

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

SERVICE

CALL ADMINISTRATION – START WORK OR END WORK

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

You can begin the **Start Work** process from the Call Listing screen in BPO. From here you can **Start** and **End** work on the Calls you are working on.

You or the Call Centre, can start work on behalf of a **Technician**, but the Technician will need to end work for themselves.

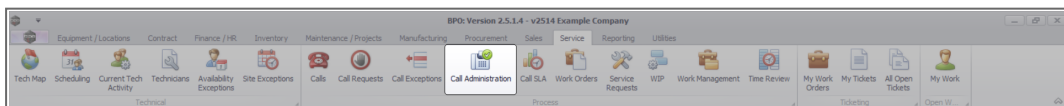
A Call must be in the New status to enable **Start Work**. It will then move to the **In Progress** status where you can continue the process until End Work.



If a technician is using **Tech Connect**, then he can **Start Work** on the Call from his device.

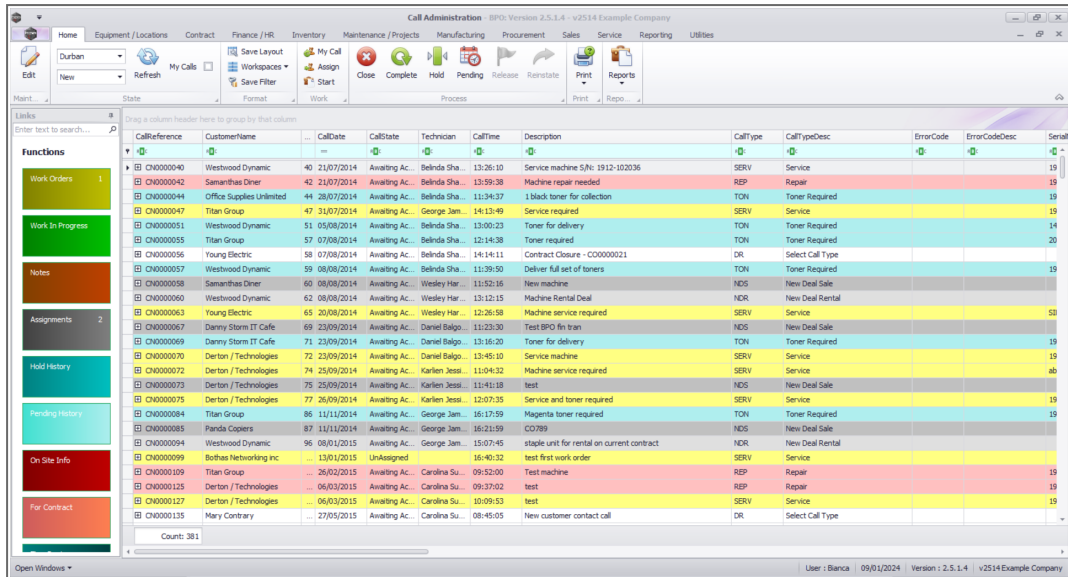
THE CALL ADMINISTRATION SCREEN

Ribbon Select **Service > Call Administration**

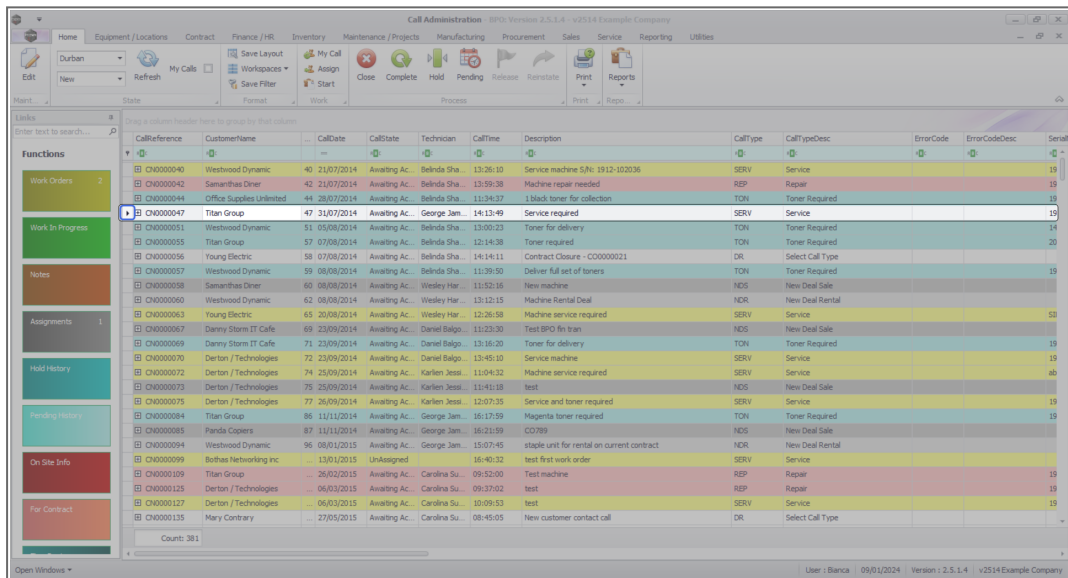


- The **Call Administration** screen will be displayed.

¹BPO2 v2.5.1.3 or higher.



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



START WORK

- Click on the **Start** button.

CallReference	CustomerName	CallDate	CallState	Technician	CallTime	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc	Serial
CH000069	Danny Storm IT Cafe	71 23/09/2014	Awaiting Ac.	Daniel Balgo	13:16:20	Toner for delivery	TON	Toner Required			19
CH000070	Derton / Technologies	72 23/09/2014	Awaiting Ac.	Daniel Balgo	13:45:10	Service machine	SERV	Service			19
CH000072	Derton / Technologies	74 25/09/2014	Awaiting Ac.	Karlen Jessi	11:04:32	Machine service required	SERV	Service			ab
CH000075	Derton / Technologies	77 26/09/2014	Awaiting Ac.	Karlen Jessi	12:07:35	Service and toner required	SERV	Service			19
CH000084	Titan Group	86 11/11/2014	Awaiting Ac.	George Jen	16:17:59	Magenta toner required	TON	Toner Required			19
CH000099	Bohas Networking inc	13/01/2015	Unassigned		16:40:32	test first work order	SERV	Service			19
CH000109	Titan Group	26/02/2015	Awaiting Ac.	Carolina Su.	09:52:00	Test machine	REP	Repair			19
CH000125	Derton / Technologies	06/03/2015	Awaiting Ac.	Carolina Su.	09:37:02	test	REP	Repair			19
CH000127	Derton / Technologies	06/03/2015	Awaiting Ac.	Carolina Su.	10:09:53	test	SERV	Service			19
CH000125	Mary Conbrary	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.	Bekinda 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	Doll Primary	29/10/2015	Awaiting Ac.	Bekinda 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.	Bianca Du T.	08:42:00	test	IT	IT Requirement			19
CH000217	Derton / Technologies	17/11/2015	Awaiting Ac.	Bekinda Sha	10:55:04	Contract Closure - CO0000005	DR	Select Call Type			19
CH000220	Young Electric	17/11/2015	Awaiting Ac.	Bekinda Sha	17:00:07	Check up _spoolePRCHOpenPOTItemTest	REP	Repair			19
CH000220	North West Branch	11/01/2016	Awaiting Ac.	Bekinda Sha	13:40:50	test new call from web connect	IT	IT Requirement			19
CH000229	North West Branch	15/01/2016	Awaiting Ac.	Bekinda Sha	12:10:05	test renamed customer connect	NDR	New Deal Rental			19
CH000292	Bohas Networking inc	24/03/2016	Rejected by	Bianca 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	Bianca Du T.	16:28:15	test	NDS	New Deal Sale			19
CH000304	Tinas Coffee Shop	12/04/2016	Awaiting Ac.	Bekinda 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	Bianca 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.	Bekinda Sha	09:12:31	Machine keeps switching on and off	REP	Repair			19

For a detailed handling of this topic refer to Calls - Start Work

END WORK

- Click on the **Start** button.

For a detailed handling of this topic refer to Calls - Start Work

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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