

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

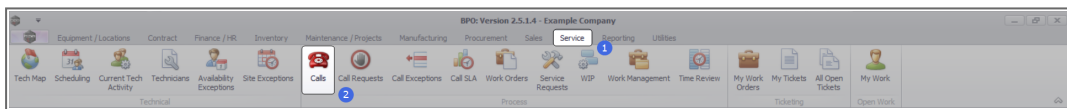
## SERVICE

### CALLS - DELIVERY REPORT

**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.

All issues made to a Call has been combined on one Call Delivery Note.

#### Ribbon Select Service > Calls



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

CallReference	CallDate	CallTime	Technician	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc	SerialNo	ChkLocator/Subject	Priority
IB CH001003	13/12/2022	10:09:10	Ami Milan	Test account balances	CR	Change Request			107		3
IB CH001002	12/12/2022	06:18:30	Mary Thompson	Test call for account balances manual.	SR	Select Call Type			IB123		3
IB CH001001	20/10/2022	11:20:19		Order the same part twice receive with different batch num.	CR	Change Request			IB123		3
IB CH000996	31/03/2022	11:05:11		ForRentContract	NCR	New Deal Rental				BPO2 TEST 1	3
IB CH000992	25/10/2022	14:09:17	Daniel Balgoven	Loan machine for temporary high volume printing requirement.	SERV	Service			TOP123456		3
IB CH000991	24/02/2022	06:36:15		Contract Closure - C0000059	SR	Select Call Type					3
IB CH000989	12/06/2022	09:00:00		Call for Monthly expense hour check	TEST	Testing			2025-1232		3
IB CH000988	03/06/2022	06:00:00		Call logged 4 days ago for elapsed time checks	CR	Change Request	CONF	Configuration	IB123		3
IB CH000987	06/06/2022	06:00:00		Call logged 4 days ago for elapsed time checks	LFG	Upgrade			IB123		3
IB CH000986	07/06/2022	06:00:00		Call logged 4 days ago for elapsed time checks	SR	Select Call Type			IB123		3
IB CH000985	05/06/2022	06:00:00		Test future call - for elapsed time	LFG	Upgrade			20-06-76		3
IB CH000984	08/06/2022	06:10:00		Test elapsed hours - 2 days prior	TEST	Testing			AT000000		3
IB CH000983	08/06/2022	06:08:31		Test elapsed time 2 - day prior	TEST	Testing			SN22412346		3
IB CH000982	05/06/2022	06:00:00		Test elapsed hours 1	TEST	Testing			IB123		3
IB CH000976	19/11/2019	11:24:38		Test with site manager email entered	ADM	Administration			107		3
IB CH000974	18/11/2019	06:30:20		test another call email	ADM	Administration			09501015		3
IB CH000972	18/11/2019	15:57:00		Test new call for email description in body	CR	Change Request			09501015		3
IB CH000971	18/11/2019	08:00:00		SelfBHAlert - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - HIBest	2
IB CH000970	22/11/2019	08:00:00		SelfBHAlert - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - HIBest	2
IB CH000969	16/11/2019	08:00:00		Tier - Commercial Tier Test	INBT	Installation				Forest Hills Centre	2
IB CH000968	16/11/2019	08:00:00		2MS - 2 month service	SM	Scheduled Maintenance			NEW1234		2
IB CH000967	15/11/2019	08:00:00		SelfBHAlert - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - HIBest	2
IB CH000966	08/11/2019	08:00:00		SelfBHAlert - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - HIBest	2
IB CH000965	02/11/2019	08:00:00		SelfBHAlert - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - HIBest	2
IB CH000964	26/10/2019	08:00:00		2MS - 2 month service	SM	Scheduled Maintenance			147807		2
IB CH000963	25/10/2019	08:00:00		SelfBHAlert - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - HIBest	2
IB CH000962	19/10/2019	08:00:00		2MS - 2 month service	SM	Scheduled Maintenance			18-30200		2
IB CH000961	19/10/2019	08:00:00		Tier - Commercial Tier Test	INBT	Installation				Forest Hills Centre	2
IB CH000960	12/10/2019	08:00:00		SelfBHAlert - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - HIBest	2
IB CH000959	12/10/2019	08:00:00		SelfBHAlert - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - HIBest	2
IB CH000958	04/10/2019	08:00:00		SelfBHAlert - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - HIBest	2
IB CH000957	27/09/2019	08:00:00		SelfBHAlert - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - HIBest	2
IB CH000956	20/09/2019	08:00:00		SelfBHAlert - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - HIBest	2
IB CH000955	18/09/2019	08:00:00		Tier - Commercial Tier Test	INBT	Installation				Forest Hills Centre	2
IB CH000954	17/09/2019	08:00:00		2MS - 2 month service	SM	Scheduled Maintenance			NEW1234		2

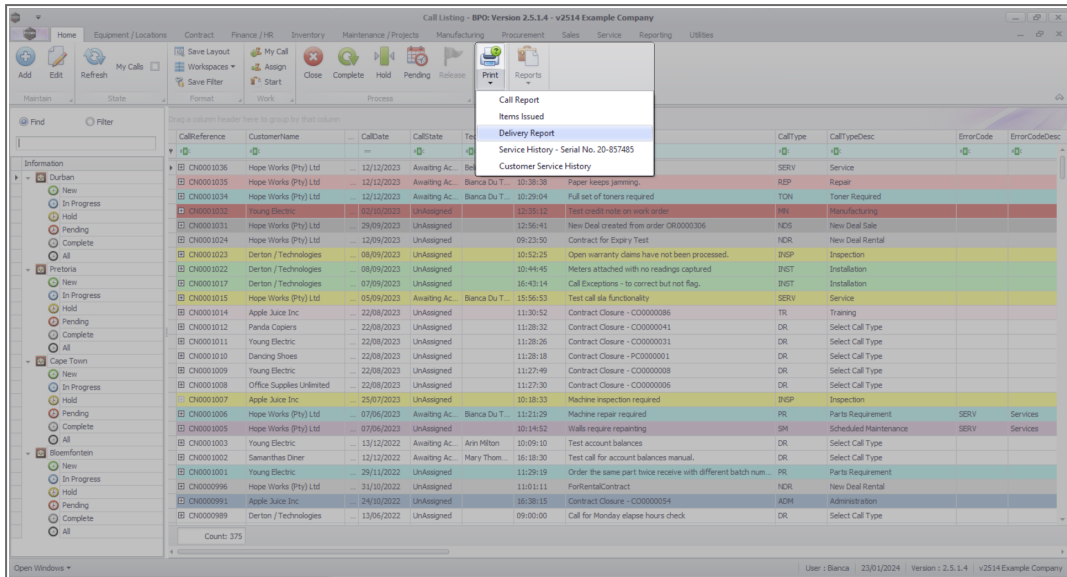
<sup>1</sup>BPO2 v2.5.1.3 or higher

- 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.

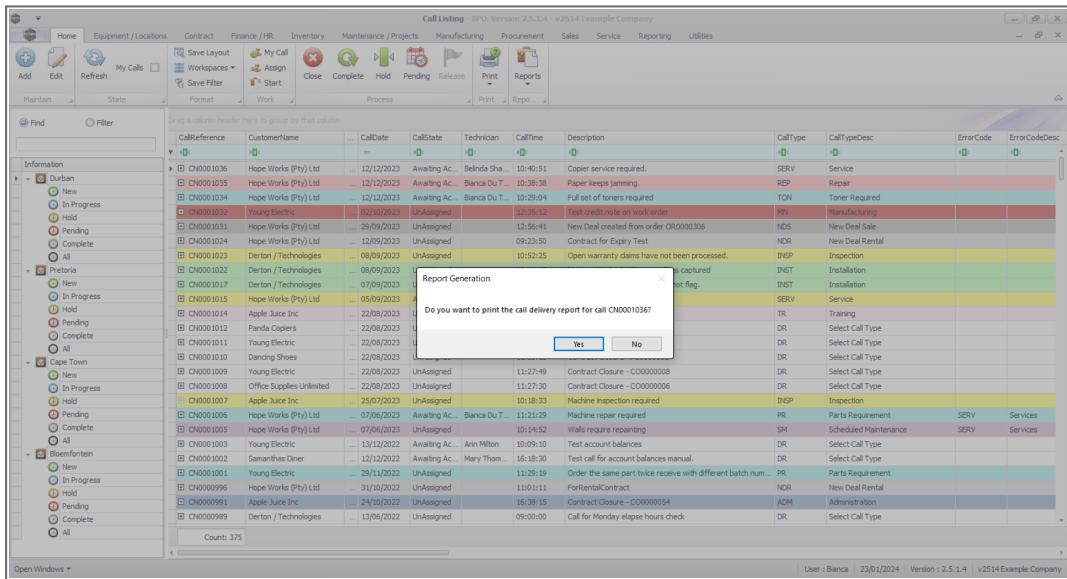
CallReference	CustomerName	CallDate	CallTime	Technician	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc	SerialNo	ChkLocation/Subject	Priority
IB CHN001003	Young Electric	13/12/2022	09:09:10	Ann Milan	Test account balances	CR	Change Request			107		3
IB CHN001002	Savemore Drive	12/12/2022	09:18:30	Mary Thompson	Test call for account balances manual	SM	Sched Call Type			18-101202		3
IB CHN001001	Young Electric	20/12/2022	11:29:15		Order the new part to be received with different batch num.	CR	Change Request			an123		3
IB CHN000996	Hope Works (Pty) Ltd	21/10/2022	11:01:11		ForRentContract	NCR	New Deal Rental				BP2 TEST 1	2
IB CHN000992	Top Vehicle Hire	20/10/2022	14:09:17	Daniel Balgoven	Loan machine for temporary high volume printing requirement	SERV	Service				TOP123456	2
IB CHN000991	Hope Works (Pty) Ltd	20/10/2022	08:28:18		Contract Change - 1000000000	SM	Sched Call Type					3
IB CHN000989	Derion / Technologies	13/06/2022	09:00:00		Call for Monday elapse hours check	TEST	Testing			2025-2222		3
IB CHN000988	Young Electric	03/04/2022	06:00:00		Call logged 5 days ago for time elapsed checks	CR	Change Request	CONP	Configuration	an123		3
IB CHN000987	Young Electric	06/04/2022	06:00:00		Call logged 4 days ago for elapse time checks	LPG	Upgrade			an123		3
IB CHN000986	Young Electric	05/04/2022	06:00:00		Call logged 5 days ago for elapse time checks	SM	Sched Call Type			an123		3
IB CHN000985	Hope Works (Pty) Ltd	10/04/2022	05:09:13		Test future call - for elapsed time	LPG	Upgrade			20-88765		3
IB CHN000984	Hope Works (Pty) Ltd	08/04/2022	06:10:00		Test elapsed hours - 2 days prior	TEST	Testing			475000000		3
IB CHN000983	Hope Works (Pty) Ltd	06/04/2022	06:08:33		Test elapsed time 2 - day prior	TEST	Testing			52024123456		3
IB CHN000982	Young Electric	10/04/2022	06:00:35		Test elapsed hours 2	TEST	Testing			an123		3
IB CHN000976	Young Electric	18/11/2019	11:24:39		Test with site manager email entered	ADM	Administration			107		3
IB CHN000974	Hope Works (Pty) Ltd	18/11/2019	06:26:20		Test another call email	ADM	Administration			99901015		3
IB CHN000972	Hope Works (Pty) Ltd	18/11/2019	15:17:00		Test new call for email description in body	CR	Change Request			99901015		3
IB CHN000971	Westwood Dynamic	20/11/2019	08:00:00		Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2
IB CHN000970	Westwood Dynamic	22/11/2019	08:00:00		Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2
IB CHN000969	Hope Works (Pty) Ltd	16/11/2019	08:00:00		Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre	2
IB CHN000968	Green Tea Supplies	16/11/2019	08:00:00		2MS - 2 month service	SM	Scheduled Maintenance			NEW1234		2
IB CHN000967	Westwood Dynamic	15/11/2019	08:00:00		Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2
IB CHN000966	Westwood Dynamic	08/11/2019	08:00:00		Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2
IB CHN000965	Westwood Dynamic	01/11/2019	08:00:00		Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2
IB CHN000964	HOCS PC - IT Shop	20/10/2019	08:00:00		2MS - 2 month service	SM	Scheduled Maintenance			147807		2
IB CHN000963	Westwood Dynamic	20/10/2019	08:00:00		Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2
IB CHN000962	Hope Works (Pty) Ltd	19/10/2019	08:00:00		2MS - 2 month service	SM	Scheduled Maintenance			18-30300		2
IB CHN000961	Hope Works (Pty) Ltd	18/10/2019	08:00:00		Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre	2
IB CHN000960	Westwood Dynamic	18/10/2019	08:00:00		Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2
IB CHN000959	Westwood Dynamic	11/10/2019	08:00:00		Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2
IB CHN000958	Westwood Dynamic	04/10/2019	08:00:00		Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2
IB CHN000957	Westwood Dynamic	27/09/2019	08:00:00		Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2
IB CHN000956	Westwood Dynamic	20/09/2019	08:00:00		Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2
IB CHN000955	Hope Works (Pty) Ltd	18/09/2019	08:00:00		Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre	2
IB CHN000954	Green Tea Supplies	17/09/2019	08:00:00		2MS - 2 month service	SM	Scheduled Maintenance			NEW1234		2

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

- Click on the **Print** button to display a list of **Report Options**.
- Click on **Delivery Report**.

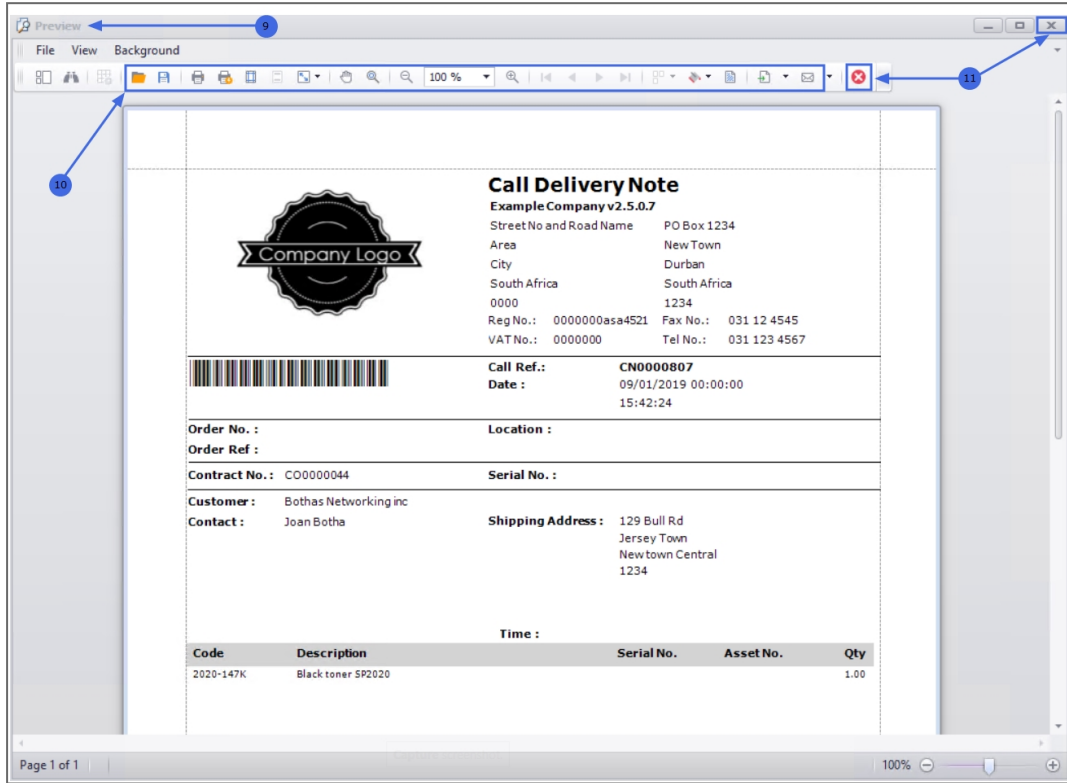


- When you receive the **Report Generation** message to confirm;
  - Do you want to print the call delivery report for call CN[number]?
- Click on **Yes**.



- The selected Report will display in the Reports **Preview** screen.

- From this screen you can make cosmetic changes to the document, as well as **Save, Zoom, Add a Watermark, Export** or **Email** the Call Report.
- Close the **Preview** screen when done.



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