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

SERVICE

CALL REQUESTS – EDIT CALL REQUEST

A *Call Request* can also be referred to as a *pre-call*. This feature is a business aid, to make a note of request(s) from a customer who is on hold, or who is over their allocated credit limit, or whose contract is on hold. No action will be taken to fix the customer issue until the customer and/or contract is no longer on hold, or the account has been settled. The call request is then converted to a **Call** and the standard call process is followed.

> Refer to **Service - Introduction to Calls** for information related to Calls and the Call process.

The difference between a **Call** and a *Call Request* is that with a **Call**, the corresponding action is performed by the servicing business in response to the **Call**, within the stipulated **SLA period**.

> Refer to **SLA Monitor Configuration** for information related to the SAL period.

A *Call Request* however, only log request(s) for a customer, whose account is in arrears, who is on hold, or whose contract is on hold. No corresponding action is performed to address the request until the customer or contract is no longer on hold, or the account has been settled. The call request then gets converted to a **Call**.
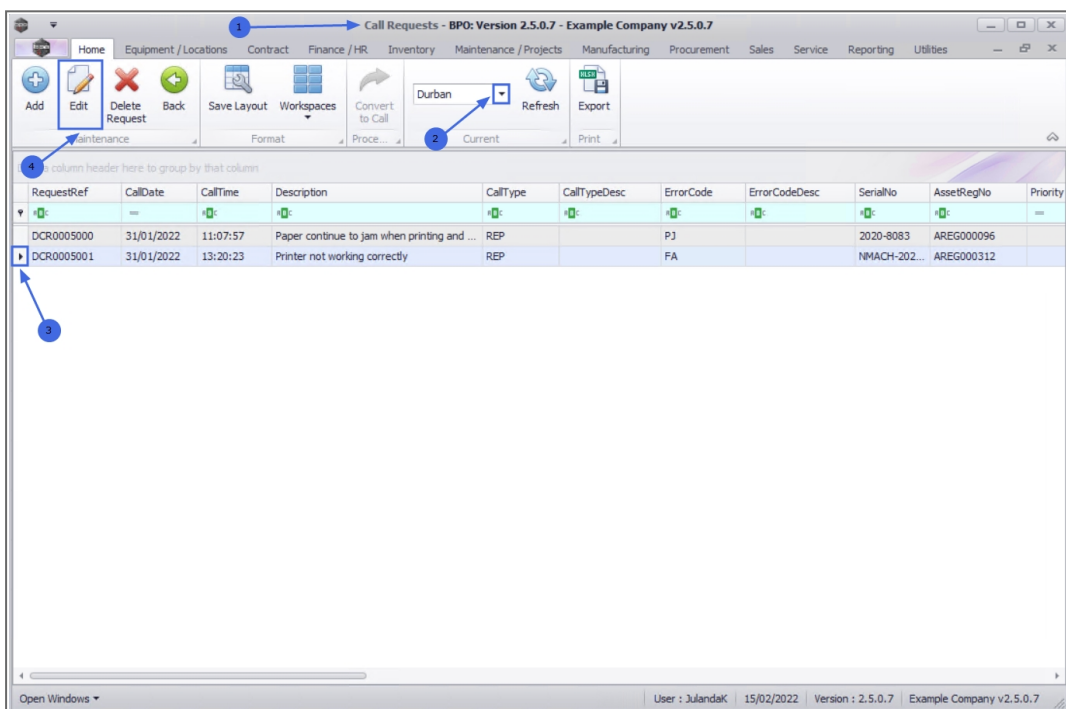

Ribbon Access: Service > Call Requests

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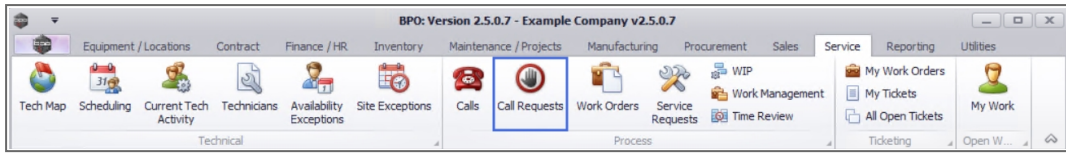
1. The *Call Requests* listing screen will be displayed.
2. Select the *Site* where the call request was logged.
   - The example has *Durban* selected.
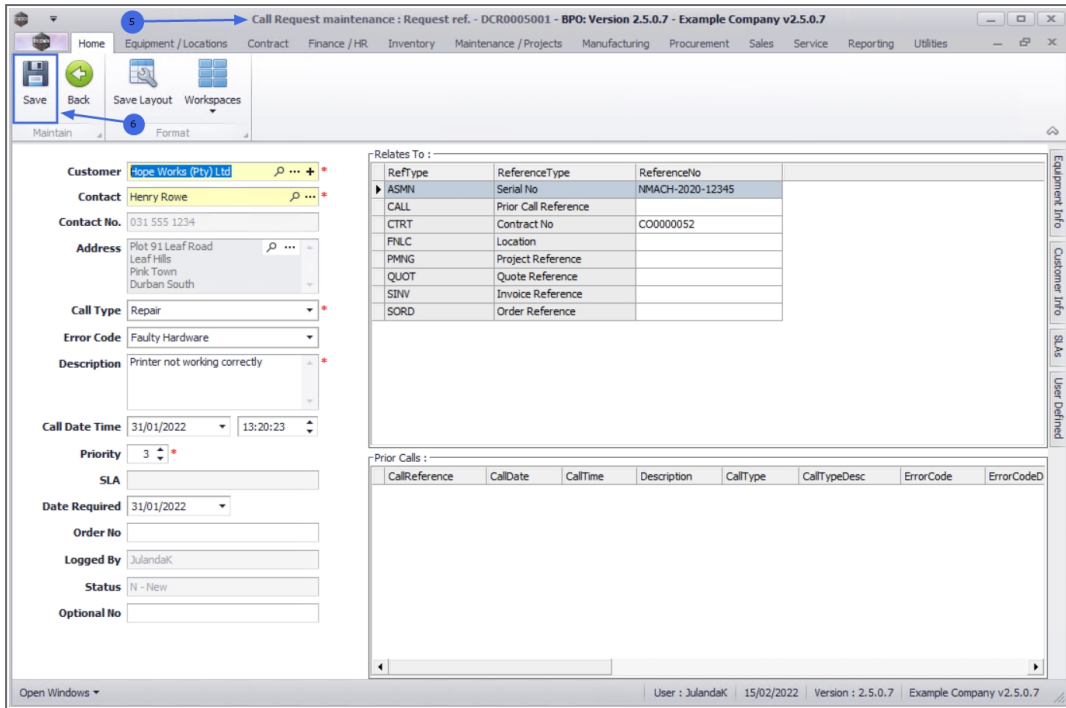3. Click on the *row* of the call request you wish to edit.
4. Click on *Edit*.

Short cut key: **Right click** to display the **Process** menu list. Click on **Edit**.

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5. The *Call Request maintenance: Request ref. - DCR[ref. number]* screen will be displayed.
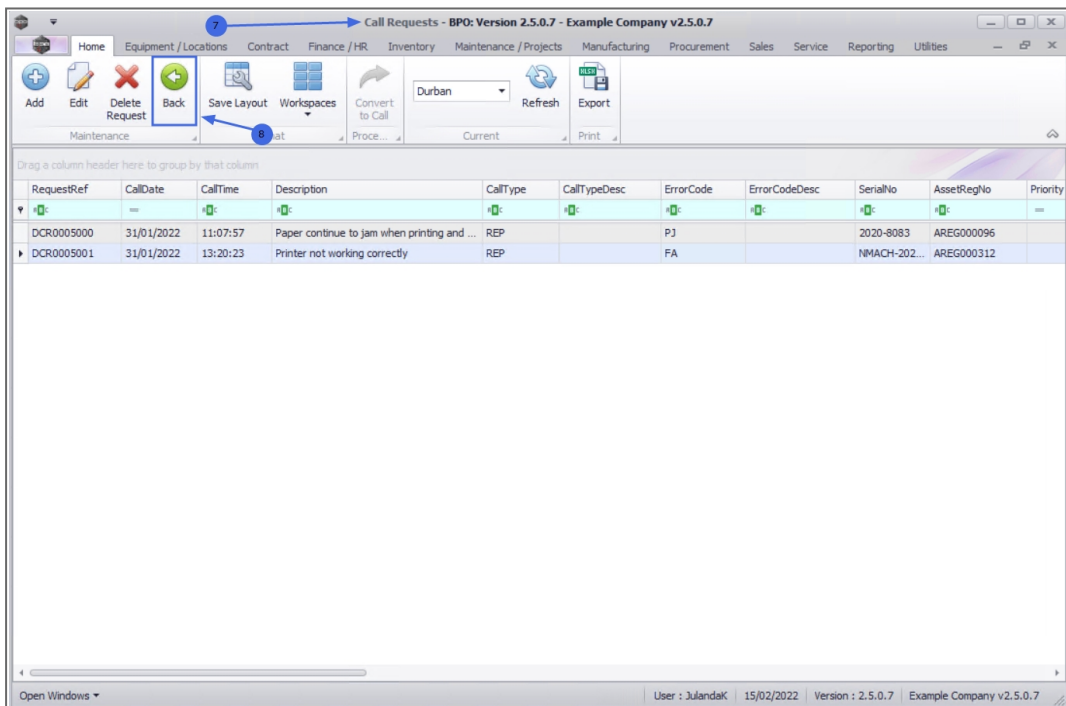6. Make the changes as required and click on **Save**.

Refer to **Call Requests - Add Call Request** for details on how to complete this screen.

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7. You will return to the updated **Call Requests** screen where you can view your changes.

8. Click on **Back** to exist the screen.

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