

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 Compatibility<sup>1</sup>. The functionality that is available to you may differ depending on the Call Centre mode configured and your user rights. For more information related to this, refer to the [Call Centre Mode](#) notes.

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

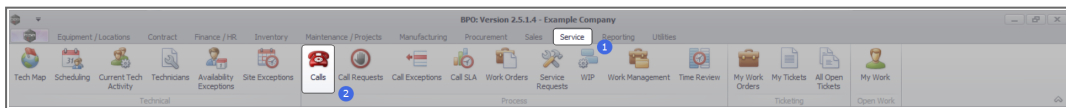
The Call Centre can manually place a call in the **Complete** status.



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 **closed** once all the admin related to the call has been completed.

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



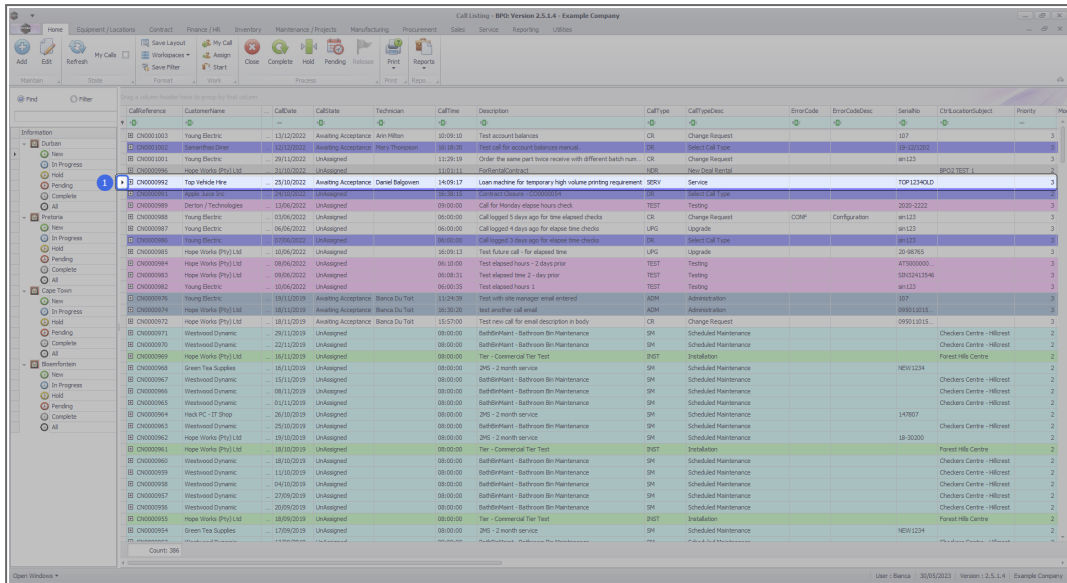
- The **Call Listing** screen will be displayed.

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

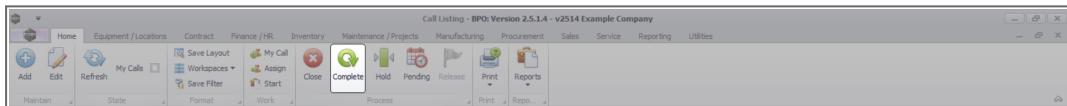
CallReference	CustomerName	CallDate	CallState	Technician	CallTime	Description	CallType	CallTypeDesc	Error Code	Error Code Desc	SerialNo	ChkLocationSubject	Priority
BN0001003	Young Electric	13/12/2022	Awaiting Acceptance	Ash Hilson	09:09:10	Test account balances	CR	Change Request			107		3
BN0001002	Salemeth Drive	12/12/2022	Awaiting Acceptance	Mary Thompson	06:18:30	Test call for account balances manual.	SR	Select Call Type			107		3
BN0001001	Young Electric	20/11/2022	Unassigned		11:29:19	Order the same part twice receive with different batch num.	CR	Change Request			107		3
BN0000996	Hope Works (Pty) Ltd	24/10/2022	Unassigned		13:11:11	Printer/Barcode	IGR	New/Def Rental				BPQZ TEST 1	3
BN0000992	Top Vehicle Hire	20/10/2022	Awaiting Acceptance	Daniel Belgoven	14:55:17	Loan machine for temporary high volume printing requirement	SERV	Service				TOP1234567	3
BN0000991	Asde Jura Inc	24/10/2022	Unassigned		05:38:15	Contact Closure - C0000054	SR	Select Call Type					3
BN0000989	Deton / Technologies	13/04/2022	Unassigned		09:00:00	Call for Monday elapse hours check	TEST	Testing			2020-2222		3
BN0000988	Young Electric	13/06/2022	Unassigned		06:00:00	Call logged 5 days ago for time elapsed checks	CR	Change Request	CONF	Configuration	107		3
BN0000987	Young Electric	06/06/2022	Unassigned		06:00:00	Call logged 4 days ago for elapse time checks	UPG	Upgrade			107		3
BN0000986	Young Electric	07/06/2022	Unassigned		06:00:00	Call logged 5 days ago for elapse time checks	SR	Select Call Type			107		3
BN0000985	Hope Works (Pty) Ltd	18/06/2022	Unassigned		06:00:00	Test future call - for elapsed time	UPG	Upgrade			20-46765		3
BN0000984	Hope Works (Pty) Ltd	06/06/2022	Unassigned		06:00:00	Test elapsed hours - 2 days prior	TEST	Testing			AT2000000		3
BN0000983	Hope Works (Pty) Ltd	06/06/2022	Unassigned		06:00:00	Test elapsed time 2 - day prior	TEST	Testing			SN234123456		3
BN0000982	Young Electric	18/06/2022	Unassigned		06:00:00	Test elapsed hours 1	TEST	Testing			107		3
BN0000976	Young Electric	18/11/2019	Awaiting Acceptance	Bianca Du Toit	11:24:28	Test with our message email entered	ACM	Administration			095010155		3
BN0000974	Hope Works (Pty) Ltd	18/11/2019	Awaiting Acceptance	Bianca Du Toit	06:30:20	test another call email	ACM	Administration			095010155		3
BN0000972	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			095010155		3
BN0000971	Westwood Dynamic	20/11/2019	Unassigned		08:00:00	SubBtMant - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H/West	2
BN0000970	Westwood Dynamic	22/11/2019	Unassigned		08:00:00	SubBtMant - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H/West	2
BN0000969	Hope Works (Pty) Ltd	16/11/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	INAT	Installation				Forest Hills Centre	2
BN0000968	Green Tea Supplies	16/11/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW1234		2
BN0000967	Westwood Dynamic	15/11/2019	Unassigned		08:00:00	SubBtMant - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H/West	2
BN0000966	Westwood Dynamic	08/11/2019	Unassigned		08:00:00	SubBtMant - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H/West	2
BN0000965	Westwood Dynamic	02/11/2019	Unassigned		08:00:00	SubBtMant - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H/West	2
BN0000964	Red PC - IT Shop	26/10/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			147807		2
BN0000963	Westwood Dynamic	20/10/2019	Unassigned		08:00:00	SubBtMant - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H/West	2
BN0000962	Hope Works (Pty) Ltd	19/10/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			18-30200		2
BN0000961	Hope Works (Pty) Ltd	18/10/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	INAT	Installation				Forest Hills Centre	2
BN0000960	Westwood Dynamic	18/10/2019	Unassigned		08:00:00	SubBtMant - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H/West	2
BN0000959	Westwood Dynamic	11/10/2019	Unassigned		08:00:00	SubBtMant - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H/West	2
BN0000958	Westwood Dynamic	04/10/2019	Unassigned		08:00:00	SubBtMant - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H/West	2
BN0000957	Westwood Dynamic	27/09/2019	Unassigned		08:00:00	SubBtMant - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H/West	2
BN0000956	Westwood Dynamic	20/09/2019	Unassigned		08:00:00	SubBtMant - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H/West	2
BN0000955	Hope Works (Pty) Ltd	18/09/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	INAT	Installation				Forest Hills Centre	2
BN0000954	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.

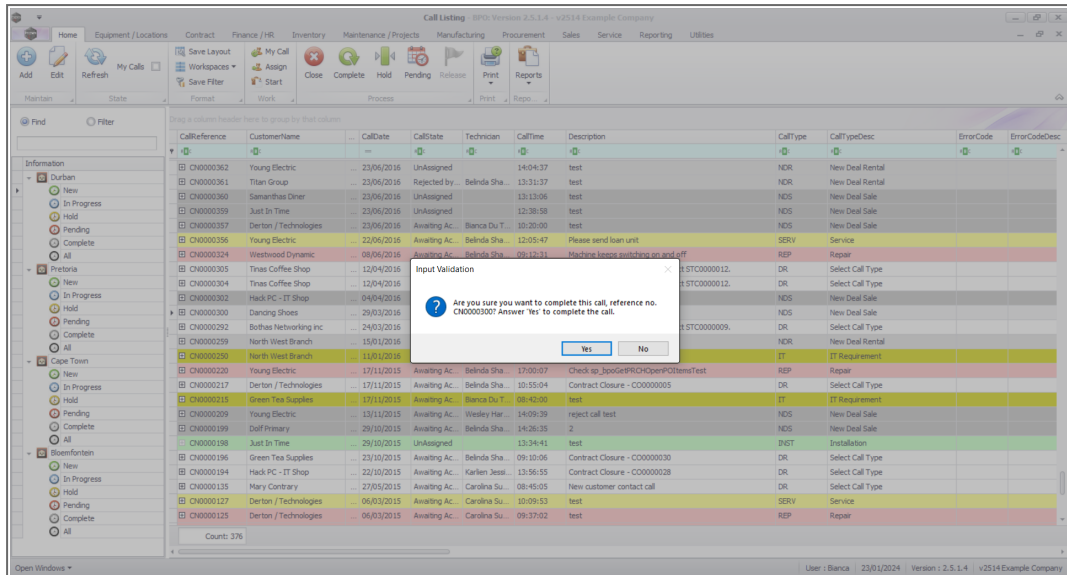
- Select the **Call** you wish to work with.



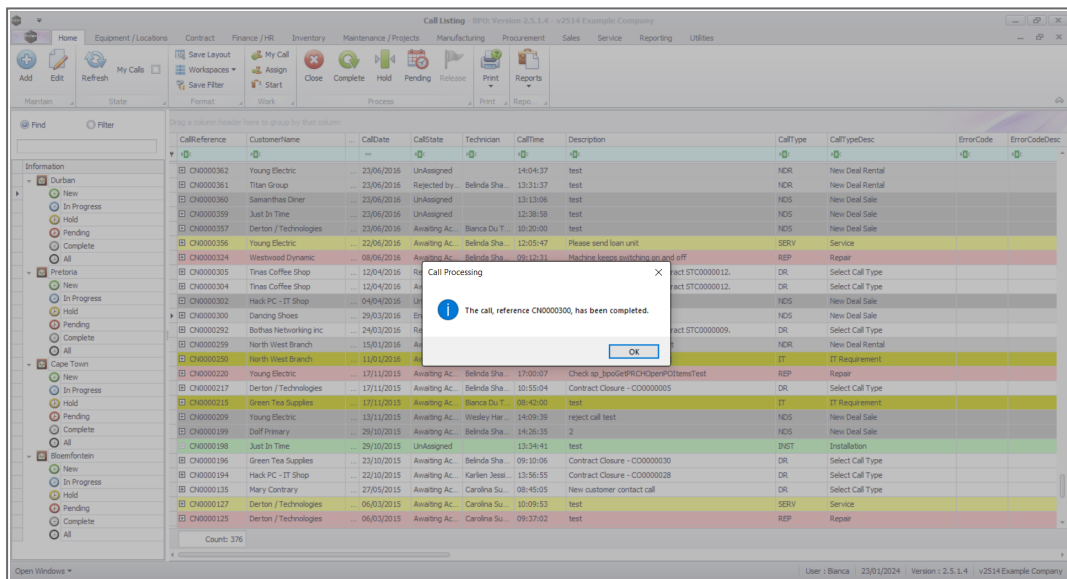
- Click on the **Complete** button.



- 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**.



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



- The Call can no longer be viewed in the current list. Change the **Status** to **Complete**, to view the Call.

Call Listing - BPO: Version 2.5.1.4 - v2514 Example Company

Home Equipment / Locations Contract Finance / HR Inventory Maintenance / Projects Manufacturing Procurement Sales Service Reporting Utilities

Save Layout My Call Workspaces Add Edit Refresh My Calls Save Filter Assign Start Close Complete Hold Pending Release Print Reports

Find Filter

Information

- Durban
  - New
  - In Progress
  - Hold
  - Pending
  - Complete
  - All
- Pretria
  - New
  - In Progress
  - Hold
  - Pending
  - Complete
  - All
- Cape Town
  - New
  - In Progress
  - Hold
  - Pending
  - Complete
  - All
- Bloemfontein
  - New
  - In Progress
  - Hold
  - Pending
  - Complete
  - All

CallReference	CustomerName	CallDate	CallState	Technician	CallTime	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc
CH0000355	Titan Group	22/06/2016	Ended Work	Bianca Du T.	11:41:45	Loan Unit required	SERV	Service		
CH0000359	Hope Works (Pty) Ltd	09/06/2016	Ended Work	Bianca Du T.	12:35:46	Tier - Commercial Tier Test	INST	Installation		
CH0000333	Hope Works (Pty) Ltd	09/06/2016	Ended Work	Bianca Du T.	12:34:46	Tier - Commercial Tier Test	INST	Installation		
CH0000330	Hope Works (Pty) Ltd	09/06/2016	Started Work	Belinda Sha.	12:34:45	Tier - Commercial Tier Test	INST	Installation		
CH0000323	Danny Storm IT Cafe	07/06/2016	Ended Work	Bianca Du T.	09:23:41	Additional accessories	INST	Installation		
CH0000314	Hope Works (Pty) Ltd	25/05/2016	Rejected by	Bianca Du T.	09:34:39	Test part request approval	SERV	Service		
CH0000311	Samantha Diner	17/05/2016	On Site	Bianca Du T.	11:11:44	test	SERV	Service		
CH0000300	Dending Shoes	29/03/2016	Ended Work	Bianca Du T.	16:28:15	test	NDS	New Deal Sale		
CH0000297	Botnas Networking Inc	29/03/2016	Accepted	Belinda Sha.	16:06:22	Test creating a call where multiple tasks have the same wor	SH	Scheduled Maintenance		
CH0000286	Hope Works (Pty) Ltd	29/03/2016	Ended Work	Bianca Du T.	16:02:41	Test auto apply task to work order	SERV	Service		
CH0000286	Office Supplies Unlimited	22/03/2016	Rejected by	Bianca Du T.	16:14:25	Installation of additional accessories	INST	Installation		
CH0000255	North West Branch	14/01/2016	Ended Work	Bianca Du T.	09:11:31	test	PR	Parts Requirement		
CH0000251	Hope Works (Pty) Ltd	12/01/2016	Accepted	Belinda Sha.	12:38:52	test client emails for call status change	SERV	Service		
CH0000243	Hope Works (Pty) Ltd	03/12/2015	Ended Work	Bianca Du T.	11:20:28	Test Time Log	REP	Repair		
CH0000242	Hope Works (Pty) Ltd	02/12/2015	Accepted	Belinda Sha.	09:35:40	Call with location	WC	Warranty Claim		
CH0000239	Hope Works (Pty) Ltd	27/11/2015	Accepted	Daniel Balgo.	11:33:24	test	NDS	New Deal Sale		
CH0000235	Derton / Technologies	23/11/2015	Accepted	Wesley Her.	12:16:03	test cross reference on report	NDS	New Deal Sale		
CH0000228	Young Electric	18/11/2015	Accepted	Daniel Balgo.	15:46:02	Check Contract Detail record in place after partial non stock	PR	Parts Requirement		
CH0000227	Samantha Diner	18/11/2015	Accepted	Wesley Her.	15:46:39	Test partial non stock procurement - edit costs	IT	IT Requirement		
CH0000188	Hope Works (Pty) Ltd	05/10/2015	Rejected by	Bianca Du T.	14:13:15	Test tech connect multiple assignments	SERV	Service		
CH0000186	Hope Works (Pty) Ltd	23/09/2015	Rejected by	Bianca Du T.	13:15:31	Machine service required	SERV	Service		
CH0000184	Hope Works (Pty) Ltd	21/09/2015	Rejected by	Bianca Du T.	15:22:03	test	INST	Installation		
CH0000140	Hope Works (Pty) Ltd	02/06/2015	Accepted	David Gray	17:05:54	test call	SERV	Service		
CH0000139	Office Supplies Unlimited	02/06/2015	Accepted	David Gray	16:51:46	Test call for wip transaction	SERV	Service		
CH0000138	Westwood Dynamic	02/06/2015	No Signature	Bianca Du T.	09:52:45	Machine service required	SERV	Service		

Count: 141

User : Bianca 23/01/2024 Version : 2.5.1.4 v2514 Example Company

## Related Topics

- [Calls - Close a Call](#)

MNU.122.013

