

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

## SERVICE

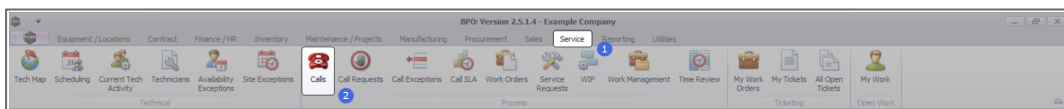
### CALLS – SERVICE HISTORY REPORT

**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.

The machine **Service History Report** can be printed directly from the Call Listing screen, whether a call is open or closed.

The service history report can also be generated per asset from the Asset Listing screen. Refer to [Assets - Print - Service History Report](#)

**Ribbon Select Service > Calls**



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

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



# Calls - Service History Report

CallReference	CustomerName	CallDate	CallDate	Technician	CallTime	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc	SerialNo	ChkLocationSubject	Priority
IB CN000103	Young Electric	13/02/2022	Awaiting Acceptance	Ann Hilson	09:09:10	Test account balance	CR	Change Request			107		3
IB CN000102	Samanthas Diner	12/12/2022	Awaiting Acceptance	Mary Thompson	06:18:30	Test call for account balance manual.	CR	Select Call Type			02-12/202		3
IB CN000101	Young Electric	20/12/2022	Unassigned		11:29:19	Order the same part twice receive with different batch num.	CR	Change Request			an123		3
IB CN000099	Hope Works (Pty) Ltd	24/10/2022	Unassigned		16:11:11	Contract Closure - C00000054	ACM	New Deal Rental					3
IB CN000092	Top Vehicle Hire	25/10/2022	Awaiting Acceptance	Daniel Redgwan	14:58:17	Loan machine for temporary high volume printing requirement	SERV	Service			TOP123456		3

- Click on the **Print** button to display a list of **Report Options**.
- Click on **Service History - Serial No.**

CallReference	CustomerName	CallDate	CallDate	Technician	CallTime	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc	SerialNo	ChkLocationSubject	Priority
IB CN0001036	Hope Works (Pty) Ltd	12/12/2023	Awaiting Ac.	Bianca Du T.	00:38:38	Paper keeps jamming	REP	Repair					3
IB CN0001035	Hope Works (Pty) Ltd	12/12/2023	Awaiting Ac.	Bianca Du T.	00:29:04	Fall out of covers required	TRN	Time Required					3
IB CN0001034	Young Electric	02/12/2023	Unassigned		12:56:43	Test account balance manual	CR	Change Request					3
IB CN0001031	Hope Works (Pty) Ltd	29/05/2023	Unassigned		12:56:41	New Deal created from order CR0000336	NDS	New Deal Sale					3
IB CN0001024	Hope Works (Pty) Ltd	12/09/2023	Unassigned		09:23:50	Contract for Expiry Test	NDR	New Deal Rental					3
IB CN0001023	Derton / Technologies	08/09/2023	Unassigned		10:52:25	Open warranty claim have not been processed.	INQP	Inspection					3
IB CN0001022	Derton / Technologies	08/09/2023	Unassigned		10:44:45	Meters attached with no readings captured	INST	Installation					3
IB CN0001017	Derton / Technologies	07/09/2023	Unassigned		16:43:14	Call Exceptions - to correct but not flag.	INST	Installation					3
IB CN0001015	Hope Works (Pty) Ltd	05/09/2023	Awaiting Ac.	Bianca Du T.	15:56:53	Test call sla functionality	SERV	Service					3

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

The screenshot displays the 'Call Listing' software interface. The main window shows a table of call records with columns: CallReference, CustomerName, CallDate, CallState, Technician, CallTime, Description, CallType, CallTypeDesc, ErrorCode, and ErrorCodeDesc. A 'Report Generation' dialog box is open in the center, asking: 'Do you want to print the service history report for the equipment on call CN0001036?'. The dialog has 'Yes' and 'No' buttons.

CallReference	CustomerName	CallDate	CallState	Technician	CallTime	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc
CN0001036	Hope Works (Pty) Ltd	12/12/2023	Awaiting Ac.	Rehnda Sho	10:40:51	Copier service required.	SERV	Service		
CN0001035	Hope Works (Pty) Ltd	12/12/2023	Awaiting Ac.	Bianca Du T.	10:38:38	Paper keeps jamming.	REP	Repair		
CN0001034	Hope Works (Pty) Ltd	12/12/2023	Awaiting Ac.	Bianca Du T.	10:29:04	Full set of toners required.	TON	Toner Required		
CN0001032	Young Electric	03/10/2023	UnAssigned		12:05:12	Test credit note on work order	NR	Manufacturing		
CN0001031	Hope Works (Pty) Ltd	29/09/2023	UnAssigned		12:56:41	New Deal created from order OR0000306	NDG	New Deal Sale		
CN0001024	Hope Works (Pty) Ltd	12/09/2023	UnAssigned		09:23:50	Contract for Expiry Test	NDR	New Deal Rental		
CN0001023	Derton / Technologies	08/09/2023	UnAssigned		10:52:25	Open warranty claims have not been processed.	INSP	Inspection		
CN0001022	Derton / Technologies	08/09/2023	UnAssigned			captured	INST	Installation		
CN0001017	Derton / Technologies	07/09/2023	UnAssigned			Tag	INST	Installation		
CN0001015	Hope Works (Pty) Ltd	05/09/2023	UnAssigned				SERV	Service		
CN0001014	Apple Juice Inc	22/08/2023	UnAssigned				TR	Training		
CN0001012	Panda Copiers	22/08/2023	UnAssigned				DR	Select Call Type		
CN0001011	Young Electric	22/08/2023	UnAssigned				DR	Select Call Type		
CN0001010	Danding Shoes	22/08/2023	UnAssigned				DR	Select Call Type		
CN0001009	Young Electric	22/08/2023	UnAssigned		11:27:49	Contract Closure - C00000008	DR	Select Call Type		
CN0001008	Office Supplies Unlimited	22/08/2023	UnAssigned		11:27:30	Contract Closure - C00000006	DR	Select Call Type		
CN0001007	Apple Juice Inc	25/07/2023	UnAssigned		10:18:33	Machine inspection required	INSP	Inspection		
CN0001006	Hope Works (Pty) Ltd	07/06/2023	Awaiting Ac.	Bianca Du T.	11:21:29	Machine repair required	PR	Parts Requirement	SERV	Services
CN0001005	Hope Works (Pty) Ltd	07/06/2023	UnAssigned		10:14:52	Walls require repainting	SM	Scheduled Maintenance	SERV	Services
CN0001003	Young Electric	13/12/2022	Awaiting Ac.	Avin Milton	10:09:10	Test account balances	DR	Select Call Type		
CN0001002	Sawmiller Street	12/12/2022	Awaiting Ac.	Hary Thom	16:18:30	Test call for account balances manual.	DR	Select Call Type		
CN0001001	Young Electric	29/11/2022	UnAssigned		11:29:19	Order the same part twice receive with different batch num.	PR	Parts Requirement		
CN0000996	Hope Works (Pty) Ltd	31/10/2022	UnAssigned		11:03:11	ForRentalContract	NDR	New Deal Rental		
CN0000991	Apple Juice Inc	24/10/2022	UnAssigned		16:38:15	Contract Closure - C00000054	ADM	Administration		
CN0000989	Derton / Technologies	13/06/2022	UnAssigned		09:00:00	Call for Monday elapse hours check	DR	Select Call Type		

- 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.

**Service History Report**  
**Example Company v2.5.0.7**

Street No and Road Name PO Box 1234  
 Area New Town  
 City Durban  
 South Africa South Africa  
 0000 1234  
 Reg No.: 0000000asa4521 Fax No.: 031 12 4545  
 VAT No.: 0000000 Tel No.: 031 123 4567

**Model :** SP1020 Copier  
**Serial No. :** branch01

**Work Order Information**

**WO Date :** 18 Jan 2022 **Close Date :** 17 Feb 2022  
**WO Ref. :** WO0006253 **Call Type :** Parts Requirement  
**Customer :**  
**Tech. :**  
**Issue :** Replace part - current faulty **Contract No. :**  
**Solution :**

**Work Order Information**

**WO Date :** 08 Jun 2016 **Close Date :** 25 Jul 2016  
**WO Ref. :** WO0000885 **Call Type :** Parts Requirement  
**Customer :**  
**Tech. :** Bianca Du Toit **Contract No. :**  
**Issue :** test **Solution :** done as required

**Work Order Information**

**WO Date :** 14 Jan 2016 **Close Date :** 19 Feb 2016  
**WO Ref. :** WO0000708 **Call Type :** IT Requirement  
**Customer :**

Page 1 of 3 | Capture screenshot. | 100%

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