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

SERVICE

CALLS - PENDING HISTORY

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[1]. 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.

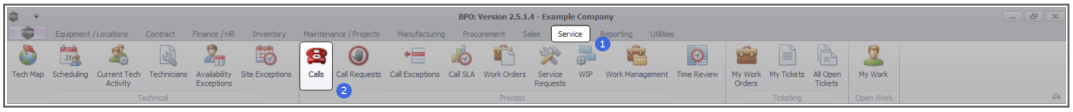
A call can be placed manually in the **Pending** status in the call centre. The pending history is generated as the customer is **Placed on Pending** and **Released from Pending**.

There can be many reasons to place a call on Pending, but these reasons are based on a delay from the company's side, for example:

- Spares must first be purchased before the work can commence.
- Awaiting loan machine to be returned.
- Requires senior Technician

The Call Pending History can be viewed from the **Call Maintenance** screen.

Ribbon Select **Service > Calls**



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

[1] BPO2 v2.5.1.3 or higher

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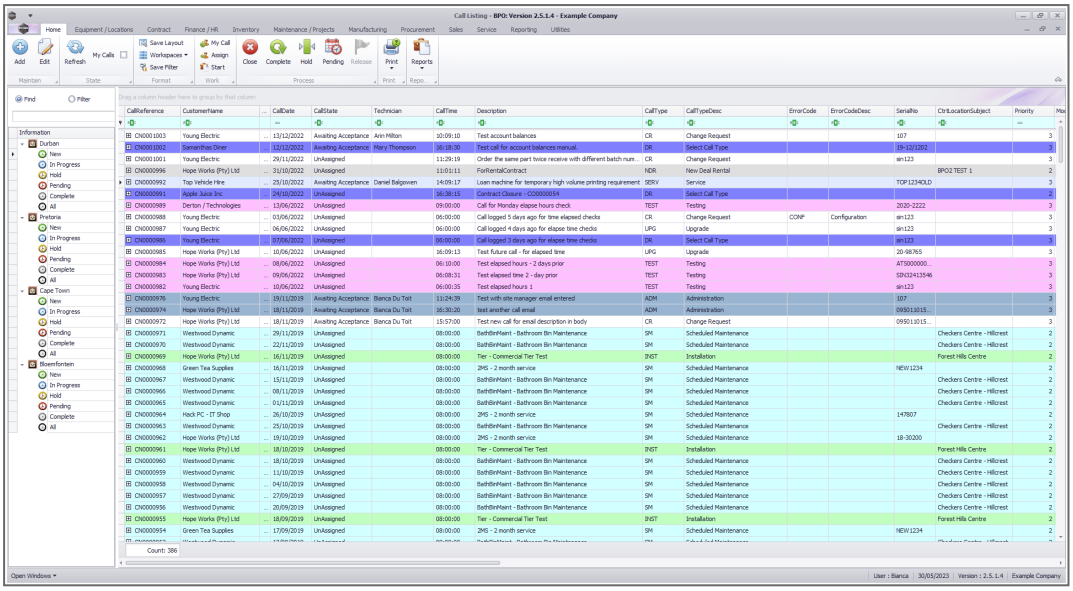
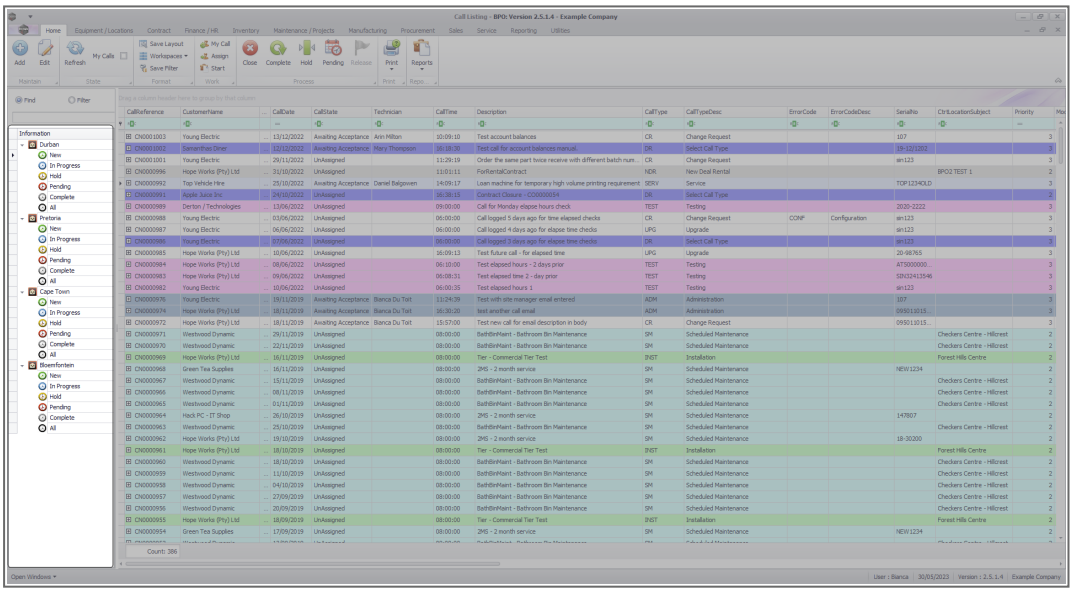


- The Calls are listed by **Site** and will display calls for the first Site listed.
- Click on the relevant **Site** for the calls you wish to view.



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

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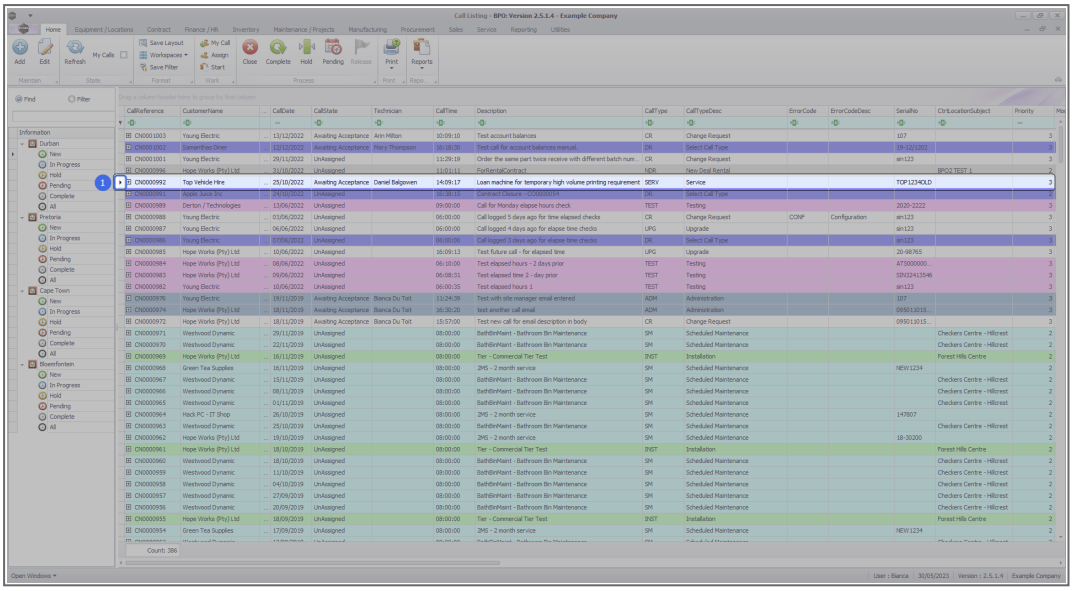
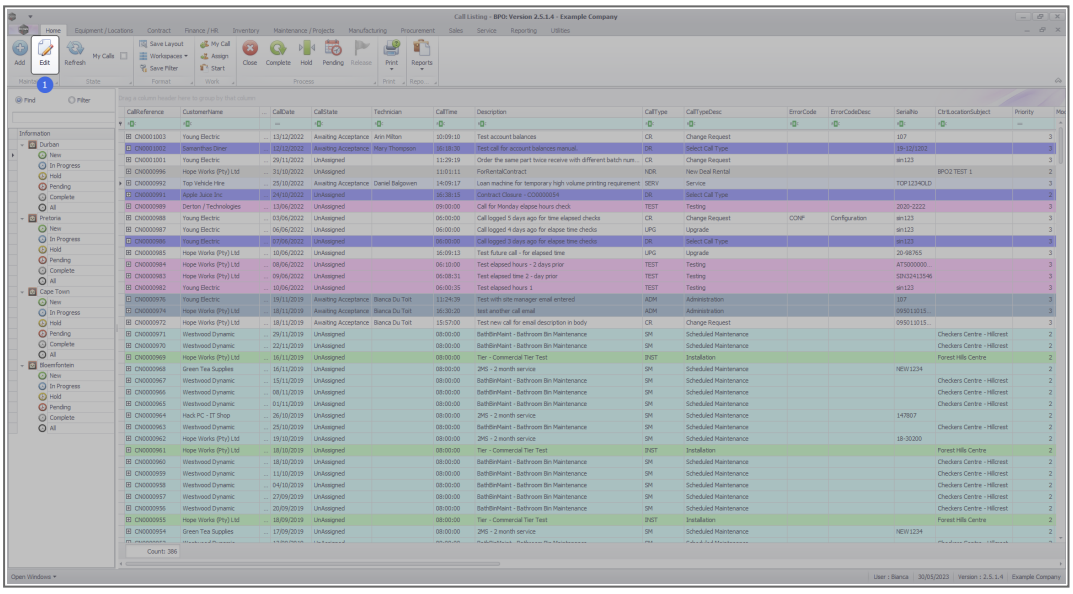


- Click on the **Edit** button.



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

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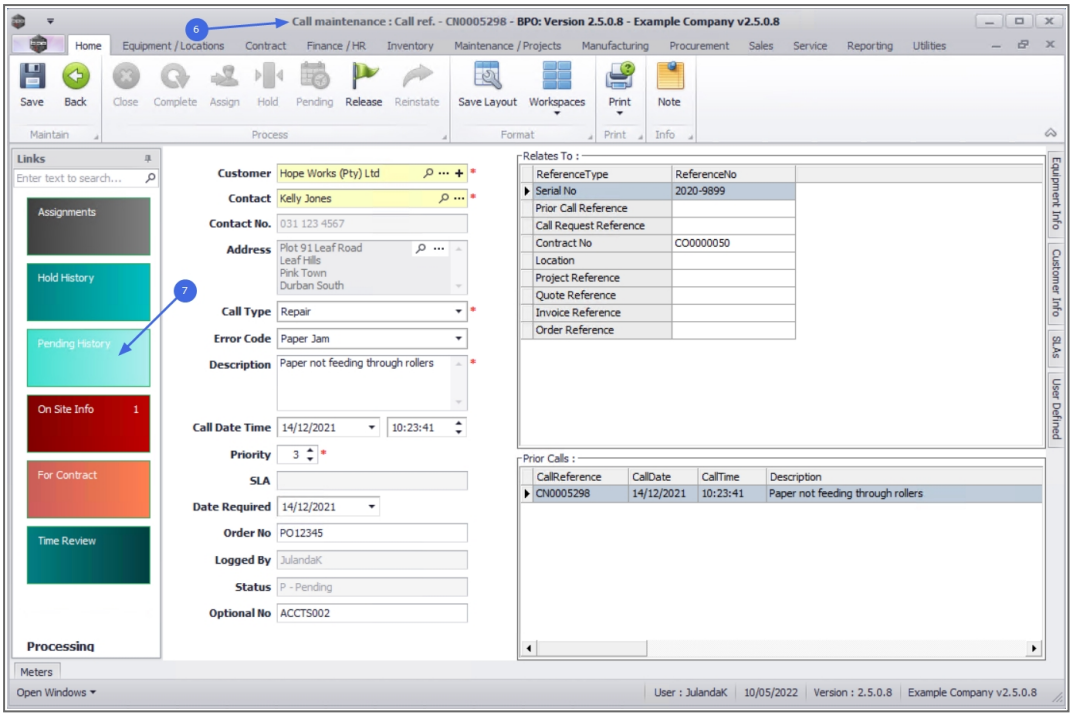

CALL PENDING HISTORY

- The **Pending Events Listing for Call, Ref no: -** [call ref. number] screen will be displayed.
- Here you can **view** the Pending History for this call.
- Click on **Back** to return to the **Call maintenance** screen.

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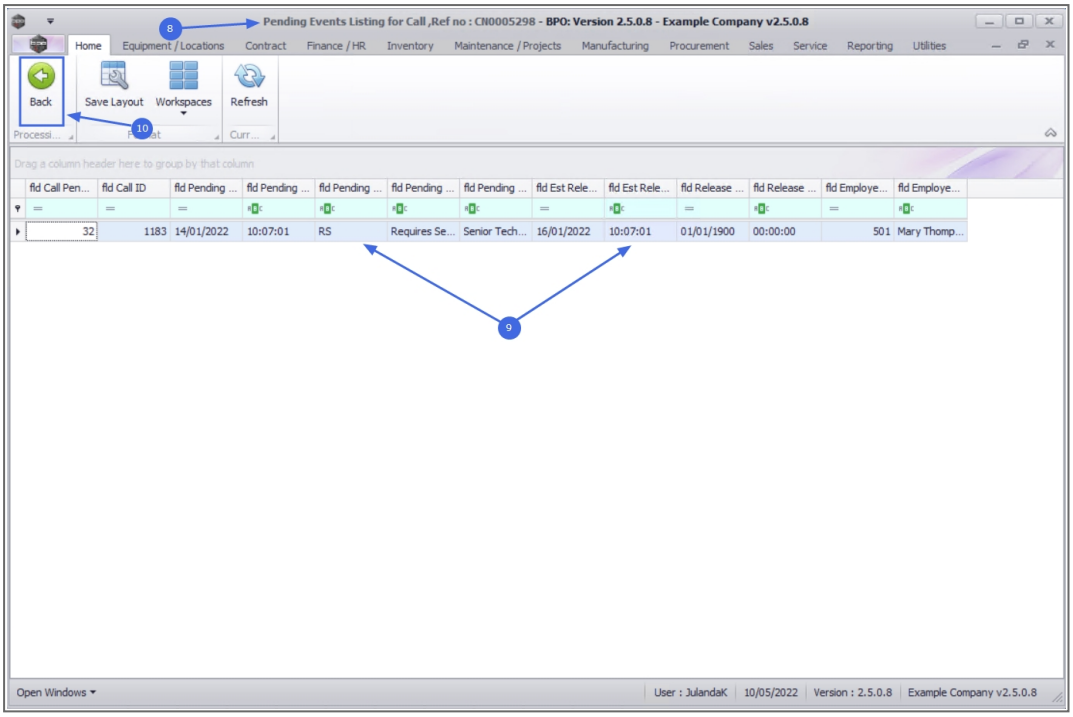

Related Topics

- Calls - Release a Call
- Calls - Move to Pending Status

MNU.122.021

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