

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

SERVICE

CALLS - COMPLETE 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.

Once a technician has completed the work required, the call can be **Completed**.

The Call Centre can manually place a call in the **Complete** status.

Using Tech Connect, the technician will select End Work on his device, and then Resolution Action as Resolved (Client). The call will move to the Complete status.

Updates, invoicing, etc., can still be logged against a call in the Completed Status. The call can be <u>closed</u> once all the admin related to the call has been completed.

Ribbon Select Service > Calls



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

¹BPO2 v2.5.1.3 or higher



•						Call t	isting - BPO: Version 2.5.1.4 - Example Company							
Home Equipment / Loc	ations Contract	Finance / HR Inventor	ory Maintenance	/ Projects Manufac	turing Procureme	nt Sales	Service Reporting Utilities							-
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Durban	E CN0001003 Y	oung Bectric	13/12/2022	Awaiting Acceptance	Ann Milton	50:09:10	Test account balances	CR.	Change Request			107		_
New	■ CN0001002 5	amenthas Diner	12/12/2022	Awaiting Acceptance	Mary Thompson	16:18:30	Test call for account balances manual.	DR.	Select Call Type			19-12/1202		
In Progress	E CN0001001 1	oung Bectric	29/11/2022	UnAssigned		11:29:19	Order the same part twice receive with different batch num	CR	Change Request			sin123		
Hold	E CN0000996 F	lope Works (Pty) Ltd	31/10/2022	UnAssigned		11:01:11	ForRentalContract	NDR	New Deal Rental				BPO2 TEST 1	
Pending	E CN0000992 1	ap Vehide Hire	25/10/2022	Awaiting Acceptance	Daniel Balgowen	14:09:17	Loan machine for temporary high volume printing requirement	SERV	Service	_		TOP 12340LD		-
Complete	E CN0000991 /	ople Juice Inc	24/10/2022	UnAssigned		16:38:15	Contract Closure - CO0000054	DR	Select Call Type					
O A1	E CN0000989 E	erton / Technologies	13/06/2022	UnAssigned		09:00:00	Call for Monday elapse hours check	TEST	Testing			2020-2222		
Pretoria	E CN0000988 1	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 1	oung Bectric	06/06/2022	UnAssigned		05:00:00	Call logged 4 days ago for elapse time checks	UPG	Upgrade			sin123		
In Progress	E CN0000986 1	oung Electric	07/06/2022	UnAssigned		05:00:00	Call logged 3 days ago for elapse time checks	DR.	Select Call Type			sin123		
O headers	EE CN0000985 H	sope Works (Pty) Ltd	10/06/2022	UnAssigned		16:09:13	Test future call - for elapsed time	UPG	Upgrade			20-98765		
Complete	E CN0000984 F	tope Works (Pty) Ltd	08/06/2022	UnAssigned		05:10:00	Test elapsed hours - 2 days prior	TEST	Testing			AT5000000		
O 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 1	oung Bectric	10/06/2022	UnAssigned		06:00:35	Test elapsed hours 1	TEST	Testing			sin123		
O New	E CN0000976 1	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	Anaiting Acceptance	Bianca Du Toit	16:30:20	test another call email	ADM	Administration			095011015		
🕑 Hold	E CN0000972	tope 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 N	Vestwood Dynamic	29/11/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	94	Scheduled Maintenance				Checkers Centre - Hilcrest	
Complete	EE CN0000970 N	Vestwood Dynamic	22/11/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	
O AI	E CN0000969 ►	lope Works (Pty) Ltd	16/11/2019	UnAssigned		03:00:00	Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre	
Bloentontein	E CN0000968 0	ireen Tea Supplies	16/11/2019	UnAssigned		08:00:00	2MS - 2 month service	54	Scheduled Maintenance			NEW 1234		
O to Deserve	E CN0000967 N	Vestwood Dynamic	15/11/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hildrest	
O Hold	E CN0000966 N	Vestwood Dynamic	08/11/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	514	Scheduled Maintenance				Checkers Centre - Hilcrest	
Pending	EE CN0000965	Vestwood Dynamic	01/11/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	
O Complete	E CN0000964	tack PC - IT Shop	26/10/2019	UnAssigned		03:00:00	2MS - 2 month service	SM	Scheduled Maintenance			147807		
Ō AI	E CN0000963	Vestwood Dynamic	25/10/2019	UnAssigned		08:00:00	SathSinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	
	E CN0000962 H	tope Works (Pty) Ltd	19/10/2019	UnAssigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			18-30200		
	E CN0000961	tope Works (Pty) Ltd	18/10/2019	UnAssigned		03:00:00	Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre	
	EE CN0000960 1	Vestwood Dynamic	18/10/2019	UnAssigned		08:00:00	BathBinNaint - Bathroom Bin Maintenance	514	Scheduled Maintenance				Checkers Centre - Hilcrest	
	E CN0000959	Vestwood Dynamic	11/10/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hildrest	
	E CN0000958 N	Vestwood Dynamic	04/10/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	94	Scheduled Maintenance				Checkers Centre - Hilcrest	
	E CN0000957 N	Vestwood Dynamic	27/09/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	
	E CN0000956	Vestwood Dynamic	20/09/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	514	Scheduled Maintenance				Checkers Centre - Hildrest	
	E CN0000955 H	tope Works (Pty) Ltd	18/09/2019	UnAssigned		08:00:00	Tier - Commercial Tier Test	DIST	Installation				Forest Hills Centre	
	E CN0000954 0	ireen Tea Supplies	17/09/2019	UnAssigned		03:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW 1234		
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	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.



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



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mation	E CN0001003	Young Bectric		Amaiting Acceptance	Arin Milton	10:09:10	Test account balances	CR	Change Request			107		
Durban	E CN0001002	Samanthas 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 New	E CN0001001	Young Electric		UnAssigned		11:29:19	Order the same part twice receive with different batch num.	CR	Change Request			sin123		
 In Progress 	FE (N0000995	Hope Works (Ptv) Ltd		Unissioned			For8entalContract	NDR	New Deal Regital				RPO2 TEST 1	
() Hold	E CN0000997	Top Vehicle Hire	25/10/2022	Assetting Acceptance	Daniel Balonsen	14:09:17	Loan maching for temporary high with me printing pay trament	orev.	Service			TOP 121401 D		
O Pending	E (NOUSAL	Ande bice loc	24/10/2022	Internet	care cayoner	16/38/15	Contract Course - CO000054	100	Select Cal Type	_	_	10 12 102		-
O the	(F) (TM00000999	Denton / Technologies		Unicrimed			Call for Monday alarma bours chack		Tection					
Drateria	E (N0000988	Young Flactric	03/06/2022	Unterimed		05-00-00	Call Instruct S clause and for time aligned charks	CP.	Channe Remeet	CONF	Conferration	ain 123		
O New	ER CN0000097	Young Bactric	06/06/2022	Uniccionad		05:00:00	Call looped & days and for elarge time charles	LIPC	Unorada			dia 122		
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() Hold	E CN0000085	House Weeks (Chull Ind	10/26/2022	Universigned		16,00,12	Test 6 due cal - for placed time	UD/2	Upperde			20.09365		
O Pending	El Chicocono	Hope Works (Pty) Ltd	00/00/2022	United		05-10-00	Test shared by an Orders when	TRET	Taskas			20-20-200		
Complete	E 040000984	Hope works (Pty) Lto	08/06/2022			00120100	Test eapsed hours - 2 days prior	ICDI I	resong			A13000000		
O Al	E CN0000983	Hope works (PTY) Ltd	09/06/2022	UnAssigned		06:08:31	Test expsed time 2 - day prior		Testing			201022413240		
Cape Town	E CN0000982					06:00:35						sm123		
New					Bianca Du Toit	11:24:39	Test with site manager email entered	ADM						
 In Progress 	EI EN0000974	Hope Works (Pty) Ltd	18/11/2019	Awaiting Acceptance	Bianca Du Toit	26:30:20	test another call ernal	ADM	Administration			095010015		
() 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	54	Scheduled Maintenance				Checkers Centre - Hilcrest	
O ut	E CN0000970	Westwood Dynamic	22/11/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hildrest	
Moemfrotein		Hope Works (Pty) Ltd	16/11/2019	UnAssigned		03:00:00	Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre	
O New	E CN0000968	Green Tea Supplies	16/11/2019	UnAssigned		03:00:00	2MS - 2 month service	524	Scheduled Maintenance			NEW 1234		
In Progress	E CN0000967	Westwood Dynamic	15/11/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hildrest	
() Hold	E CN0000965	Westwood Dynamic	08/11/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	54	Scheduled Maintenance				Checkers Centre - Hilcrest	
O Pending	EE CN0000965	Westwood Dynamic	01/11/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	
 Complete 		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		08:00:00	BathBinMaint - Bathroom Bin Maintenance	524	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	SathBinNaint - Bathroom Bin Maintenance	\$24	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	Unitssigned		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	INST	Installation				Forest Hills Centre	
	E CN0000954	Green Tea Supplies	17/09/2019	UnAssigned		03:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW 1234		
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	Count: 396													

• Click on the **Complete** button.



- When you receive the Input Validation message to confirm;
 - Are you sure you want to complete this call, reference no. [call ref. number]? Answer 'Yes' to complete the call.
- Click on Yes.



Calls - Complete a Call

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Information		Young Electric	23/0	/2016	UnAssigned		14:04:37	test		NDR	New Deal Rental		
Durban		Titan Group	23/0	/2016	Rejected by	. Belinda Sha	13:31:37	test		NDR	New Deal Rental		
	E CN0000350	Samanthas Diner	23/0	/2016	UnAssigned		13:13:06	test		NDS	New Deal Sale		
() Hold		Just In Time	23/0	/2016	UnAssigned		12:38:58	test		NDS	New Deal Sale		
() Pendina	E CN0000357	Derton / Technologies	23/0	/2016	Awaiting Ac	Bianca Du T	10:20:00	test		NDS	New Deal Sale		
C Complete	E CN0000356	Young Electric	22/0	/2016	Awaiting Ac	Belinda Sha	12:05:47	Please send loan unit		SERV	Service		
() Al	E CN0000324	Westwood Dynamic	08/0	/2016	Awaiting Ac	Belinda Sha	09:12:31	Machine keeps switching on an	<u>d o</u> ff	REP	Repair		
- 🖸 Pretoria	E CN0000305	Tinas Coffee Shop	12/0	1/2016	Input Valida	ition			t STC0000012.	DR	Select Call Type		
O New	E CN0000304	Tinas Coffee Shop	12/0	/2016					t STC0000012.	DR	Select Call Type		
 In Progress 	E CN0000302	Hack PC - IT Shop	04/0	4/2016	•					NDS	New Deal Sale		
() Hold	▶ E CN0000300	Dancing Shoes		/2016	- 🕜 ä	N0000300? Ans	wer 'Yes' to c	omplete the call.		NDS	New Deal Sale		
Pending	E CN0000292	Bothas Networking inc	24/0	/2016	-				# STC0000009.	DB	Select Call Type		
 Complete 	E CN0000259	North West Branch	15/0	/2016						NDR	New Deal Reptal		
_ () AI	E CN0000250	North West Branch		/2016				Yes No		п	IT Requirement		
- O Cape Town	E CN0000220	Young Electric		/2015	Awaiting Ac	Relinda Sha	17:00:07	Check so hooGetPRCHOpenPC	ItemsTest	REP	Repair		
O New	E CN0000217	Derton / Technologies		/2015	Awaiting Ac	Relinda Sha	10:55:04	Contract Closure - CO0000005		DP	Select Call Type		
Un Progress	E CN0000215	Green Tea Sumpler		/2015	Awaiting Ac	Bianca Du T	09:42:00	tast		IT	TT Requirement		
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O New	E CN0000196	Ureen rea Supples	23/1	12015	Amounig Ac	Verter Tree	10:50:55	Contract Closure - CO0000030		DR	Select Call Type		
In Progress	E CN0000194	nack PC - 11 Shop	22/1	1/2015	Awareng Ac	Namen Jessi	13:36:55	Contract Closure - CO0000028		DR	Select Call Type		
() Hold	E CN0000135	Mary Contrary		/2015	Awaiting Ac	Carolina Su	08:45:05	rvew customer contact call		DR	Select Call Type		
Pending	E CN0000127	Derton / Technologies	06/0		Awaiting Ac	Carolina Su		test		SERV	Service		
Complete		Derton / Technologies	06/0		Awaiting Ac	Carolina Su	09:37:02	test		REP	Repair		
O All	Count: 376												
	1												

- Next you will receive the **Call Processing** message to confirm;
 - The call reference [call ref. number], has been completed.
- Click on **OK**.

ф. т.				Call Listin	g - BPO: Versi							- BX
Home Equipment / Location	s Contract Fin	ance / HR Inventory	Maintenance / Proje	ects Manufa	ecturing Pro	curement	Sales Service Report	ing Utilities				_ & ×
Add Edit Refresh My Calls	Image: Save Layout Image: Image: Save Layout Image: Save Layout	My Call Assign Start	Complete Hold F	ending Releas	Print	Reports						
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Information		Young Electric	23/06/2016	UnAssigned		14:04:37	test		NDR	New Deal Rental		
- O Durban		Titan Group	23/06/2016	Rejected by	Belinda Sha	13:31:37	test		NDR	New Deal Rental		
New	E CN0000360	Samanthas Diner	23/06/2016	UnAssigned		13:13:06	test		NDS	New Deal Sale		
In Progress		Just In Time	23/06/2016	UnAssigned		12:38:58	test		NDS	New Deal Sale		
O Pendina		Derton / Technologies	23/06/2016	Awaiting Ac	Bianca Du T	10:20:00	test		NDS	New Deal Sale		
(Complete		Young Electric	22/06/2016	Awaiting Ac	Belinda Sha	12:05:47	Please send loan unit		SERV	Service		
Q AI	E CN0000324	Westwood Dynamic	08/06/2016	Awaiting Ac	Beinda Sha	09:12:31	Machine keeps switching on a	and off	REP	Repair		
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New	E CN0000304	Tinas Coffee Shop	12/04/2016	Aw				ract STC0000012.	DR.	Select Call Type		
In Progress		Hack PC - IT Shop	04/04/2016	Un 👝					NDS	New Deal Sale		
() Hold	▶ E CN0000300	Dancing Shoes	29/03/2016	En 🕕	The call, refe	ence CN0000	300, has been completed.		NDS	New Deal Sale		
Pending	E CN0000292	Bothas Networking inc	24/03/2016	Re				ract STC0000009.	DR.	Select Call Type		
Complete	E CN0000259	North West Branch	15/01/2016	Av				t	NDR	New Deal Rental		
O Al	CN0000250	North West Branch	11/01/2016	Ax			OK		π	IT Requirement		
Cape Town	E CN0000220	Young Electric	17/11/2015	Awaiting Ac	Belinda Sha	17:00:07	Check sp_bpoGetPRCHOpen	POItemsTest	REP	Repair		
In Progress	E CN0000217	Derton / Technologies	17/11/2015	Awaiting Ac	Belinda Sha	10:55:04	Contract Closure - CO00000	05	DR.	Select Call Type		
() Hold	E CN0000215	Green Tea Supples	17/11/2015	Awaiting Ac	Bianca Du T	08:42:00	test		п	IT Requirement		
Pending	E CN0000209	Young Electric	13/11/2015	Awaiting Ac	Wesley Har	14:09:39	reject call test		NDS	New Deal Sale		
 Complete 	E CN0000199	Dolf Primary	29/10/2015	Awaiting Ac	Belinda Sha	14:26:35	2		NDS	New Deal Sale		
All	CN0000198	Just In Time	29/10/2015	UnAssigned		13:34:41	test		INST	Installation		
- 🖸 Bloemfontein	E CN0000196	Green Tea Supplies	23/10/2015	Awaiting Ac	Belinda Sha	09:10:06	Contract Closure - CO00000	30	DR	Select Call Type		
O New	E CN0000194	Hack PC - IT Shop	22/10/2015	Awaiting Ac	Karlien Jessi	13:56:55	Contract Closure - CO00000	28	DR	Select Call Type		
O In Progress	E CN0000135	Mary Contrary	27/05/2015	Awaiting Ac	Carolina Su	08:45:05	New customer contact call		DR	Select Call Type		
Hold Deciding	E CN0000127	Derton / Technologies	06/03/2015	Awaiting Ac	Carolina Su	10:09:53	test		SERV	Service		
Correlate	E CN0000125	Derton / Technologies	06/03/2015	Awaiting Ac	Carolina Su	09:37:02	test		REP	Repair		
O Al	Count: 376											
Open Windows 🕶									Use	er : Bianca 23/01/2024 Versio	n : 2.5.1.4 v2514	Example Company

 The Call can <u>no longer</u> be viewed in the current list. Change the Status to Complete, to view the Call.



Calls - Complete a Call

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	or more mores (Pty) Lto		Accepted	Belinda Sha	12:38:52	test client emails for call status change	SERV	Service		
Cape Town	43 Hope Works (Pty) Ltd	03/12/2015	Ended Work	Bianca Du T	11:20:28	Test Time Log	REP	Repair		
Internet	42 Hope Works (Pty) Ltd		Accepted	Belinda Sha	09:35:40	Call with location	WC	Warranty Claim		
Hold Hold CN0000 Pending Complete CN0000 All CN0000 All CN0000	39 Hope Works (Pty) Ltd		Accepted	Daniel Balgo	11:33:24	test	NDS	New Deal Sale		
Pending E CN0000 Complete CN0000 All E CN0000	35 Derton / Technologies		Accepted	Wesley Har	12:16:03	test cross reference on report	NDS	New Deal Sale		
Complete CN0000 All CN0000	28 Young Electric	18/11/2015	Accepted	Daniel Balgo	15:45:02	Check Contract Detail record in place after partial non stock.	PR	Parts Requirement		
☑ AII	23 Samanthas Diner	18/11/2015	Accepted	Wesley Har	13:08:50	Test partial non stock procurement - edit costs	Π	IT Requirement		
	88 Hope Works (Pty) Ltd		Rejected by.	Bianca Du T	14:13:15	Test tech connect multiple assignments	SERV	Service		
- Eloemfontein	86 Hope Works (Pty) Ltd		Rejected by	Bianca Du T		Machine service required	SERV	Service		
New E CN0000	84 Hope Works (Ptv) Ltd	21/09/2015	Rejected by	Bianca Du T	15:22:03	test	INST	Installation		
In Progress E CN0000	40 Hope Works (Pty) Ltd	02/06/2015	Accepted	David Gray	17:05:54	test call	SERV	Service		
CN0000	39 Office Supplies Unlimited	02/06/2015	Accepted	David Gray	16:51:46	Test call for wip transaction	SERV	Service		
Chicago E Choose	38 Westwood Dynamic	02/06/2015	No Signature	Bianca Du T	09:52:45	Machine service required	SERV	Service		
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• Calls - Close a Call

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