(D)	• []		×0:	(D)	x⊡c	* 0 ¢
Information	▶ E CN0001033	Young Electric	05/12/2023	Awaiting Ac	David Gray	15:42:01	Test Quote Add Attachment to em	al	NDS	New Deal Sale		
👻 💽 Durban	E CN0001030	Hope Works (Pty) Ltd	28/09/2023	UnAssigned		15:01:06	Instant billing - using selling price		INSP	Inspection		
New	E CN0001029	Hope Works (Pty) Ltd	28/09/2023	UnAssigned		13:58:24	now with prior and current meter n	eading with issues.	INSP	Inspection		
In Progress	E CN0001028	Hope Works (Pty) Ltd	28/09/2023	UnAssigned		13:51:46	Toner yield short fall - batch bill no	, yield track yes, on cont	INST	Installation		
O Produce	E CN0001027	Hope Works (Pty) Ltd	28/09/2023	UnAssigned		13:38:59	Toner yield test number 2		TON	Toner Required		
Complete	E CN0001026	Hope Works (Ptv) Ltd	28/09/2023	UnAssigned		13:10:24	Black toner replacement required		TON	Toner Required		
O Al	E CN0001025	Top Vehide Hire	28/09/2023	UnAssigned		12:54:20	Black Toner replacement required		INSP	Inspection		
- Pretoria	E CN0001021	Derton / Technologies	08/09/2023	Input Validati	ion			ived.	INSP	Inspection		
O New	E CN0001020	Derton / Technologies	08/09/2023					aned.	INST	Installation		
 In Progress 	E CN0001019	Derton / Technologies	08/09/2023	Arr	vou sure vou	want to close	this call, reference no.		INST	Installation		
(b) Hold	E CN0001018	Derton / Technologies		CN CN	0001033? It ca	not be reope	ned. Answer 'Yes' to close the	q	INST	Installation		
Pending	E CN0001016	Hone Works (Ptv) Ltd		cal	I.			ct item that has sla	INSP	Inspection	SERV	Services
Complete	E CN0001004	Derton / Technologies						Review	ADM	Administration		
_ O AI	E CN0000992	Top Vehicle Hire					Yes No	ume printing requirement	SERV	Service		
- Cape Town	E CN0000981	Hope Works (Ptv) Ltd	11/12/2019	Ended Work	Arial Blythe	09:55:00	test placing call on hold		ADM	Administration		
In Dramosa	FL CN0000980	Hope Works (Pty) Ltd	21/11/2019	Ended Work	Arial Blythe	12:16:47	Driver Connect - offline test		TON	Toner Required		
(A) Hold	E CN0000979	Hope Works (Ptv) Ltd	21/11/2019	Ended Work	Arial Blythe	11:56:31	Third driver connect call		SERV	Service		
() Pending	E CN0000978	Hope Works (Pty) Ltd	21/11/2019	Ended Work	Arial Blythe	11:07:42	Driver Connect - full set of toners	required	PR	Parts Requirement		
O Complete	E CN0000977	Hope Works (Ptv) Ltd	21/11/2019	Ended Work	Arial Blythe	11:04:46	Driver Connect - toner delivery		SERV	Service		
O All	E CN0000973	Dancing Shoes	18/11/2019	No Signature	Arial Blythe	16:24:55	Test call email functionality		ADM	Administration		
👻 🔯 Bloemfontein	E CN0000842	Samanthas Diner	12/11/2019	UnAssigned		16:31:46	Phase 1 equipment inspection		SM	Scheduled Maintenance		
O New	F CN0000842	Samanthas Diner	12/11/2019	UnAssigned		16:31:46	Phase 1 equipment inspection		SM	Scheduled Maintenance		
In Progress	E CN0000841	Young Electric	11/11/2019	Ended Work	Bianca Du T				NDS	New Deal Sale		
(b) Hold	FI CN0000832	Hope Works (Ptv) Ltd	15/10/2019	Accepted	Bianca Du T	15:05:26	it seems like call notes are not savi	no for call request	DB	Select Call Type		
Pending Complete	E CN0000822	Telerex		UnAssigned		09:34:18	test		DR	Select Call Type		
O All				on rody ico						occer can rype		
5 M	Count: 101											

- When you receive the Call Module Closure message to confirm;
 - Please add the action taken to resolve this call?

*					Call Listin	g - BPO: Vers							
Home Equipment / Location	is Contract Fi	inance / HR Inventor	y Mai	ntenance / Proj	jects Manuf	acturing P	rocurement	Sales Service Repo	ting Utilities				
dd Edit Refresh My Calls	IQ Save Layout Image: Save Filter Image: Save Filter	My Call Assign Close	Comple	r ⊳ ∎⊄ ete Hold	Pending Relea	se Print	Reports						
Find O Filter													
	CalReference	CustomerName		CalDate	CallState	Technician	CallTime	Description		CallType	CallTypeDesc	ErrorCode	Error
	Y (DC	ADC		-	AD:	×0:	(D):	a 🛛 c		* 0 :	(D):	100	a 🛛 c
nformation	▶ ⊞ CN0001033	Young Electric			Awaiting Ac	David Gray	15:42:01	Test Quote Add Attachmen	t to email	NDS	New Deal Sale		
Durban	E CN0001030	Hope Works (Pty) Ltd		28/09/2023	UnAssigned		15:01:06	Instant biling - using selling	price	INSP	Inspection		
O New	E CN0001029	Hope Works (Pty) Ltd		28/09/2023	UnAssigned		13:58:24	now with prior and current	meter reading with issues.	INSP	Inspection		
 In Progress 	E CN0001028	Hope Works (Ptv) Ltd		28/09/2023	UnAssigned		13:51:46	Toner vield short fall - batc	bill no, vield track ves, on cont	INST	Installation		
Hold	E CN0001027	Hope Works (Ptv) Ltd		28/09/2023	UnAssigned		13:38:59	Toner yield test number 2		TON	Toner Required		
Consists	E CN0001026	Hope Works (Ptv) Ltd		28/09/2023	UnAssigned		13:10:24	Black toner replacement re-	wired	TON	Toper Required		
() Complete	E CN0001025	Top Vehicle Hire		28/09/2023	UnAssigned		12:54:20	Black Toner replacement re	auired	INSP	Inspection		
Pretoria	E CN0001021	Derton / Technologies		08/09/2023	Lines Call M	Indule - Closu	re	×	be received.	INSP	Inspection		
(O) New	E CN0001020	Derton / Technologies		08/09/2023	Unde		-		be actioned.	INST	Installation		
In Progress	E CN0001019	Derton / Technologies		08/09/2023	UnAs				noroval	INST	Installation		
() Hold	E CN0001018	Derton / Technologies				Please ad	d the action ta	aken to resolve this call?	then flag	INST	Installation		
Pending	E CN0001016	Hone Works (Ptv) Ltd			Under				contract item that has ela	INSP	Inspection	SEDV	Ser
 Complete 	E CN0001014	Derton / Technologies			Ende				incontrol Centern Charles Sta	ADM	Administration		
All	E CN0000997	Ton Vehicle Hire			Annal			OK	high volume printing regularemen	SEDV	Service		
Cape Town	E CN0000992	Hope Works (Ptu) Ltd		11/12/2010	Ended Work	Arial Diutha	00-55-00	test placing call on hold	Ingri volume printing requirement	ADM	Administration		
O New	E CN0000000	Hope Works (Pty) Ltd		21/11/2010	Ended Work	Arial Diutha	12:16:47	Driver Connect - office tes		TON	Tener Denvired		
In Progress		Hope Works (Pty) Ltd		21/11/2019	Ended Work	Anial Musha	12:10:47	Third drives exceeded and		CEDV	Paralan		
O Rendon	E Chi0000979	Hope Works (Pty) Ltd		21/11/2019	Ended Work	Arial Plutha	11:07:42	Driver Connect coll set of	tennes con irod	00	Darte Degrigement		
Complete	E CN0000978	Hone Works (Pty) Ltd		21/11/2019	Ended Work	Arial Plutha	11:04:46	Driver Connect - rull Set Of	an a shugur cu	CEDV	Centice		
() Al	E CN0000977	Dancing Shares		10/11/2019	Ma Cineshure	Arial Diutha	16-24-55	Test call small functionality		ADM	A desister a Kasa		
Bloemfontein	E CN0000973	Carrier bas Diana		10/11/2019	He Assisted	Hender Brytene	16-21-46	Place 1 an immediate		CM	Administration of Malatana		
New	E CN0000842	Samanunas Diner		12/11/2019	UnAssigned		16:31:46	Phase 1 equipment inspect	00	SM SM	Scheduled Maintenance		
 In Progress 	E CN0000842	Samanmas Diner		12/11/2019	UnAssigned	Disease Du T	10:01:46	Track Carries halances time	on la seise	Alloc	Scheduled maintenance		
🕓 Hold	E CN0000841	Toung Electric		11/11/2019	Ended Work	Bianca Du T.	. 15:07:23	Test Servicé balances time	ogging	NOS	New Deal Salé		
Pending	E CN0000832	Hope Works (Pty) Ltd		15/10/2019	Accepted	Biancă Du T.	15:05:26	it seems like call notes are r	iot saving for call request	DR	Select Call Type		
 Complete 	E CN0000822	Telerex		04/07/2019	UnAssigned		09:34:18	test		DR	Select Call Type		
O All	Count: 14												
	10												

• Click on **OK**.

- The Comments Call Ref: [] for screen will pop up.
- Any work orders linked to this call will be listed in the text box.
- Type in the **call closure comments** next to the work order numbers.



• Note: These comments will automatically pull through if you have updated the rectification comments on the work order.

					Call Listi	ng - BPO: Vers								_ @ ×
Home Equipment / Location	ns Contract Finar	ice / HR Inventory	Mainte	nance / Proje	ects Manu	facturing Pr	ocurement	Sales Service Repor	rting Utilities					_ & ×
Add Edit Refresh My Calls	Image: Save Layout Image: Save Layout Image: Save Filter		Complete	Hold P	Yending Relea	ase Print	Reports							
Maintain , State														\sim
@ Find O Filter														
	CalReference	CustomerName		alDate	CallState	Technician	CalTime	Description			CalType	CallTypeDesc	ErrorCode	ErrorCodeDesc
	Y (D):	×0:	ſ	Comme	nts - Call Ref	F: CN0001033	for	(_ [D [X]		10:	(0)	1 0 4	4 0 4
Information	▶ E CN0001033	Young Electric		Home							NDS	New Deal Sale		
👻 💽 Durban	E CN0001030	Hope Works (Ptv) Ltd									INSP	Inspection		
New	E CN0001029	Hope Works (Ptv) Ltd		- Hi (()					ssues.	INSP	Inspection		
In Progress	E CN0001028	Hope Works (Ptv) Ltd		Save Br	ack					ves, on cont	INST	Installation		
Hold	E CN0001027	Hope Works (Ptv) Ltd									TON	Toner Required		
Penaing Consolate	E CN0001026	Hope Works (Ptv) Ltd		Process					~		TON	Toner Required		
O All	E CN0001025	Top Vehicle Hire		WO0002947	: Emailing proc	cess completed a	is required.		<u>^</u>		INSP	Inspection		
- Pretoria	E CN0001021	Derton / Technologies									INSP	Inspection		
O New	E CN0001020	Derton / Technologies									INST	Installation		
 In Progress 	E CN0001019	Derton / Technologies									INST	Installation		
() Hold	E CN0001018	Derton / Technologies									INST	Installation		
Pending	E CN0001016	Hope Works (Ptv) Ltd								t has sla	INSP	Inspection	SERV	Services
Complete	E CN0001004	Derton / Technologies									ADM	Administration		
	E CN0000992	Top Vehicle Hire								na requirement	SERV	Service		
- Cape Town	E CN0000981	Hope Works (Ptv) Ltd									ADM	Administration		
In Decreases	E CN0000980	Hope Works (Ptv) Ltd	-								TON	Toper Required		
O Hold	E CN0000979	Hope Works (Ptv) Ltd									SERV	Service		
() Pending	E CN0000978	Hope Works (Ptv) Ltd									pp	Darte Denvirement		
() Complete	E CN0000977	Hope Works (Ptv) Ltd									SERV	Service		
O All	E CN0000973	Dancing Shoes							-		ADM	Administration		
+ 🖸 Bloemfontein	E CN0000842	Samanthas Diner									SM	Scheduled Maintenance		
New	E CN0000842	Samanthae Diner		Error	r Code		J	•			SM	Scherk led Maintenance		
 In Progress 	E CN0000841	Young Electric		1/11/2019	Ended Work	Bianca Du T	15:07:23	Test Service halances time	looging	,	NDS	New Deal Sale		
() Hold	E CN0000832	Hone Works (Ptv) Ltd	-	5/10/2019	Accented	Biaryca Du T	15-05-26	it seems like call notes are r	not eaving for call re	ecuert	DR	Select Call Type		
() Pending	E CN0000822	Telerey		4/07/2019	UnAssigned	and the ord 1.	09:34:18	test	Carring for Carri		DR	Select Call Type		
O complete		10000			and any rea		00101120					ource con c (M)		-
	Count: 141													
Open Windows 🕶											Use	er : Bianca 23/01/2024 Version	v2514	Example Company

- You have the option to select an **Error Code** at call closure.
- Click on the **drop-down arrow** in the **Error Code** field to display the **Error Code menu**.
 - Note: If the company configuration is set so that this is mandatory - then you will <u>have</u> to select an error code before saving.



				Ca	II Listing - B	PO: Version 2.5.1.4 - v25	14 Example Company					- 8 x
Home Equipment / Location	is Contract Fin	ance / HR Inventory Ma	aintenar	ince / Projects	Manufacturi	ng Procurement Sa	les Service Reporting Util	ties				_ & ×
Add Edit Refresh My Calls	Image: Save Layout Image: Save Filter	Assign Start	plete	Hold Pending	Prove Release	Print Reports						
Maintain a State .												\diamond
Find O Filter												
	CalReference	CustomerName	Call	Date Calist	ate Ted	hnician CallTime I	Description		CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc
	Y (D):	-D-		Comments - C	all Ref: CN00	001033 for		×	*]:	4 0 ¢	100	10: ^
Information	▶	Young Electric		Home					NDS	New Deal Sale		
👻 💽 Durban	E CN0001030	Hope Works (Ptv) Ltd							INSP	Inspection		
O New	E CN0001029	Hope Works (Ptv) Ltd		8 😋				ISSUES.	INSP	Inspection		
In Progress	E CN0001028	Hope Works (Ptv) Ltd	s	Save Back				ves, on con	INST	Installation		
U Hold	E CN0001027	Hope Works (Pty) Ltd							TON	Toner Required		
Complete	E CN0001026	Hope Works (Pty) Ltd		Process 4				~	TON	Toner Required		
O Al	E CN0001025	Top Vehicle Hire	W	00002947 : Emaili	ng process co	mpleted as required.		^	INSP	Inspection		
Pretoria	E CN0001021	Derton / Technologies							INSP	Inspection		
O New	E CN0001020	Derton / Technologies							INST	Installation		
 In Progress 	E CN0001019	Derton / Technologies							INST	Installation		
() Hold	E CN0001018	Derton / Technologies							INST	Installation		
Pending	. E CN0001016	Hope Works (Ptv) Ltd						t has sla	INSP	Inspection	SERV	Services
 Complete 	E CN0001004	Derton / Technologies							ADM	Administration		
O Al	E CN0000992	Top Vehicle Hire						na requirem	ent SERV	Service		
Cape Town	E CN0000981	Hope Works (Ptv) Ltd							ADM	Administration		
In Program	E CN0000980	Hope Works (Pty) Ltd							TON	Toner Required		
() Hold	E CN0000979	Hope Works (Ptv) Ltd							SERV	Service		
() Pending	E CN0000978	Hope Works (Ptv) Ltd							PR	Parts Requirement		
 Complete 		Hope Works (Ptv) Ltd							SERV	Service		
O AI	E CN0000973	Dancing Shoes						*	ADM	Administration		
👻 🔯 Bloemfontein		Samanthas Diner		<u> </u>					SM	Scheduled Maintenance		
O New	E CN0000842	Samanthas Diner		Error Code	Free Co. /	•			SM	Scheduled Maintenance		
 In Progress 	E CN0000841		11/	(11/2019 Ender	ErrorCode	A Description	Service balances time logging		NDS	New Deal Sale		
() Hold	E CN0000832	Hope Works (Ptv) Ltd			SERV	Service Apps	ms like call notes are not saving for	cal request	DR	Select Call Type		
Complete	E CN0000822	Telerex			SGRN	Stock - GRN	in the second seco		DR	Select Call Type		
Q Al					STIR	Stock - Issue/Return	0					
	Count: 141				USRS	Users/Security	U					
					WARR	Warranty	*					
Open Windows 🕶					×		1.		Usi	er : Blanca 23/01/2024 Version	n:2.5.1.4 v2514	Example Company

• When you have finished editing this Comments screen, click on **Save**.

contact Fearures / He Teventry on Y Stret Layout Min Call Stret Layout Stret Layout Stret Layout Min Call Stret Layout Stret Layout Stret Layout Stret Tayout Min Stret Stret Layout	eleranze (Projecti Naruficiurig Prozeneur Siles Process Prodig Release Print Report Process Print Report Calibate Calificite (CR0001033 for Process Print Prin	ienice Reporting Utilities	CalType	CalltypeDesc		- 8 :
Bine Lanced, Lance Bine Coll Co	CalDate CalDat	n X	CallType	CallTypeDesc		
Format Work I calams Header Here Is groud by Nat calams Reference Customer Hame I M0001003 Young Electric I <	Calitate Calitate Technican Califiere Descriptic	x x	CallType	CallTypeDesc		
Column header here to proup by that column Reference CustomerName -GI	Callbate Callbate Technican CallTime Descriptic	x =	CallType	CallTypeDesc		
Reference CustomerName -01 -02 CN0001033 Young Electric 200001039 Hope Works (Pky) Ltd 200001029 Hope Works (Pky) Ltd 200001029 Hope Works (Pky) Ltd 200001029 Hope Works (Pky) Ltd	CalDate CalState Technican CalTine Descripto		CallType	CallTypeDesc		
Image: Children Constraints Children Constand theteeeeeeeeeeeeeeeeeeeeeeeeeeeeeeeeee	Home Home		- 11-		ErrorCode	ErrorCodeDese
CN0001033 Young Electric 2N0001030 Hope Works (Pty) Ltd 2N0001029 Hope Works (Pty) Ltd 2N0001028 Hope Works (Pty) Ltd 2N000127 Hope Works (Pty) Ltd	Home		MD:	(D)	(<u> </u>):	* 0 :
CN0001030 Hope Works (Pty) Ltd CN0001029 Hope Works (Pty) Ltd CN0001028 Hope Works (Pty) Ltd N0001027 Hope Works (Pty) Ltd			NDS	New Deal Sale		
Interference Hope Works (Pty) Ltd Interference Hope Works (Pty) Ltd N0001028 Hope Works (Pty) Ltd N0001027 Hope Works (Pty) Ltd			INSP	Inspection		
DN0001028 Hope Works (Pty) Ltd N0001027 Hope Works (Pty) Ltd		SSUES.	INSP	Inspection		
N0001027 Hope Works (Ptv) Ltd	Save Back	ves, on cont	INST	Installation		
			TON	Toner Required		
N0001026 Hope Works (Ptv) Ltd	Process a	~	TON	Toper Required		
N0001025 Top Vehicle Hire	WC0002947 : Emailing process completed as required.	^	INSP	Inspection		
N0001021 Derton / Technologies			INSP	Inspection		
N0001020 Derton / Technologies			INST	Installation		
CN0001019 Derton / Technologies			INST	Installation		
N0001015 Dector / Technologies			INST	Installation		
CN0001016 Hone Works (Phy) Ltd		that ela	INSP	Inspection	SEDV	Services
N0001010 Hope Works (rty) Eta		chas sia	ADM	Administration		
CN0000002 Tap Vehicle Hire			at CEDV	Senice		
Thomas Were Ware (he) is		ly requirely	ADAA	Administration		
Hope Works (Pty) Ltd			PIDIT	Autorise autori		
Thomas Warks (Pty) Ltd .			CEDV	Cassian		
Hope Works (Pty) Ltd			SERV	Derivice Derivice		
NUUUUU978 Hope Works (Pty) Ltd .			PK	Parts Requirement		
N0000977 Hope Works (Pty) Ltd .			SERV	Service		
Juduuusva Danong Shoes			ALAM	Administration		
NUUUU342 Samanthas Diner .	Error Code Services		514	Scheduled Maintenance		
N0000842 Samanthas Diner .			SM	Schedured Maintenance		
N0000341 Young Electric	11/11/2019 Ended Work Bianca Du T 15:07:23 Test Serv	ice balances time logging	NDS	New Deal Sale		
NUUUU832 Hope Works (Pty) Ltd .	15/10/2019 Accepted Bianca Du T 15:05:26 it seems I	ike call notes are not saving for call request	DR	Serect Call Type		
N0000822 Telerex	04/07/2019 UnAssigned 09:34:18 test		DR	Select Call Type		
Count: 141						
2N0 2N0 2N0 2N0 2N0 2N0 2N0 2N0 2N0 2N0	00.00 Defror, / Tachwingse 00.00 Defror, / Tachwingse 00.00 Page (Moris (Pri)) Ld 00.00 Defror, / Tachwingse 00.00 Page (Moris (Pri)) Ld 00.00 Defror, / Tachwingse 00.00 Page (Moris (Pri)) Ld 00.00 Mage (Moris (Pri)) Ld 00.00 Mage (Moris (Pri)) Ld 00.007 Marce (Moris (Pri)) Ld	00103 Dentrol, Technologies 00103 Dentrol, Technologies 00104 Dentrol, Technologies 00105 Dentrol, Technologies 00106 Dentrol, Technologies 00107 Dentrol, Technologies 00008 Dentrol, Technologies 000097 Dentrol, Technologies 000097 Dentrol, Technologies 000097 Dentrol, Web (Web (P)), Lid 000097 Dentrol, Web (Web (P)), Lid 0000978 Dentrol, Web (Web (P)), Lid 0000978 Dentrol, Web (Web (P)), Lid 0000978 Dentrol, Web (Web (P), Lid 0000978 Dentrol, Web (Web (P), Lid 0000978 Dentrol, Web (Web (P), Lid 0000978 Dentrol, Web (P), Lid 0000978 Dentrol, Web (P), Lid 0000974 Dentrol, Web (P), Lid 0000975 Dentrol, Web (P), Lid 0000976 Dentrol, Web (P), Lid 0000977 Dentrol, Web (P), Lid 0000978 Dentrol, Web (P), Lid 0000974 Dentrol, Web (P), Lid 0000977 <td>00130 Dertor / Tschnologier 00130 Dertor / Tschnologier 00130 Dertor / Tschnologier 00130 Dertor / Tschnologier 00130 Dertor / Tschnologier 001310 Dertor / Tschnologier 001314 Dertor / Tschnologier 001325 Tschnologier 000041 Dertor / Tschnologier 000071 Dertor / Tschnologier 000078 Hoge Work (Pr) Ltd 000078 Description (Pr) 000078 Description (Pr) 000078 Description (Pr) 000078 Description (Pr) 0000745 Samorthus Derr 0000745 Description (Pr) 001715 Description (Pr) <!--</td--><td>0.0130 Detrory (Technologies) 0.0131 Detrory (Technologies) 0.0132 0.0131 Detrory (Technologies) 0.0132 0.0132 Detrory (Technologies) 0.0014 0.0104 Detrory (Technologies) 0.0014 Detrory (Technologies) 0.0014 0.0104 Detrory (Technologies) 0.0014 Detrory (Technologies) 0.0014 0.0007 Top (Works (Pr)) Ltd 0.0014 Detrory (Technologies) 0.0014 0.0007 Top (Works (Pr)) Ltd 0.0014 Detrory (Technologies) 0.0014 0.00070 Hoop (Works (Pr)) Ltd 0.0014 Detrory (Technologies) 0.0014 0.00071 Detrory (Morks (Pr)) Ltd Detrory (Technologies) 0.0014 Detrory (Technologies) 0.0014 0.00072 Detrory (Technologies) Detrory (Technologies) 0.0014 Detrory (Technologies) 0.0014 0.00141 Detrory (Technologies) Detrory (Technologies) 0.0014 Detrory (Technologies) 0.0014 0.00142 Detrory (Technologies) Detrory (Technologies) Detrory (Technologies) 0.0014 <td< td=""><td>0.0133 Detrior, Technologies BET Selabilitor 0.0136 Detrior, Technologies BET Technologies 0.0136 Detrior, Technologies BET Technologies 0.0136 Detrior, Technologies ADM Administration 0.0136 Detrior, Technologies ADM Administration 0.0136 Detrior, Technologies Genice ADM 0.0137 Detrior, Medministration Genice ADM 0.0038 Detrior, Medministration Genice Genice 0.0037 Detrior, Medministration Genice BET 0.0037 Decrice, Microbard, Microbard Genice BET 0.0037 Decrice, Microbard, Microbard Stanzbard Microbard 0.0037 Decrice, Microbard, Microbard Stanzbard Microbard 0.0037 <t< td=""><td>00131 Derton / Technologies 00131 Derton / Technol</td></t<></td></td<></td></td>	00130 Dertor / Tschnologier 001310 Dertor / Tschnologier 001314 Dertor / Tschnologier 001325 Tschnologier 000041 Dertor / Tschnologier 000071 Dertor / Tschnologier 000078 Hoge Work (Pr) Ltd 000078 Description (Pr) 000078 Description (Pr) 000078 Description (Pr) 000078 Description (Pr) 0000745 Samorthus Derr 0000745 Description (Pr) 001715 Description (Pr) </td <td>0.0130 Detrory (Technologies) 0.0131 Detrory (Technologies) 0.0132 0.0131 Detrory (Technologies) 0.0132 0.0132 Detrory (Technologies) 0.0014 0.0104 Detrory (Technologies) 0.0014 Detrory (Technologies) 0.0014 0.0104 Detrory (Technologies) 0.0014 Detrory (Technologies) 0.0014 0.0007 Top (Works (Pr)) Ltd 0.0014 Detrory (Technologies) 0.0014 0.0007 Top (Works (Pr)) Ltd 0.0014 Detrory (Technologies) 0.0014 0.00070 Hoop (Works (Pr)) Ltd 0.0014 Detrory (Technologies) 0.0014 0.00071 Detrory (Morks (Pr)) Ltd Detrory (Technologies) 0.0014 Detrory (Technologies) 0.0014 0.00072 Detrory (Technologies) Detrory (Technologies) 0.0014 Detrory (Technologies) 0.0014 0.00141 Detrory (Technologies) Detrory (Technologies) 0.0014 Detrory (Technologies) 0.0014 0.00142 Detrory (Technologies) Detrory (Technologies) Detrory (Technologies) 0.0014 <td< td=""><td>0.0133 Detrior, Technologies BET Selabilitor 0.0136 Detrior, Technologies BET Technologies 0.0136 Detrior, Technologies BET Technologies 0.0136 Detrior, Technologies ADM Administration 0.0136 Detrior, Technologies ADM Administration 0.0136 Detrior, Technologies Genice ADM 0.0137 Detrior, Medministration Genice ADM 0.0038 Detrior, Medministration Genice Genice 0.0037 Detrior, Medministration Genice BET 0.0037 Decrice, Microbard, Microbard Genice BET 0.0037 Decrice, Microbard, Microbard Stanzbard Microbard 0.0037 Decrice, Microbard, Microbard Stanzbard Microbard 0.0037 <t< td=""><td>00131 Derton / Technologies 00131 Derton / Technol</td></t<></td></td<></td>	0.0130 Detrory (Technologies) 0.0131 Detrory (Technologies) 0.0132 0.0131 Detrory (Technologies) 0.0132 0.0132 Detrory (Technologies) 0.0014 0.0104 Detrory (Technologies) 0.0014 Detrory (Technologies) 0.0014 0.0104 Detrory (Technologies) 0.0014 Detrory (Technologies) 0.0014 0.0007 Top (Works (Pr)) Ltd 0.0014 Detrory (Technologies) 0.0014 0.0007 Top (Works (Pr)) Ltd 0.0014 Detrory (Technologies) 0.0014 0.00070 Hoop (Works (Pr)) Ltd 0.0014 Detrory (Technologies) 0.0014 0.00071 Detrory (Morks (Pr)) Ltd Detrory (Technologies) 0.0014 Detrory (Technologies) 0.0014 0.00072 Detrory (Technologies) Detrory (Technologies) 0.0014 Detrory (Technologies) 0.0014 0.00141 Detrory (Technologies) Detrory (Technologies) 0.0014 Detrory (Technologies) 0.0014 0.00142 Detrory (Technologies) Detrory (Technologies) Detrory (Technologies) 0.0014 <td< td=""><td>0.0133 Detrior, Technologies BET Selabilitor 0.0136 Detrior, Technologies BET Technologies 0.0136 Detrior, Technologies BET Technologies 0.0136 Detrior, Technologies ADM Administration 0.0136 Detrior, Technologies ADM Administration 0.0136 Detrior, Technologies Genice ADM 0.0137 Detrior, Medministration Genice ADM 0.0038 Detrior, Medministration Genice Genice 0.0037 Detrior, Medministration Genice BET 0.0037 Decrice, Microbard, Microbard Genice BET 0.0037 Decrice, Microbard, Microbard Stanzbard Microbard 0.0037 Decrice, Microbard, Microbard Stanzbard Microbard 0.0037 <t< td=""><td>00131 Derton / Technologies 00131 Derton / Technol</td></t<></td></td<>	0.0133 Detrior, Technologies BET Selabilitor 0.0136 Detrior, Technologies BET Technologies 0.0136 Detrior, Technologies BET Technologies 0.0136 Detrior, Technologies ADM Administration 0.0136 Detrior, Technologies ADM Administration 0.0136 Detrior, Technologies Genice ADM 0.0137 Detrior, Medministration Genice ADM 0.0038 Detrior, Medministration Genice Genice 0.0037 Detrior, Medministration Genice BET 0.0037 Decrice, Microbard, Microbard Genice BET 0.0037 Decrice, Microbard, Microbard Stanzbard Microbard 0.0037 Decrice, Microbard, Microbard Stanzbard Microbard 0.0037 <t< td=""><td>00131 Derton / Technologies 00131 Derton / Technol</td></t<>	00131 Derton / Technologies 00131 Derton / Technol

- A **Call Module Closure** message box will pop up, informing you that;
 - The call, reference [], has been closed.
- Click on Ok.

Help v2024.5.0.7/1.0 - Pg 6 - Printed: 21/08/2024



• Note: On close, the system will automatically close the linked work order.

\$ v				Call Listin) - BPO: Versi	ion 2.5.1.4 -	v2514 Example Company				- @ x
Home Equipment / Location	s Contract Fina	ance / HR Inventory	Maintenance / Proje	cts Manufa	cturing Pr	ocurement	Sales Service Reporting Utilities				_ & ×
Add Edit Refresh My Calls	Image: Save Layout Image: Save Filter	My Call Assign Start	Complete Hold P	ending Releas	e Print	Reports					
Find Filter											
	CalReference	CustomerName	CalDate	CallState	Technician	CallTime	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc
	* (D)	8 0 0		8 0 0	* 0 :	(0)	4 0 4	8 0 0	(D)	1 0 0	# I C
Information		Young Electric	05/12/2023	Awaiting Ac	David Gray	15:42:01	Test Quote Add Attachment to email	NDS	New Deal Sale		
👻 💽 Durban	E CN0001030	Hope Works (Pty) Ltd	28/09/2023	UnAssigned		15:01:06	Instant biling - using selling price	INSP	Inspection		
O New	E CN0001029	Hope Works (Pty) Ltd	28/09/2023	UnAssigned		13:58:24	now with prior and current meter reading with issues.	INSP	Inspection		
Used		Hope Works (Pty) Ltd	28/09/2023	UnAssigned		13:51:46	Toner yield short fall - batch bill no, yield track yes, on cont	INST	Installation		
C Reading		Hope Works (Pty) Ltd	28/09/2023	UnAssigned		13:38:59	Toner yield test number 2	TON	Toner Required		
Complete		Hope Works (Pty) Ltd	28/09/2023	UnAssigned		13:10:24	Black toner replacement required	TON	Toner Required		
O All	E CN0001025	Top Vehicle Hire	28/09/2023	UnAssigned		12:54:20	Black Toner replacement required	INSP	Inspection		
+ 🖸 Pretoria	E CN0001021	Derton / Technologies	08/09/2023	UnA Call Mo	dule - Closuri	-	× be received.	INSP	Inspection		
O New	E CN0001020	Derton / Technologies	08/09/2023	UnA			be actioned.	INST	Installation		
 In Progress 		Derton / Technologies	08/09/2023	UnA			approval	INST	Installation		
(b) Hold	E CN0001018	Derton / Technologies	07/09/2023	UnA	The call, re	ference CN00	01033, has been closed. then flag	INST	Installation		
Pending	E CN0001016	Hope Works (Ptv) Ltd	05/09/2023	UnA			contract item that has sla	INSP	Inspection	SERV	Services
Complete	E CN0001004	Derton / Technologies	15/03/2023	Ende			ionality Review	ADM	Administration		
() Al	E CN0000992	Top Vehicle Hire		Awa			OK high volume printing requirement	t SERV	Service		
Cape Town	E CN0000981	Hope Works (Pty) Ltd	11/12/2019	Ended Work	Arial Blythe	09:55:00	test placing call on hold	ADM	Administration		
		Hope Works (Ptv) Ltd	21/11/2019	Ended Work	Arial Blythe	12:16:47	Driver Connect - offline test	TON	Toner Required		
(D) Hold	E CN0000979	Hope Works (Pty) Ltd	21/11/2019	Ended Work	Arial Blythe	11:56:31	Third driver connect call	SERV	Service		
Pending	E CN0000978	Hope Works (Pty) Ltd	21/11/2019	Ended Work	Arial Blythe	11:07:42	Driver Connect - full set of toners required	PR	Parts Requirement		
 Complete 	E CN0000977	Hope Works (Pty) Ltd	21/11/2019	Ended Work	Arial Blythe	11:04:46	Driver Connect - toner delivery	SERV	Service		
O All	E CN0000973	Dancing Shoes	18/11/2019	No Signature	Arial Blythe	16:24:55	Test call email functionality	ADM	Administration		
+ 🖸 Bloemfontein		Samanthas Diner	12/11/2019	UnAssigned		16:31:46	Phase 1 equipment inspection	SM	Scheduled Maintenance		
O New	E CN0000842	Samanthas Diner	12/11/2019	UnAssigned		16:31:46	Phase 1 equipment inspection	SM	Scheduled Maintenance		
In Progress	E CN0000841	Young Electric	11/11/2019	Ended Work	Bianca Du T		Test Service balances time logging	NDS	New Deal Sale		
C Product	E CN0000832	Hope Works (Pty) Ltd	15/10/2019	Accepted	Bianca Du T	15:05:26	it seems like call notes are not saving for call request	DR	Select Call Type		
Pending Operate	E CN0000822	Telerex	04/07/2019	UnAssigned		09:34:18	test	DR	Select Call Type		
O Al											-
	Count: 141										
Open Windows 👻								Use	er : Bianca 23/01/2024 Version :	2.5.1.4 v2514	Example Company

 You can now view the closed call in the Call Listing by <u>searching</u> for the specific call number, which will open the call maintain screen. Closed calls have been removed from the Call Screen for performance enhancements.

MNU.122.012