

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

SERVICE

CALLS - TIME REVIEW

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.

Time review enables managers to allocate **regular** time logged by employees as **SLA** or **non billable** time. For example, if an employee books **4** hours against a work order, and the manager knows that the task should only require **2** hours to complete, then the manager can allocate **2** hours as Billable or **SLA** hours and the remaining **2** hours as **Non Billable** hours in the Time Review screen.

The <u>Time Review flag</u> must be set to **Yes** in **Configurator**.

Ribbon Select Service > Calls



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

¹BPO2 v2.5.1.3 or higher



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Durban	E CN0001003	Toung Electric	13/12/2022	Awaiting Acceptance	Ann Milton	10:09:10	Test account balances	CR.	Change Request	_		107		_
(A) New	➡ CN0001002	Samanthas Diner	12/12/2022	Awaiting Acceptance	Mary Thompson	16:18:30	Test call for account balances manual.	DR	Select Call Type			19-12/1202		
In Progress	E CN0001001	Young Bectric	29/11/2022	UnAssigned		11:29:19	Order the same part twice receive with different batch num	CR	Change Request			sin123		
Hold	E CN0000996	Hope Works (Pty) Ltd	31/10/2022	UnAssigned		11:01:11	ForRentalContract	NDR	New Deal Rental				BPO2 TEST 1	
Pending	E CN0000992	Top Vehicle Hire	25/10/2022	Awaiting Acceptance	Daniel Balgowen	14:09:17	Loan machine for temporary high volume printing requirement	SERV	Service			TOP 12340LD		_
Complete	E CN0000991	Apple Juice Inc	24/10/2022	UnAssigned		16:38:15	Contract Closure - CO0000054	DR	Select Call Type					
O AI	E CN0000989	Derton / Technologies	13/06/2022	UnAssigned		09:00:00	Call for Monday elapse hours check	TEST	Testing			2020-2222		
Pretoria	E CN0000988	Young Bectric	03/06/2022	UnAssigned		05:00:00	Call logged 5 days ago for time elapsed checks	CR	Change Request	CONF	Configuration	sin123		
O New	E CN0000987	Young Electric	06/06/2022	UnAssigned		05:00:00	Call logged 4 days ago for elapse time checks	UPG	Upgrade			sin123		
In Progress	CN0000986	Young Electric	07/06/2022	UnAssigned		05:00:00	Call logged 3 days ago for elapse time checks	DR	Select Call Type			sin123		
O Develope	EE CN0000985	Hope Works (Pty) Ltd	10/06/2022	UnAssigned		16:09:13	Test future call - for elapsed time	UPG	Upgrade			20-98765		
Complete	E CN0000984	Hope Works (Pty) Ltd	08/06/2022	UnAssigned		05:10:00	Test elapsed hours - 2 days prior	TEST	Testing			AT5000000		
O al	E CN0000983	Hope Works (Pty) Ltd	09/06/2022	UnAssigned		05:08:31	Test elapsed time 2 - day prior	TEST	Testing			SIN32413546		
Cape Town	E CN0000982	Young Electric	10/06/2022	UnAssigned		05:00:35	Test elapsed hours 1	TEST	Testing			sin123		
New	CN0000976	Young Electric	19/11/2019	Awaiting Acceptance	Bianca Du Tolt	11:24:39	Test with site manager email entered	ADM	Administration			107		
In Progress	E CN0000974	Hope Works (Pty) Ltd	18/11/2019	Awaiting Acceptance	Bianca Du Toit	16:30:20	test another call email	ADM	Administration			095011015		
🕑 Hold	E CN0000972	Hope Works (Pty) Ltd	18/11/2019	Awaiting Acceptance	Bianca Du Toit	15:57:00	Test new call for email description in body	CR	Change Request			095011015		
Pending	E CN0000971	Westwood Dynamic	29/11/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	94	Scheduled Maintenance				Checkers Centre - Hilcrest	
Complete	EE CN0000970	Westwood Dynamic	22/11/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hildrest	
O AI	E CN0000969	Hope Works (Pty) Ltd	16/11/2019	UnAssigned		03:00:00	Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre	
tioemfontein	E CN0000968	Green Tea Supplies	16/11/2019	UnAssigned		03:00:00	2MS - 2 month service	54	Scheduled Maintenance			NEW 1234		
O New	E CN0000967	Westwood Dynamic	15/11/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hildrest	
In Progress	E CN0000966	Westwood Dynamic	08/11/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	94	Scheduled Maintenance				Checkers Centre - Hilcrest	
Hold	E CN0000965	Westwood Dynamic	01/11/2019	UnAssigned		08:00:00	SathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hildrest	
Concepteda	E CN0000964	Hack PC - IT Shop	26/10/2019	UnAssigned		03:00:00	2M5 - 2 month service	54	Scheduled Maintenance			147807		
O AL	E CN0000963	Westwood Dynamic	25/10/2019	UnAssigned		08:00:00	SathSinMaint - Bathroom Bin Maintenance	54	Scheduled Maintenance				Checkers Centre - Hilcrest	
•	E CN0000962	Hope Works (Pty) Ltd	19/10/2019	UnAssigned		08:00:00	2MS - 2 month service	5M	Scheduled Maintenance			18-30200		
	E CN0000961	Hope Works (Pty) Ltd	18/10/2019	UnAssigned		03:00:00	Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre	
	EE CN0000960	Westwood Dynamic		UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	514	Scheduled Maintenance				Checkers Centre - Hilcrest	
	E CN0000959	Westwood Dynamic	11/10/2019	Unissimed		08:00:00	BathBioMaint - Bathroom Bio Maintenance	9M	Scheduled Maintenance				Checkers Centre - Hilmest	
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	Count: 386													

- 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.



						Call	Listing - BPO: Version 2.5.1.4 - Example Company							
Home Equipment / Loc	ations Contract	Finance / HR Envents	ory Maintenance	/ Projects Manufac	turing Procureme	nt Sales	Service Reporting Utilities							
	Save Layou	t 🚜 My Call 💽	3 Q 🕨	4 🐻 🕨	🖆 👕									
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nd O Filter														
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rmation	FE (N0001003	Young Bectric		Awaiting Acceptance	Arin Milton	10:09:10	Test account halances	CR	Channe Request			107		
Durban	E CN0001002	Samanthas Diner	12/12/2022	Awaiting Acceptance	Mary Thompson	16:18:30	Test call for account balances manual.	DR	Select Cal Type			19-12/1202		
New	E CN0001001	Young Flactric	29/11/2022	Unterimed		11-20-10	Order the same part twice receive with different batch run	CR	Channe Rement			sin123		
In Progress	ER CN0000000	Hope Works (Phy) I M		Unterimed			Ex@extalContract	NDD	New Deal Reatal				EDOOD TEET 1	
O Hold	E (100000997	Top Vehicle Hire	25/10/2022	Awating Accentance	Daniel Balcowan	14:09:17	I can marking for temperary birth with me printing pay transmost	orev.	Service			1001214010	M NOA THEORY A	_
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O New	10 CH0000000	Young Dectric		University red		00.00.00	Call lange of days and for shore the shore	UDD .	Change Request	CORE	comparation	541223		
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O Al	E CN0000983	Hope Works (Pty) Ltd	09/06/2022	UnAssigned		05:03:31	Test elapsed time 2 - day prior	TEST	Testing					
Cape Town	E CN0000982					06:00:35						sin123		
New	E CN0000976			Awaiting Acceptance	Blanca Du Tolt	11:24:39	Test with site manager email entered	ADM						
In Progress	E CN0000974	Hope Works (Pty) Ltd	18/11/2019	Awaiting Acceptance	Bianca Du Toit	16:30:20	test another call email	ADM	Administration			095011015		
() Hold	E CN0000972	Hope Works (Pty) Ltd	18/11/2019	Awaiting Acceptance	Bianca Du Toit	15:57:00	Test new call for email description in body	CR	Change Request			095011015		
Pending	E CN0000971	Westwood Dynamic	29/11/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	54	Scheduled Maintenance				Checkers Centre - Hilcrest	
Complete	EE CN0000970	Westwood Dynamic	22/11/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	
O Al	E CN0000969	Hope Works (Pty) Ltd	16/11/2019	UnAssigned		03:00:00	Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre	
o have	E CN0000968	Green Tea Supplies	16/11/2019	UnAssigned		03:00:00	2MS - 2 month service	524	Scheduled Maintenance			NEW 1234		
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() Hold	E CN0000966	Westwood Dynamic	08/11/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	514	Scheduled Maintenance				Checkers Centre - Hilcrest	
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O Al	E CN0000963	Westwood Dynamic	25/10/2019	UnAssigned		03:00:00	SathBinMaint - Bathroom Bin Maintenance	\$24	Scheduled Maintenance				Checkers Centre - Hilcrest	
	E CN0000962	Hope Works (Pty) Ltd	19/10/2019	UnAssigned		03:00:00	2MS - 2 month service	SM	Scheduled Maintenance			18-30200		
	E CN0000961	Hope Works (Pty) Ltd	18/10/2019	UnAssigned		03:00:00	Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre	
	EE CN0000960	Westwood Dynamic	18/10/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	524	Scheduled Maintenance				Checkers Centre - Hilcrest	
	E CN0000959	Westwood Dynamic	11/10/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hildrest	
	E CN0000958	Westwood Dynamic	04/10/2019	UnAssigned		03:00:00	SathSinNaint - Bathroom Bin Maintenance	\$24	Scheduled Maintenance				Checkers Centre - Hilcrest	
	E CN0000957	Westwood Dynamic	27/09/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	
	E CN0000956	Westwood Dynamic	20/09/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	514	Scheduled Maintenance				Checkers Centre - Hildrest	
	E CN0000955	Hope Works (Pty) Ltd	18/09/2019	UnAssigned		03:00:00	Tier - Commercial Tier Test	DIST	Installation				Forest Hills Centre	
	E CN0000954	Green Tea Supplies	17/09/2019			03:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW 1234		
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	Count: 386													

• Click on the **Edit** button.

						Call	Listing - BPO: Version 2.5.1.4 - Example Company							
Home Equipment / Loc	ations Contract	Finance / HR Envents	ory Maintenance	e / Projects Manufa	cturing Procureme	nt Sales	Service Reporting Utilities							
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lurban	E 040001003	Toung Electric	13/12/2022	Asiating Acceptance	Annelion	50:09:10	Test account balances	UK I	Change Request	_		107		
New	E 00001002	samanthas Uner	12/12/2022	Auraiting Acceptance	Mary Inompson	16118130	Test call for account balances manual.	UK	Select Call Type			19-12/1202		
In Progress	E 040001001	100ng Dectric	29/11/2022	Universigned		11:29:19	Order the same part twice receive with different batch num	UK I	Change kequest			81125		
Hold	E CN0000996	Hope Works (PTy) Ltd		UnAssigned			Forkentakontract	NDK	New Dear Kental				BPO2 TEST 1	
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Complete	ES-EN0000991	Hoped bace and	24/10/2022	UNAssigned		10:38:15	Constant Colore - CCCCCCCS4	LR	select call type					
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retoria	E CN0000988	Young Bectric	03/06/2022	UnAssigned		05:00:00	Call logged 5 days ago for time elapsed checks	CR	Change Request	CONP	Configuration	sin123		
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Land	E CN0000986	Young Bectric	07/06/2022	Unilosigned		05:00:00	Call logged 3 days ago for elapse time checks	DR	Select Call Type			sin123		
Pendina	E CN0000985	Hope Works (Pty) Ltd	10/06/2022	UnAssigned		16:09:13	Test future call - for elapsed time	UPG	Upgrade			20-98765		
Complete	E CN0000984	Hope Works (Pty) Ltd	08/06/2022	UnAssigned		05:10:00	Test elapsed hours - 2 days prior	TEST	Testing			AT5000000		
AL	E CN0000983	Hope Works (Pty) Ltd	09/06/2022	UnAssigned		05:03:31	Test elapsed time 2 - day prior	TEST	Testing			SIN32413546		
ape Town	E CN0000982					05:00:35	Test elapsed hours 1					sin123		
New	■ CN0000976			Awaiting Acceptance	Bianca Du Toit	11:24:39	Test with site manager email entered	ADM	Administration					
In Progress	E CN0000974	Hope Works (Pty) Ltd	18/11/2019	Amaiting Acceptance	Bianca Du Toit	16:30:20	test another call email	ADM	Administration			095010015		
Hold	E CN0000972	Hope Works (Pty) Ltd	18/11/2019	Awaiting Acceptance	Bianca Du Toit	15:57:00	Test new call for email description in body	CR	Change Request			095011015		
Pending	E CN0000971	Westwood Dynamic	29/11/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	54	Scheduled Maintenance				Checkers Centre - Hildrest	
Complete	EE CN0000970	Westwood Dynamic	22/11/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	
A		Hope Works (Pty) Ltd	16/11/2019	UnAssigned		03:00:00	Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre	
New	E CN0000968	Green Tea Supplies	16/11/2019	UnAssigned		03:00:00	2MS - 2 month service	514	Scheduled Maintenance			NEW 1234		
In Program	⊞ CN0000967	Westwood Dynamic	15/11/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hildrest	
Hold	E CN0000966	Westwood Dynamic	08/11/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	514	Scheduled Maintenance				Checkers Centre - Hildrest	
Pending	EE CN0000965	Westwood Dynamic	01/11/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	
Complete	E CN0000964	Hack PC - IT Shop	26/10/2019	UnAssigned		03:00:00	2MS - 2 month service	SM	Scheduled Maintenance			147807		
AI	E CN0000963	Westwood Dynamic	25/10/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	\$24	Scheduled Maintenance				Checkers Centre - Hilcrest	
	E CN0000962	Hope Works (Pty) Ltd	19/10/2019	UnAssigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			18-30200		
		Hope Works (Pty) Ltd	18/10/2019	UnAssigned		03:00:00	Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre	
	EE CN0000960	Westwood Dynamic	18/10/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	514	Scheduled Maintenance				Checkers Centre - Hilcrest	
	⊞ CN0000959	Westwood Dynamic	11/10/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hildrest	
	E CN0000958	Westwood Dynamic	04/10/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	514	Scheduled Maintenance				Checkers Centre - Hilcrest	
	E CN0000957	Westwood Dynamic	27/09/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hildrest	
	E CN0000956	Westwood Dynamic	20/09/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hildrest	
	E CN0000955	Hope Works (Pty) Ltd	18/09/2019	UnAssigned		03:00:00	Tier - Commercial Tier Test	DIST	Installation				Forest Hills Centre	
	E CN0000954	Green Tea Supplies	17/09/2019	UnAssigned		03:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW 1234		
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	Caugh 20													

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



-		4	Call	l mainten	ance : Call	ref CNOO	005300 - BPO: Versi	on 2.5.0.8 - Ex	ample Compa	ny v2.5.0.8				
Home	Equipment	/Locations Cont	ract Finan	ice / HR	Inventory	Mainte	enance / Projects	Manufacturing	Procuremen	t Sales	Service	Reporting	Utilities	- 8
Save Back	Close Compl	lete Assign Hold	4 E	Release	Reinstate	Save Layo	out Workspaces	Print Note						
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On Site Info	1	Address	29 Dune Ave New Town		م	<u>_</u>	Location							
			Durban				Project Referen	nce						
						Ψ.	Quote Reference	ce						
For Contract		Call Type	Repair			-	Invoice Referen	nce						
		5 Error Code				•	Order Reference	te						
Time Review		Description	Printer display	ing error o	ode	* *								
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		Call Date Time	18/01/2022	• 1	12:51:45	•								
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Processing		Call Date Time Priority SLA	18/01/2022 3 🔹 *	•	12:51:45	•	Prior Calls : CallReference CN0005300	CallDate 18/01/202	CalTime 2 12:51:45	Description Printer disp	n Dlaying error c	ode		Callt
Processing		Call Date Time Priority SLA Date Required	18/01/2022 3 🗘 * 18/01/2022	•	12:51:45	•	Prior Calls : CalReference CN0005300	CallDate 18/01/202	CallTime 2 12:51:45	Description Printer disp	n Slaying error o	ode		CallT: REP
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INVOICE WORK ORDER

A work order can be invoiced from the **Time Review** screen.

- From the Time Note Billed for Call Ref [call number] screen,
- Click on the **row** of the call you wish to invoice.
- Click on Invoice WO.

Short cut key:Right click to display the All groups menu list. Click on Invoice WO.



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- The Add New Customer Invoice screen will be displayed.
- Complete the Customer Invoice then click on **Save**.

For a detailed handling of this topic refer to Time Review - Invoice Work Order

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- You will return to the **Time Not Billed for Call Ref** screen.
- Click on **Back** to return to the **Call Listing** screen.

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INVOICE CALL

- From the Time Note Billed for Call Ref [call number]screen,
- Click on the **row** of the call you wish to invoice.
- Click on Invoice Call.

Short cut key:Right click to display the All groups menu list. Click on Invoice Call.



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- The Add New Customer Invoice screen will be displayed.
- Complete the Customer Invoice then click on **Save**.

For a detailed handling of this topic refer to Time Review - Invoice Call

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- You will return to the **Time Not Billed for Call Ref** screen.
- Click on **Back** to return to the Call Listing screen.

For a detailed handling of this topic refer to Introduction to Invoices

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FLAG REVIEWED

Note on the Time Review flag: Work orders created **after** the Time Review flag has been set to 'Yes' in the Configurator, will by default display as 'No' in the Billable column, yet all **Regular Hours** will be billed.

- From the Time Not Billed for Call Ref [call number] screen,
- Click on the **row** of the Call you wish to review the time for.
- Scroll until you can view all the Time columns.
 - **Billable:** Labour time is displayed as billable or non-billable.
 - **Regular Hours:** The time logged against the work order. (This field cannot be changed)



- **Overtime¹ Hours:** Overtime hours logged against the work order. (This field cannot be changed)
- SLA Hours:² Time allocated to this field will be deducted from the service / support time from a customer's contractual agreement.
- Non Billable Hours:³ Time allocated to this field will not be billed.
- Total Hours: = Regular Hours + Overtime Hours + SLA Hours+ Non Billable Hours. (This field cannot be changed)



³Adding Non Billable hours will deduct from Regular hours

¹Overtime hours will not be adjusted when changes are made to the Regular, SLA and/or Non-billable hours.

²Time allocated to SLA hours will be deducted from Regular Hours. For example 8 Regular Hours booked, will be updated to 7 Regular Hours when you add 1 to the SLA Hours field.



- *Scroll* right until you can view the *Marked* column.
- The Marked field for the work order will be checked when time is allocated to *SLA and/or Non Billable Hours*.



- Click on **Flag Reviewed**, when you have completed reviewing the time for the work order.
- When you receive the *Input Validation* message to confirm;
 - Are you sure you want to flag the following items.
- Click on Yes.



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- The *Is Reviewed* field will now be checked.
- Click on *Save*.

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• When you receive the *Time Review Processing* message to confirm;



- Time Review processing successfully updated.
- Click on OK.

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SLA TIME

SLA¹ is the **Service Level Agreement** that you have signed with your customer. It is a contract of performance that you have agreed to. For example, if your customer calls with a requirement for a part or service request and your agreed response time to this customer (SLA) is 5 hours then you are required to have the part or technician on site within that time frame. Failing which, the client can receive compensation of a pre-agreed type (usually also set up in the SLA).

¹This is the Service Level Agreement that you have signed with your customer. It is a contract of performance that you have agreed to. For example, if your customer calls with a requirement for a part or service request and your agreed response time to this customer (SLA) is 5 hours then you are required to have the part or technician on site within that time frame. receive compensation of a pre-agreed type (usually also set up in the SLA).



- From the **Time Not Billed for Call Ref** [call number] screen will be displayed.
- Click on the **row(s)** to select the work order(s) you would like to adjust Regular Hours booked, to SLA Time.
 - Any <u>contract inclusions</u> linked to an item on the selected work order will be displayed in the SLA section.
- Use the **scroll bar** to scroll until you are able to see the hours booked for the Work Order(s).
- Click on **SLA Time** to convert the Regular Hours to SLA Hours.



- When you receive the Input validation message to confirm;
 - Are you sure you want to move all the regular hours to SLA for the selected items.
- Click on Yes.



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• The selected **work order(s)** have been updated and the Regular Hours have been moved or added to the SLA Hours.

Note that only Regular Hours have been moved. Overtime and Non-Billable Hours were not affected.

• Click on **Save** to save the changes.



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• When you receive the **Time Review Processing** message to confirm;

• Time Review processing successfully updated.

- Click on **OK** to confirm.
- Click on **Back** to return to the Call Listing screen.

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VIEW WORK ORDER

- From the Time Not Billed for Call Ref [call ref number] screen,
- Click on the **row** of the call you wish to view the work order of.
- Click on View WO.



- " The Work Order Maintenance screen will be displayed. " on page 2
- From here you can add to or edit the Work Order details, Customer Info, the Required Crafts, Additional Data or the Equipment Info for the work order, or update the work order using the Function and Processing tiles.
- When you have completed making the changes to the maintenance screen, click on **Save**.



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VIEW CALL

- From the Time Not Billed for Call Ref [call number] screen,
- Click on View Call.

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- "The Call maintenance screen will be displayed." on page 4
- Make the required changes to the call information and click on

Save

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