

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

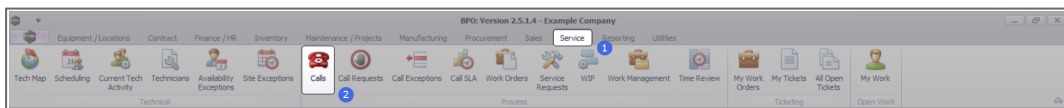
SERVICE

CALLS – CUSTOMER 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 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.

When a call has been linked to a Serial Number, then the Customer Service History option will be available for generation. The Customer Service History Report is available on the call listing, call maintain and asset listing screen, this report can be generated from each screen’s respective print button. The report will display all calls relating to a customer, the related asset, along with all parts issued, meter readings and work order information that was captured.

Ribbon Select **Service > Calls**



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

¹BPO2 v2.5.1.3 or higher

CallReference	CustomerName	CallDate	CallState	Technician	CallTime	Description	CallType	CallTypeDesc	Error Code	Error Code Desc	SerialNo	ChkLocation/Subject	Priority
EN0001003	Young Electric	13/12/2022	Awaiting Acceptance	Ash Hilson	09:09:10	Test account balances	CR	Change Request			107		3
EN0001002	Sarabhai's Drive	12/12/2022	Awaiting Acceptance	Mary Thompson	06:18:30	Test call for account balances manual.	SR	Select Call Type			IP-12/1202		3
EN0001001	Young Electric	29/11/2022	Unassigned		11:29:19	Order the same part twice receive with different batch num.	CR	Change Request			IP-123		3
EN0000996	Hope Works (Pty) Ltd	24/10/2022	Unassigned		11:01:11	Printer/Batch/Print	MR	New Deal Rental			AT2000000	BPQZ TEST 1	3
EN0000992	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
EN0000991	Asde Jaza Inc	24/09/2022	Unassigned		05:38:15	Contact Closure - C0000054	SR	Select Call Type					3
EN0000989	Derton / Technologies	13/04/2022	Unassigned		09:00:00	Call for Monday elapse hours check	TEST	Testing			2020-2222		3
EN0000988	Young Electric	12/06/2022	Unassigned		06:00:00	Call logged 5 days ago for time elapsed checks	CR	Change Request	CONF	Configuration	IP-123		3
EN0000987	Young Electric	06/06/2022	Unassigned		06:00:00	Call logged 4 days ago for elapse time checks	UPG	Upgrade			IP-123		3
EN0000986	Young Electric	07/06/2022	Unassigned		06:00:00	Call logged 5 days ago for elapse time checks	SR	Select Call Type			IP-123		3
EN0000985	Hope Works (Pty) Ltd	18/06/2022	Unassigned		06:00:00	Test future call - for elapsed time	UPG	Upgrade			20-98765		3
EN0000984	Hope Works (Pty) Ltd	06/06/2022	Unassigned		06:00:00	Test elapsed hours - 2 days prior	TEST	Testing			AT2000000		3
EN0000983	Hope Works (Pty) Ltd	06/06/2022	Unassigned		06:00:00	Test elapsed time 2 - day prior	TEST	Testing			SN1234567		3
EN0000982	Young Electric	18/06/2022	Unassigned		06:00:00	Test elapsed hours 1	TEST	Testing			IP-123		3
EN0000976	Young Electric	18/11/2019	Awaiting Acceptance	Bianca Du Toit	11:24:28	Test with our message email entered	ACM	Administration			IP7		3
EN0000974	Hope Works (Pty) Ltd	18/11/2019	Awaiting Acceptance	Bianca Du Toit	06:30:20	test another call email	ACM	Administration			095010155		3
EN0000972	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
EN0000971	Westwood Dynamic	29/11/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H/West	2
EN0000970	Westwood Dynamic	22/11/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H/West	2
EN0000969	Hope Works (Pty) Ltd	16/11/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	INAT	Installation				Forest Hills Centre	2
EN0000968	Green Tea Supplies	16/11/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW1234		2
EN0000967	Westwood Dynamic	15/11/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H/West	2
EN0000966	Westwood Dynamic	08/11/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H/West	2
EN0000965	Westwood Dynamic	02/11/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H/West	2
EN0000964	Red PC - IT Shop	26/10/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			147807		2
EN0000963	Westwood Dynamic	20/10/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H/West	2
EN0000962	Hope Works (Pty) Ltd	19/10/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			IP-30300		2
EN0000961	Hope Works (Pty) Ltd	18/10/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	INAT	Installation				Forest Hills Centre	2
EN0000960	Westwood Dynamic	18/10/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H/West	2
EN0000959	Westwood Dynamic	11/10/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H/West	2
EN0000958	Westwood Dynamic	04/10/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H/West	2
EN0000957	Westwood Dynamic	27/09/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H/West	2
EN0000956	Westwood Dynamic	20/09/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H/West	2
EN0000955	Hope Works (Pty) Ltd	18/09/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	INAT	Installation				Forest Hills Centre	2
EN0000954	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.

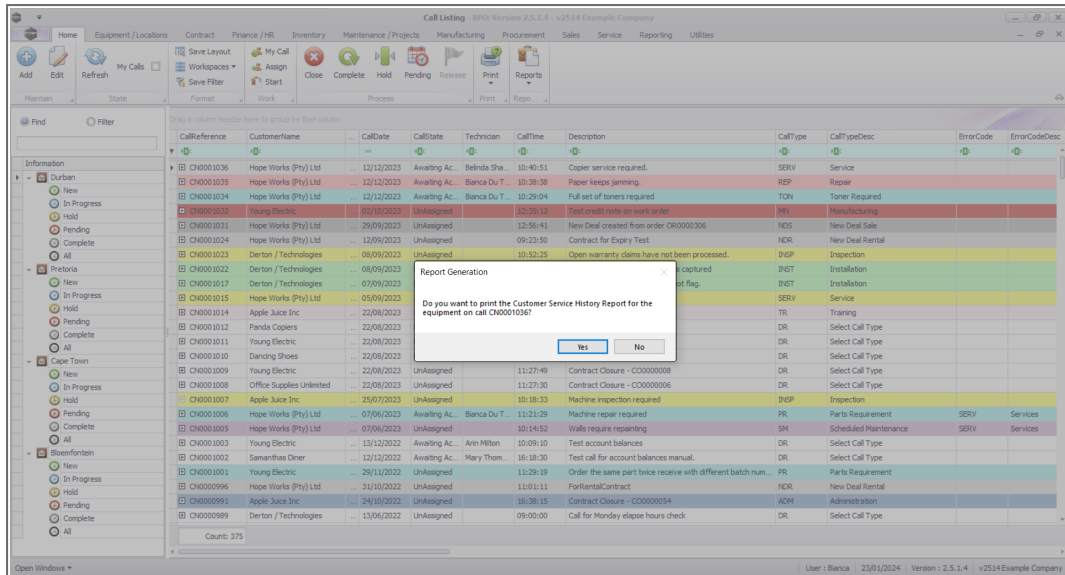
- Select the **Call** you wish to work with.

CallReference	CustomerName	CallDate	CallTime	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc	SerialNo	ChkLocationSubject	Priority
CH0001003	Young Electric	13/02/2022	09:09:10	Test account balance	CR	Change Request			107		3
CH0001002	Samanthas Diner	12/12/2022	11:29:19	Test call for account balance manual.	DR	Select Call Type			02-12/2022		3
CH0001001	Young Electric	29/11/2022	11:29:19	Order the same part twice receive with different batch num.	CR	Change Request			an123		3
CH0000999	Top Vehicle Hire	25/10/2022	14:58:17	Loan machine for temporary high volume printing requirement	SERV	Service				TOP1234567	3
CH0000991	Apple Juice Inc	24/09/2022	05:38:15	Contract Closure - C00000054	DR	Select Call Type					3
CH0000989	Derton / Technologies	13/04/2022	09:00:00	Call for Monday elapse hours check	TEST	Testing			2020-2222		3
CH0000988	Young Electric	10/06/2022	05:00:00	Call logged 4 days prior for elapse time check	CR	Change Request	CONF	Configuration			3
CH0000987	Young Electric	06/04/2022	06:00:00	Call logged 4 days ago for elapse time check	UPG	Upgrade			an123		3
CH0000986	Young Electric	07/04/2022	06:00:00	Call logged 3 days ago for elapse time check	DR	Select Call Type			an123		3
CH0000985	Hope Works (Pty) Ltd	10/04/2022	06:00:00	Test future call - for elapse time	UPG	Upgrade			20-8630		3
CH0000984	Hope Works (Pty) Ltd	06/04/2022	06:00:00	Test elapsed hours - 2 day prior	TEST	Testing			47200000		3
CH0000983	Hope Works (Pty) Ltd	06/04/2022	06:00:00	Test elapsed time 2 - day prior	TEST	Testing			52021412946		3
CH0000982	Young Electric	10/04/2022	06:00:00	Test elapsed hours 1	TEST	Testing			an123		3
CH0000980	Young Electric	08/11/2019	13:24:26	Test with ink manager email entered	ADM	Administration			107		3
CH0000979	Hope Works (Pty) Ltd	18/11/2019	06:30:20	Test another call email	ADM	Administration			059512931		3
CH0000972	Hope Works (Pty) Ltd	18/11/2019	15:57:00	Test new call for email description in body	CR	Change Request			059013015		3
CH0000971	Westwood Dynamic	29/11/2019	08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilo-east	2
CH0000970	Westwood Dynamic	22/11/2019	08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilo-east	2
CH0000969	Hope Works (Pty) Ltd	06/11/2019	08:00:00	Test - Commercial Tier Test	INST	Installation				Forest Hills Centre	2
CH0000968	Green Tea Supplies	16/11/2019	08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW1234		2
CH0000967	Westwood Dynamic	15/11/2019	08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilo-east	2
CH0000966	Westwood Dynamic	08/11/2019	08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilo-east	2
CH0000965	Westwood Dynamic	02/11/2019	08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilo-east	2
CH0000964	HOC PC - IT Shop	26/10/2019	08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			14787		2
CH0000963	Westwood Dynamic	21/10/2019	08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilo-east	2
CH0000962	Hope Works (Pty) Ltd	19/10/2019	08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			18-30300		2
CH0000961	Hope Works (Pty) Ltd	18/10/2019	08:00:00	Test - Commercial Tier Test	INST	Installation				Forest Hills Centre	2
CH0000960	Westwood Dynamic	18/10/2019	08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilo-east	2
CH0000959	Westwood Dynamic	11/10/2019	08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilo-east	2
CH0000958	Westwood Dynamic	04/10/2019	08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilo-east	2
CH0000957	Westwood Dynamic	27/09/2019	08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilo-east	2
CH0000956	Westwood Dynamic	20/09/2019	08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilo-east	2
CH0000955	Hope Works (Pty) Ltd	18/09/2019	08:00:00	Test - Commercial Tier Test	INST	Installation				Forest Hills Centre	2
CH0000954	Green Tea Supplies	17/08/2019	08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW1234		2

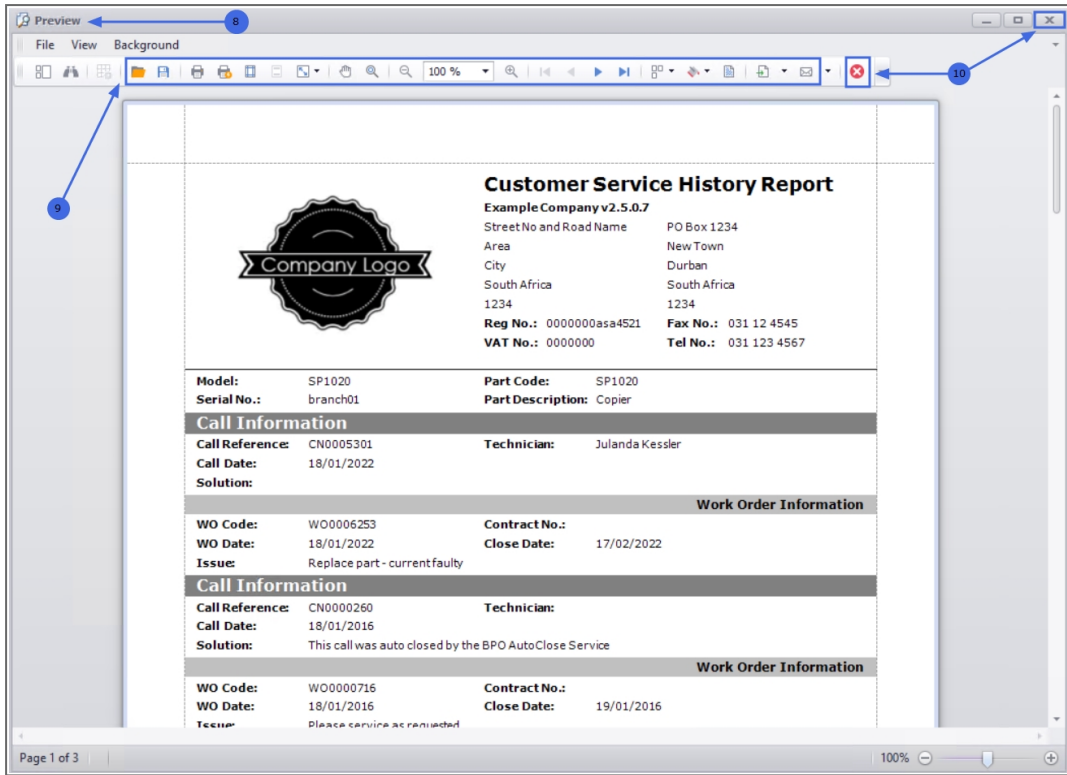
- Click on the **Print** button to display a list of **Report Options**.
- Click on **Customer Service History**.

CallReference	CustomerName	CallDate	CallTime	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc	SerialNo	ChkLocationSubject	Priority
CH0001036	Hope Works (Pty) Ltd	12/12/2022	Awaiting Ac.	Bianca Du T...	SERV	Service					
CH0001035	Hope Works (Pty) Ltd	12/12/2022	Awaiting Ac.	Bianca Du T... 00:38:38	REP	Repair					
CH0001034	Hope Works (Pty) Ltd	12/12/2022	Awaiting Ac.	Bianca Du T... 00:29:04	TDR	Toner Required					
CH0000999	Young Electric	09/09/2023	Unassigned	00:30:12	REP	Repair					
CH0001031	Hope Works (Pty) Ltd	29/08/2023	Unassigned	12:56:41	NEIS	New Deal Sale					
CH0001024	Hope Works (Pty) Ltd	12/09/2023	Unassigned	09:23:50	NDR	New Deal Rental					
CH0001023	Derton / Technologies	08/09/2023	Unassigned	10:52:25	INSP	Inspection					
CH0001022	Derton / Technologies	08/09/2023	Unassigned	10:44:45	INSP	Inspection					
CH0001017	Derton / Technologies	07/09/2023	Unassigned	16:43:14	INSP	Inspection					
CH0001015	Hope Works (Pty) Ltd	05/09/2023	Awaiting Ac.	Bianca Du T... 15:56:53	SERV	Service					
CH0001014	Apple Juice Inc	22/08/2023	Unassigned	11:30:52	TR	Training					
CH0001012	Panda Copiers	22/08/2023	Unassigned	11:28:32	DR	Select Call Type					
CH0001011	Young Electric	22/08/2023	Unassigned	11:28:26	DR	Select Call Type					
CH0001010	Dancing Shoes	22/08/2023	Unassigned	11:28:18	DR	Select Call Type					
CH0001009	Young Electric	22/08/2023	Unassigned	11:27:49	DR	Select Call Type					
CH0001008	Office Supplies Unlimited	22/08/2023	Unassigned	11:27:30	DR	Select Call Type					
CH0001007	Apple Juice Inc	25/07/2023	Unassigned	10:18:33	INSP	Inspection					
CH0001006	Hope Works (Pty) Ltd	07/06/2023	Awaiting Ac.	Bianca Du T... 11:21:29	PR	Parts Requirement					
CH0001005	Hope Works (Pty) Ltd	07/06/2023	Unassigned	10:14:52	SM	Scheduled Maintenance					
CH0001003	Young Electric	13/12/2022	Awaiting Ac.	Ann Milton 10:09:10	DR	Select Call Type					
CH0001002	Samanthas Diner	12/12/2022	Awaiting Ac.	Mary Thom... 16:18:30	DR	Select Call Type					
CH0001001	Young Electric	29/11/2022	Unassigned	11:29:19	PR	Parts Requirement					
CH0000999	Hope Works (Pty) Ltd	31/10/2022	Unassigned	11:01:11	NDR	New Deal Rental					
CH0000991	Apple Juice Inc	24/09/2022	Unassigned	05:38:15	ADM	Administration					
CH0000989	Derton / Technologies	13/06/2022	Unassigned	09:00:00	DR	Select Call Type					

- When you receive the **Report Generation** message to confirm;
- Do you want to print the **Customer Service History Report** for the equipment on 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.



MNU.122.031

