

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

SERVICE

CALL ADMINISTRATION – ASSIGN A CALL

The Call Administration screen is part of the Extended Call Centre - Version Compatibility¹

By assigning a Technician, Driver, or Responsible Person to a call, identifies who will be working on the call.

If Tech Connect is not used, then the call will move to the **In Progress** status. The call centre person will **accept the call on the Technician's behalf**.



If the technician uses Tech Connect - **he will accept the call on his device**, and only then will the call move to **In Progress**.

Refer to the **Call State** column on the Call Listing screen, to see if the call has been assigned or not.

The call can be in either:

- status **New** with Call State **Unassigned**
- status **New** with Call State **Awaiting Acceptance**

Work and resources can be logged as the technician performs the required job. He may need to **Reject the Assignment** if the client is not available or out of his logistical route.

¹BPO2 v2.5.1.3 or higher.

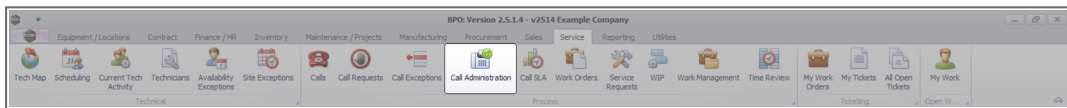
A technician can only be assigned to one call at a time. He will **End Work** then **Accept** the next call. Each additional assignment will follow a [prior resolution](#).

The call can be re-assigned.

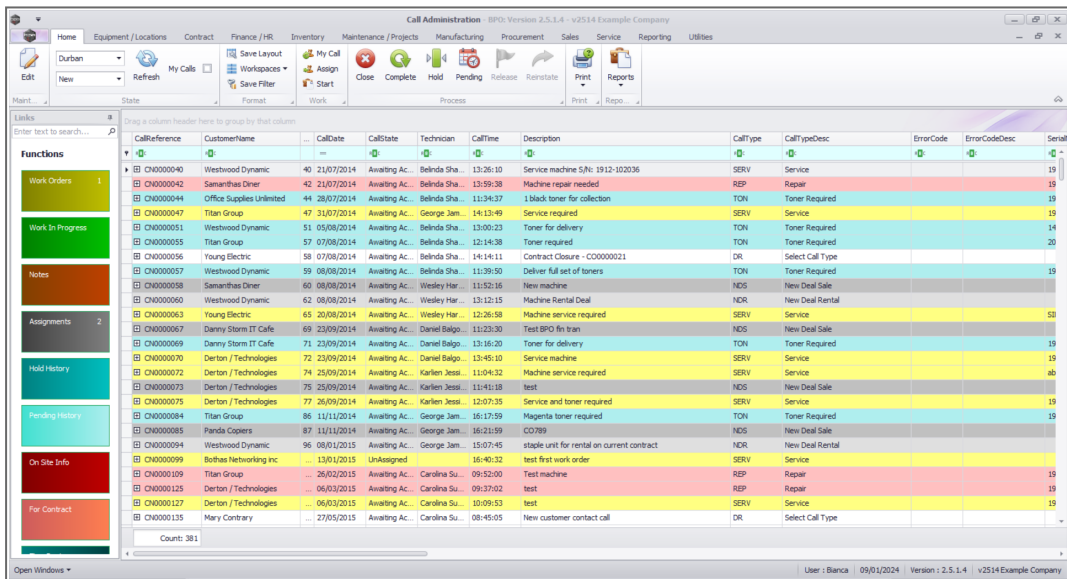
Set up the employee as a technician, if the person you wish to assign to a call, is an employee, but does not display on the list when searching in the assign screen.

THE CALL ADMINISTRATION SCREEN

Ribbon Select Service > Call Administration



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



- Click on the row selector of the call you would like to work with.

The screenshot shows the 'Call Administration' software interface. The top toolbar contains several buttons, with the 'Assign' button highlighted in red. Below the toolbar is a table of call records. The table has columns for CallReference, CustomerName, CallDate, CallState, Technician, CallTime, Description, CallType, CallTypeDesc, Error Code, Error Code Desc, and Serial. The table contains 31 rows of data, with the first row being CH000040 for Westwood Dynamic.

CallReference	CustomerName	CallDate	CallState	Technician	CallTime	Description	CallType	CallTypeDesc	Error Code	Error Code Desc	Serial
CH000040	Westwood Dynamic	40 21/07/2014	Awaiting Ac.	Belinda Sha	13:26:10	Service machine 5/N: 1912-102036	SERV	Service			19
CH000042	Samanthas Diner	42 21/07/2014	Awaiting Ac.	Belinda Sha	13:59:38	Machine repair needed	REP	Repair			19
CH000044	Office Supplies Unlimited	44 28/07/2014	Awaiting Ac.	Belinda Sha	11:34:37	1 black toner for collection	TON	Toner Required			19
CH000047	Titon Group	47 31/07/2014	Awaiting Ac.	George Jen	14:13:49	Service required	SERV	Service			19
CH000051	Westwood Dynamic	51 05/08/2014	Awaiting Ac.	Belinda Sha	13:00:23	Toner for delivery	TON	Toner Required			19
CH000055	Titon Group	57 07/08/2014	Awaiting Ac.	Belinda Sha	12:14:38	Toner required	TON	Toner Required			20
CH000056	Young Electric	58 07/08/2014	Awaiting Ac.	Belinda Sha	14:14:11	Contract Closure - CO0000021	DR	Select Call Type			19
CH000057	Westwood Dynamic	59 08/08/2014	Awaiting Ac.	Belinda Sha	11:39:50	Deliver full set of toners	TON	Toner Required			19
CH000058	Samanthas Diner	60 08/08/2014	Awaiting Ac.	Wesley Har	11:52:16	New machine	NDS	New Deal Sale			19
CH000060	Westwood Dynamic	62 08/08/2014	Awaiting Ac.	Wesley Har	13:12:15	Machine Rental Deal	NDR	New Deal Rental			19
CH000063	Young Electric	65 20/08/2014	Awaiting Ac.	Wesley Har	12:26:58	Machine service required	SERV	Service			19
CH000067	Danny Storm IT Cafe	69 23/09/2014	Awaiting Ac.	Daniel Balgo	11:23:30	Test BPO fix train	NDS	New Deal Sale			19
CH000069	Danny Storm IT Cafe	71 23/09/2014	Awaiting Ac.	Daniel Balgo	13:16:30	Toner for delivery	TON	Toner Required			19
CH000070	Derbon / Technologies	72 23/09/2014	Awaiting Ac.	Daniel Balgo	13:45:10	Service machine	SERV	Service			19
CH000072	Derbon / Technologies	74 25/09/2014	Awaiting Ac.	Karlen Jessi	11:04:32	Machine service required	SERV	Service			ab
CH000073	Derbon / Technologies	75 25/09/2014	Awaiting Ac.	Karlen Jessi	11:41:18	test	NDS	New Deal Sale			19
CH000075	Derbon / Technologies	77 26/09/2014	Awaiting Ac.	Karlen Jessi	12:07:35	Service and toner required	SERV	Service			19
CH000084	Titon Group	86 11/11/2014	Awaiting Ac.	George Jen	16:17:59	Magenta toner required	TON	Toner Required			19
CH000085	Panda Copiers	87 11/11/2014	Awaiting Ac.	George Jen	16:21:59	CO799	NDS	New Deal Sale			19
CH000094	Westwood Dynamic	96 08/02/2015	Awaiting Ac.	George Jen	15:37:45	price unit for rental on current contract	NDR	New Deal Rental			19
CH000099	Bohbas Networking inc	13/01/2015	Unassigned		16:40:32	test first work order	SERV	Service			19
CH000109	Titon Group	26/02/2015	Awaiting Ac.	Carolina Su	09:52:00	test machine	REP	Repair			19
CH000125	Derbon / Technologies	06/03/2015	Awaiting Ac.	Carolina Su	09:37:02	test	REP	Repair			19
CH000127	Derbon / Technologies	06/03/2015	Awaiting Ac.	Carolina Su	10:09:53	test	SERV	Service			19
CH000135	Mary Contrary	27/05/2015	Awaiting Ac.	Carolina Su	08:45:05	New customer contact call	DR	Select Call Type			19

ASSIGN THE CALL

- Click on the **Assign** button.

The screenshot shows the 'Call Administration' software interface. The top toolbar contains several buttons, with the 'Assign' button highlighted in red. Below the toolbar is a table of call records. The table has columns for CallReference, CustomerName, CallDate, CallState, Technician, CallTime, Description, CallType, CallTypeDesc, Error Code, Error Code Desc, and Serial. The table contains 349 rows of data, with the first row being CH000069 for Danny Storm IT Cafe.

CallReference	CustomerName	CallDate	CallState	Technician	CallTime	Description	CallType	CallTypeDesc	Error Code	Error Code Desc	Serial
CH000069	Danny Storm IT Cafe	71 23/09/2014	Awaiting Ac.	Daniel Balgo	13:16:30	Toner for delivery	TON	Toner Required			19
CH000070	Derbon / Technologies	72 23/09/2014	Awaiting Ac.	Daniel Balgo	13:45:10	Service machine	SERV	Service			19
CH000072	Derbon / Technologies	74 25/09/2014	Awaiting Ac.	Karlen Jessi	11:04:32	Machine service required	SERV	Service			ab
CH000075	Derbon / Technologies	77 26/09/2014	Awaiting Ac.	Karlen Jessi	12:07:35	Service and toner required	SERV	Service			19
CH000084	Titon Group	86 11/11/2014	Awaiting Ac.	George Jen	16:17:59	Magenta toner required	TON	Toner Required			19
CH000099	Bohbas Networking inc	13/01/2015	Unassigned		16:40:32	test first work order	SERV	Service			19
CH000125	Derbon / Technologies	06/03/2015	Awaiting Ac.	Carolina Su	09:37:02	test	REP	Repair			19
CH000127	Derbon / Technologies	06/03/2015	Awaiting Ac.	Carolina Su	10:09:53	test	SERV	Service			19
CH000135	Mary Contrary	27/05/2015	Awaiting Ac.	Carolina Su	08:45:05	New customer contact call	DR	Select Call Type			19
CH000194	Hack PC - IT Shop	22/10/2015	Awaiting Ac.	Karlen Jessi	13:56:55	Contract Closure - CO0000028	DR	Select Call Type			19
CH000196	Green Tea Supplies	23/10/2015	Awaiting Ac.	Belinda Sha	09:10:06	Contract Closure - CO0000030	DR	Select Call Type			19
CH000198	Just In Time	29/10/2015	Unassigned		13:34:41	test	INST	Installation			19
CH000199	Doff Primary	29/10/2015	Awaiting Ac.	Belinda Sha	14:26:35	2	NDS	New Deal Sale			19
CH000209	Young Electric	13/11/2015	Awaiting Ac.	Wesley Har	14:09:39	reject call test	NDS	New Deal Sale			19
CH000215	Green Tea Supplies	17/11/2015	Awaiting Ac.	Belinda Sha	08:42:00	test	IT	IT Requirement			19
CH000217	Derbon / Technologies	17/11/2015	Awaiting Ac.	Belinda Sha	10:55:04	Contract Closure - CO0000003	DR	Select Call Type			19
CH000220	Young Electric	17/11/2015	Awaiting Ac.	Belinda Sha	17:00:07	Check up 30002PROOpenP2ItemsTest	REP	Repair			19
CH000226	North West Branch	11/01/2016	Awaiting Ac.	Belinda Sha	11:40:50	test new call from web connect	IT	IT Requirement			19
CH000229	North West Branch	15/01/2016	Awaiting Ac.	Belinda Sha	12:10:05	test renamed customer connect	NDR	New Deal Rental			19
CH000292	Bohbas Networking inc	24/03/2016	Rejected by	Blanca Du T.	13:32:32	Return all from short term contract STC0000009	DR	Select Call Type			19
CH000300	Dancing Shoes	29/03/2016	Ended Work	Blanca Du T.	16:28:15	test	NDS	New Deal Sale			19
CH000304	Tinas Coffee Shop	12/04/2016	Awaiting Ac.	Belinda Sha	16:51:44	Return all from short term contract STC0000012	DR	Select Call Type			19
CH000305	Tinas Coffee Shop	12/04/2016	Rejected by	Blanca Du T.	16:51:45	Return all from short term contract STC0000012	DR	Select Call Type			19
CH000324	Westwood Dynamic	08/06/2016	Awaiting Ac.	Belinda Sha	09:12:31	Machine keeps switching on and off	REP	Repair			19



For a detailed handling of this topic refer to Calls - Assignments

Related Topics

- [Service - Introduction to Call Administration](#)
- [Call Administration - Edit a Call](#)
- [Call Administration - My Calls](#)
- [Call Administration - Assign a Call](#)
- [Call Administration - Start or End Work](#)
- [Call Administration - Close a Call](#)
- [Call Administration - Complete a Call](#)
- [Call Administration - Hold a Call](#)
- [Call Administration - Pend a Call](#)
- [Call Administration - Release a Call](#)
- [Call Administration - Reinstate a Call](#)

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