

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

SERVICE

CALL ADMINISTRATION - CLOSE A CALL

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

A call that has been closed, can <u>only</u> be viewed in the **All** status.

A Call can be <u>re-instated</u> after it has been closed.

If you need to process something on a work order linked to a closed call, e.g. raise a Credit Note, then the work order will need to be <u>re-instated</u>. The work order can then be close again.

The system will notify you of any outstanding items, e.g. billable items not yet invoiced, for the call. You will have to act on the relevant messages before the call can be closed.

The Call Closure Exceptions List

- New part requests requires approval (where approval is required).
- Open part requests need to be actioned.
- Open sub contracts need to be received.
- Invoices need to be printed.
- Credit notes need to be authorised.
- Loan unit out against the call.
- Non billable serialized stock issues.
- Meters attached with no readings captured (where meter reading required is yes)

¹BPO2 v2.5.1.3 or higher.



- Open warranty claims have not been processed.
- Unreviewed hours (where TimeReview flag is Yes)
- Items to Invoice:
 - Part requests
 - Travel
 - Warranties
 - Sub-contracts
 - Services
 - Work expense
 - Labour

THE CALL ADMINISTRATION SCREEN

Ribbon Select Service > Call Administration



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

3 ¥					c	all Administra	tion - BPO: Ve	ersion 2.5.1.4 - v2514 Example Company					8
۵.	Home Equips	ent / Locations Cor	ntract Finance / HR I	Inventory Maint	lenance / Projec	te Marufar	thering Prov	urement Sales Service Reporting Utiliti					8
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		EE CN0000040	Westwood Dynamic	40 21/07/2014	Awaiting Ac	Belinda Sha	13:26:10	Service machine S/N: 1912-102036	SERV	Service	-	-	
	Orders 1	E CN0000042	Samanthas Diner	42 21/07/2014		Belinda Sha	13:59:38	Machine repair needed	REP	Repair			
		E CN0000044	Office Supplies Unlimited	44 28/07/2014		Belinda Sha		1 black toner for collection	TON	Toner Required			
		E CN0000047	Titan Group	47 31/07/2014		George Jam.		Service required	SERV	Service			
Work	In Progress	E CN0000051	Westwood Dynamic	51 05/08/2014		Belinda Sha	13:00:23	Toner for delivery	TON	Toner Required			
			Titan Group	57 07/08/2014	Awaiting Ac.	Belinda Sha	12:14:38	Toner required	TON	Toner Required			
		E CN0000056	Young Electric	58 07/08/2014	Awaiting Ac.	Belinda Sha	14:14:11	Contract Closure - CO000021	DR	Select Call Type			
Notes		E CN0000057	Westwood Dynamic	59 08/08/2014	Awaiting Ac	Belinda Sha	11:39:50	Deliver full set of toners	TON	Toner Required			
- Course		E CN0000058	Samanthas Diner	60 08/08/2014	Awaiting Ac	Wesley Har	11:52:16	New machine	NDS	New Deal Sale			
			Westwood Dynamic	62 08/08/2014	Awaiting Ac	Wesley Har	13:12:15	Machine Rental Deal	NDR.	New Deal Rental			
		E CN0000063	Young Electric	65 20/08/2014	Awaiting Ac	Wesley Har	12:26:58	Machine service required	SERV	Service			
Assign	nments 2		Danny Storm IT Cafe	69 23/09/2014	Awaiting Ac	Daniel Balgo.	11:23:30	Test BPO fin tran	NDS	New Deal Sale			
			Danny Storm IT Cafe	71 23/09/2014	Awaiting Ac	Daniel Balgo.	. 13:16:20	Toner for delivery	TON	Toner Required			
		E CN0000070	Derton / Technologies	72 23/09/2014	Awaiting Ac	Daniel Balgo.	13:45:10	Service machine	SERV	Service			
	History	E CN0000072	Derton / Technologies	74 25/09/2014	Awaiting Ac	Karlien Jessi.	. 11:04:32	Machine service required	SERV	Service			
			Derton / Technologies	75 25/09/2014	Awaiting Ac	Karlien Jessi.	. 11:41:18	test	NDS	New Deal Sale			
		E CN0000075	Derton / Technologies	77 26/09/2014	Awaiting Ac	Karlien Jessi.	. 12:07:35	Service and toner required	SERV	Service			
	ng History	E CN0000084	Titan Group	86 11/11/2014	Awaiting Ac	George Jam.	16:17:59	Magenta toner required	TON	Toner Required			
			Panda Copiers	87 11/11/2014	Awaiting Ac	George Jam.	16:21:59	CO789	NDS	New Deal Sale			
			Westwood Dynamic	96 08/01/2015	Awaiting Ac	George Jam.	15:07:45	staple unit for rental on current contract	NDR	New Deal Rental			
On Sit	te Info	E CN0000099	Bothas Networking inc	13/01/2015	UnAssigned		16:40:32	test first work order	SERV	Service			
		CN0000109	Titan Group	26/02/2015	Awaiting Ac	Carolina Su	09:52:00	Test machine	REP	Repair			
		CN0000125	Derton / Technologies	06/03/2015	Awaiting Ac	Carolina Su	09:37:02	test	REP	Repair			
For Co	ontract	E CN0000127	Derton / Technologies	06/03/2015	Awaiting Ac	Carolina Su	10:09:53	test	SERV	Service			
			Mary Contrary	27/05/2015	Awaiting Ac	Carolina Su	08:45:05	New customer contact call	DR	Select Call Type			
		Count: 38	1										
		1											
	dows 🕶									User : Bianca 09/01/202		a a lugga comula	

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



	Home Eq	uipment / Locations (Contract Finance / HR	Inventory Maint	enance / Project	s Manufa	turing Proc	urement Sales Service Reporting Ut	lities				8
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		E CN0000040	Westwood Dynamic	40 21/07/2014	Awaiting Ac	Belinda Sha	13:26:10	Service machine S/N: 1912-102036	SERV	Service			
			Samanthas Diner	42 21/07/2014	Awaiting Ac	Belinda Sha.	13:59:38	Machine repair needed	REP	Repair			
		E CN0000044	Office Supplies Unlimited	44 28/07/2014	Awaiting Ac	Belinda Sha	11:34:37	1 black toner for collection	TON	Toner Required			
		► E CN0000047	Titan Group	47 31/07/2014	Awaiting Ac			Service required	SERV	Service			
		E CN0000051	Westwood Dynamic	51 05/08/2014	Awaiting Ac	Belinda Sha	13:00:23	Toner for delivery	TON	Toner Required			
			Titan Group	57 07/08/2014	Awaiting Ac	Belinda Sha	12:14:38	Toner required	TON	Toner Required			
			Young Electric	58 07/08/2014	Awaiting Ac	Belinda Sha	14:14:11	Contract Closure - CO0000021	DR	Select Call Type			
Notes		E CN0000057	Westwood Dynamic	59 08/08/2014	Awaiting Ac	Belinda Sha	11:39:50	Deliver full set of toners	TON	Toner Required			
		E CN0000058	Samanthas Diner	60 08/08/2014	Awaiting Ac	Wesley Har	11:52:16	New machine	NDS	New Deal Sale			
		E CN0000060	Westwood Dynamic	62 08/08/2014	Awaiting Ac	Wesley Har	13:12:15	Machine Rental Deal	NDR	New Deal Rental			
		E CN0000063	Young Electric	65 20/08/2014	Awaiting Ac	Wesley Har	12:26:58	Machine service required	SERV	Service			
			Danny Storm IT Cafe	69 23/09/2014	Awaiting Ac	Daniel Balgo.	11:23:30	Test BPO fin tran	NDS	New Deal Sale			
		E CN0000069	Danny Storm IT Cafe	71 23/09/2014	Awaiting Ac	Daniel Balgo.	. 13:16:20	Toner for delivery	TON	Toner Required			
_	_	E CN0000070	Derton / Technologies	72 23/09/2014	Awaiting Ac	Daniel Balgo.	13:45:10	Service machine	SERV	Service			
		E CN0000072	Derton / Technologies	74 25/09/2014	Awaiting Ac	Karlien Jessi.	. 11:04:32	Machine service required	SERV	Service			
			Derton / Technologies	75 25/09/2014	Awaiting Ac	Karlien Jessi.	11:41:18	test	NDS	New Deal Sale			
_			Derton / Technologies	77 26/09/2014	Awaiting Ac	Karlien Jessi.	12:07:35	Service and toner required	SERV	Service			
			Titan Group	86 11/11/2014	Awaiting Ac	George Jam.	. 16:17:59	Magenta toner required	TON	Toner Required			
			Panda Copiers	87 11/11/2014	Awaiting Ac	George Jam.	. 16:21:59	CO789	NDS	New Deal Sale			
		E CN0000094	Westwood Dynamic	96 08/01/2015	Awaiting Ac	George Jam.	15:07:45	staple unit for rental on current contract	NDR	New Deal Rental			
On Site	e Info	E CN0000099	Bothas Networking inc	13/01/2015	UnAssigned		16:40:32	test first work order	SERV	Service			
			Titan Group	26/02/2015	Awaiting Ac	Carolina Su	09:52:00	Test machine	REP	Repair			
			Derton / Technologies	06/03/2015	Awaiting Ac	Carolina Su	09:37:02	test	REP	Repair			
For Cor	otract	CN0000127	Derton / Technologies	06/03/2015	Awaiting Ac	Carolina Su	10:09:53	test	SERV	Service			
			Mary Contrary	27/05/2015	Awaiting Ac	Carolina Su	08:45:05	New customer contact call	DR	Select Call Type			
		Count: 1	381										

CLOSE CALL

• Click on the **Close** button.

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	E CN0000069	Danny Storm IT Cafe	71 23/09/2014				Toner for delivery	TON	Toner Required			
	E CN0000070	Derton / Technologies	72 23/09/2014				Service machine	SERV	Service			
	E CN0000072	Derton / Technologies	74 25/09/2014				Machine service required	SERV	Service			a
	E CN0000075	Derton / Technologies	77 26/09/2014				Service and toner required	SERV	Service			
Work In Progress	E CN0000084	Titan Group	86 11/11/2014				Magenta toner required	TON	Toner Required			
	E CN0000099	Bothas Networking inc	13/01/2015	UnAssigned		16:40:32	test first work order	SERV	Service			
	E CN0000109	Titan Group	26/02/2015	Awaiting Ac.	Carolina Su	09:52:00	Test machine	REP	Repair			
Notes	E CN0000125	Derton / Technologies	06/03/2015		Carolina Su	09:37:02	test	REP	Repair			
notes	E CN0000127	Derton / Technologies	06/03/2015		Carolina Su	10:09:53	test	SERV	Service			
	E CN0000135	Mary Contrary	27/05/2015	Awaiting Ac	Carolina Su	08:45:05	New customer contact call	DR	Select Call Type			
	E CN0000194	Hack PC - IT Shop	22/10/2015	Awaiting Ac	Karlien Jessi	13:56:55	Contract Closure - CO0000028	DR	Select Call Type			
Assignments 1	E CN0000196	Green Tea Supplies	23/10/2015	Awaiting Ac	Belinda Sha	09:10:06	Contract Closure - CO0000030	DR	Select Call Type			
	CN0000198	Just In Time	29/10/2015	UnAssigned		13:34:41	test	INST	Installation			
		Dolf Primary	29/10/2015	Awaiting Ac	. Belinda Sha	14:26:35	2	NDS	New Deal Sale			
Hold History		Young Electric		Awaiting Ac	Wesley Har	14:09:39	reject call test	NDS	New Deal Sale			
	CN0000215	Green Tea Supplies	17/11/2015	Awaiting Ac	Bianca Du T	08:42:00	test	п	IT Requirement			
	E CN0000217	Derton / Technologies	17/11/2015	Awaiting Ac	Belinda Sha	10:55:04	Contract Closure - CO0000005	DR	Select Call Type			
		Young Electric	17/11/2015	Awaiting Ac	Belinda Sha	17:00:07	Check sp_bpoGetPRCHOpenPOItemsTest	REP	Repair			5
	CN0000250	North West Branch	11/01/2016	Awaiting Ac	Belinda Sha	11:40:50	test new call from web connect	π	IT Requirement			-
	E CN0000259	North West Branch	15/01/2016	Awaiting Ac	Belinda Sha	12:10:05	test renamed customer connect	NDR	New Deal Rental			ł
On Site Info	E CN0000292	Bothas Networking inc	24/03/2016	Rejected by.	Bianca Du T	13:32:32	Return all from short term contract STC0000009.	DR	Select Call Type			
		Dancing Shoes	29/03/2016	Ended Work	Bianca Du T	16:28:15	test	NDS	New Deal Sale			
	E CN0000304	Tinas Coffee Shop	12/04/2016	Awaiting Ac	Belinda Sha	16:51:44	Return all from short term contract STC0000012.	DR	Select Call Type			
For Contract	E CN0000305	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			
		Westwood Dynamic	08/06/2016	Awaiting Ac	Belinda Sha	09:12:31	Machine keeps switching on and off	REP	Repair			
	Count: 34	0										
	Count: 34											

- A message box will come up, asking:
 - Are you sure you want to close this call, reference no. [call ref no]? It cannot be reopened. Answer 'Yes'



to close the call.

• Note that the call can be <u>reinstated</u>, if required.

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_		E CN0000040	Westwood Dynamic	40 21/07/2014	Awaiting Ac	Belinda Sha	13:26:10	Service machine S/N: 1912-102036	SERV	Service			
		1 E CN0000042	Samanthas Diner	42 21/07/2014	Awaiting Ac	Belinda Sha	13:59:38	Machine repair needed	REP	Repair			
		E CN0000044	Office Supplies Unlimited	44 28/07/2014	Awaiting Ac	Belinda Sha	11:34:37	1 black toner for collection	TON	Toner Required			
		E CN0000047	Titan Group	47 31/07/2014	Awaiting Ac	George Jam	14:13:49	Service required	SERV	Service			
			Westwood Dynamic	51 05/08/2014	Awaiting Ac	Belinda Sha	13:00:23	Toner for delivery	TON	Toner Required			
		▶	Titan Group	57 07/08/2014	Awaiting Ac	Belinda Sha	12:14:38	Toner required	TON	Toner Required			
		E CN0000056	Young Electric	58 07/08/2014	Awaiting Ac.	Belinda Sha	14:14:11	Contract Closure - CO0000021	DR	Select Call Type			
Notes	:		Westwood Dynamic	59 08/08/2014	Awaiting A	nput Validation		×	TON	Toner Required			
			Samanthas Diner	60 08/08/2014	Awaiting A				NDS	New Deal Sale			
			Westwood Dynamic	62 08/08/2014	Awaiting A			ant to close this call, reference no.	NDR	New Deal Rental			
Annian	nments	E CN0000063	Young Electric	65 20/08/2014	Awaiting A	CN00	00055? It canr	tot be reopened. Answer 'Yes' to close the	SERV	Service			
		CN0000067	Danny Storm IT Cafe	69 23/09/2014	Awaiting A				NDS	New Deal Sale			
			Danny Storm IT Cafe	71 23/09/2014	Awaiting A				TON	Toner Required			
			Derton / Technologies	72 23/09/2014	Awaiting A			Yes No	SERV	Service			
			Derton / Technologies	74 25/09/2014	Awaiting Ac	Karlien Jessi	11:04:32	Machine service required	SERV	Service			
			Derton / Technologies	75 25/09/2014	Awaiting Ac	Karlien Jessi	11:41:18	test	NDS	New Deal Sale			
_	_		Derton / Technologies	77 25/09/2014	Awaiting Ac	Karlien Jessi	12:07:35	Service and toner required	SERV	Service			
			Titan Group	86 11/11/2014	Awaiting Ac	George Jam	16:17:59	Magenta toner required	TON	Toner Required			
			Panda Copiers	87 11/11/2014	Awaiting Ac	George Jam	16:21:59	CO789	NDS	New Deal Sale			
			Westwood Dynamic	96 08/01/2015	Awaiting Ac	George Jam	15:07:45	staple unit for rental on current contract	NDR	New Deal Rental			
		E CN0000099	Bothas Networking inc	13/01/2015	Awaiting Ac	Bianca Du T	16:40:32	test first work order	SERV	Service			
			Titan Group	26/02/2015	Awaiting Ac	Carolina Su	09:52:00	Test machine	REP	Repair			
			Derton / Technologies	06/03/2015	Awaiting Ac	Carolina Su	09:37:02	test	REP	Repair			
For Co	Contract		Derton / Technologies	06/03/2015	Awaiting Ac	Carolina Su	10:09:53	test	SERV	Service			
			Mary Contrary	27/05/2015	Awaiting Ac	Carolina Su	08:45:05	New customer contact call	DR	Select Call Type			
		Count: 38	1										
		1											

• A message box will come up, noting:

Ψ					C	all Administra	tion - BPO: Vo						8
	Home Equip	pment / Locations Co	ontract Finance / HR I	Inventory Maint	enance / Projec	ts Manufac	turing Proc	curement Sales Service Reporting Util	ties				8
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		CalReference	CustomerName	CalDate	CallState	Technician	CallTime	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc	5
Functio	ons	Υ # <u></u>]C	10:		ADC .	1 0 :	(D)	4 0 0	(D)	(D):	* 0 <	×0:	
		E CN0000040	Westwood Dynamic	40 21/07/2014	Awaiting Ac	Belinda Sha	13:26:10	Service machine S/N: 1912-102036	SERV	Service			1
		E CN0000042	Samanthas Diner	42 21/07/2014	Awaiting Ac	Belinda Sha	13:59:38	Machine repair needed	REP	Repair			
		E CN0000044	Office Supplies Unlimited	44 28/07/2014	Awaiting Ac	Belinda Sha	11:34:37	1 black toner for collection	TON	Toner Required			3
		E CN0000047	Titan Group	47 31/07/2014	Awaiting Ac	George Jam	14:13:49	Service required	SERV	Service			
			Westwood Dynamic	51 05/08/2014	Awaiting Ac	Belinda Sha	13:00:23	Toner for delivery	TON	Toner Required			
		► E CN0000055	Titan Group	57 07/08/2014	Awaiting Ac	Belinda Sha	12:14:38	Toner required	TON	Toner Required			
		E CN0000056	Young Electric	58 07/08/2014	Awaiting Ac	Belinda Sha	14:14:11	Contract Closure - CO0000021	DR	Select Call Type			
Notes			Westwood Dynamic	59 08/08/2014	Awaiting Ac	Be Call Mor	dule - Closure	×	TON	Toner Required			
10003		Samanthas Diner	60 08/08/2014	Awaiting Ac	. We			NDS	New Deal Sale				
		Westwood Dynamic	estwood Dynamic 62 08/08/2014 Awaiting A		W			NDR	New Deal Rental				
Anning			Young Electric	65 20/08/2014	Awaiting Ac	. w 🍼	Please add t	the action taken to resolve this call?	SERV	Service			
			Danny Storm IT Cafe	69 23/09/2014	Awaiting Ac	Da			NDS	New Deal Sale			
			Danny Storm IT Cafe	71 23/09/2014	Awaiting Ac	Da		QK	TON	Toner Required			
			Derton / Technologies	72 23/09/2014	Awaiting Ac	. Da		OK I	SERV	Service			
			Derton / Technologies	74 25/09/2014	Awaiting Ac	Karlien Jessi	11:04:32	Machine service required	SERV	Service			
			Derton / Technologies	75 25/09/2014	Awaiting Ac	Karlien Jessi	11:41:18	test	NDS	New Deal Sale			
_			Derton / Technologies	77 26/09/2014	Awaiting Ac	Karlien Jessi	12:07:35	Service and toner required	SERV	Service			
			Titan Group	86 11/11/2014	Awaiting Ac	George Jam	16:17:59	Magenta toner required	TON	Toner Required			
			Panda Copiers	87 11/11/2014	Awaiting Ac	George Jam	16:21:59	CO789	NDS	New Deal Sale			
_			Westwood Dynamic	96 08/01/2015	Awaiting Ac	George Jam	15:07:45	staple unit for rental on current contract	NDR	New Deal Rental			
			Bothas Networking inc	13/01/2015	Awaiting Ac	Bianca Du T	16:40:32	test first work order	SERV	Service			
			Titan Group	26/02/2015	Awaiting Ac	Carolina Su	09:52:00	Test machine	REP	Repair			
		CN0000125	Derton / Technologies	06/03/2015	Awaiting Ac	Carolina Su	09:37:02	test	REP	Repair			
		E CN0000127	Derton / Technologies	06/03/2015		Carolina Su	10:09:53	test	SERV	Service			
			Mary Contrary	27/05/2015	Awaiting Ac	Carolina Su	08:45:05	New customer contact call	DR	Select Call Type			
		Count: 38											

• Please add the action taken to resolve this call.



- The Comments for Call Ref: [call ref no] screen will come up
 - Comment: This comment is to note the work that was done to resolve the call. Comments may already appear here if logged via TechConnect or manually on the underlying work order. You could append details or add the rectification comment if not yet entered.
 - Error Code: The error code is may be mandatory depending on the company configuration: <u>Call Error</u> <u>Code Mandatory</u>. The error codes are a list of codes that may display on the devices being services and set up on the system for selection. This code may have already been selected on call creation. This could be changed or selected at this point. Depending on your company's requirements, you may not need to select the error code.

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er text to search 🖇		CustomerName	CalDate	CallState	Technician	CalTime	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc	S
unctions	Y ID:	+ Customerivane	CalDate		il:			ill:	(D):	ID:	AD:	
Incuons	► E CN0001038	Titan Group		UnAssigned		13:10:45	Test call for call dosure manual in call admin screen.	INSP	Inspection	-0-		
	E CN0001036	Hope Works (Ptv) Ltd	in the local					SERV	Service			
	E CN0001035	Hope Works (Pty) Ltd	12/12/20	Comments	- Call Ref: CN	0001038 for	×	REP	Repair			
	E CN0001033	Hope Works (Pty) Ltd	12/12/20	Home				TON	Toner Required			
Work In Progress	E CN0001034	Young Electric	05/12/20	8				NDS	New Deal Sale			
noik arriogread	CN0001032		02/10/20					MN				
	E CN0001031	Hope Works (Pty) Ltd	29/09/20	Save Back				NDS	New Deal Sale			
	E CN0001024	Hope Works (Ptv) Ltd	12/09/20	Process		<u></u>	\$	NDR	New Deal Rental			
Notes	E CN0001023	Derton / Technologies		NO0002952 Wo	rk done as req	uired. 🕨		INSP	Inspection			
	E CN0001022	Derton / Technologies	08/09/20					INST	Installation			
	E CN0001017	Derton / Technologies	07/09/20					INST	Installation			
Assignments 0	E CN0001015	Hope Works (Ptv) Ltd	05/09/20					SERV	Service			
	E CN0001014	Apple Juice Inc	22/08/20					TR	Training			
	E CN0001012	Panda Copiers	22/08/20					DR	Select Call Type			
	E CN0001011	Young Electric	22/08/20					DR	Select Call Type			
	E CN0001010	Dancing Shoes	22/08/20					DR	Select Call Type			
	E CN0001009	Young Electric	22/08/20					DR	Select Call Type			
	E CN0001008	Office Supplies Unlimited	22/08/20					DR	Select Call Type			
	CN0001007	Apple Juice Inc	25/07/20					INSP	Inspection			
	E CN0001006	Hope Works (Pty) Ltd	07/06/20					PR	Parts Requirement	SERV	Services	
On Site Info		Hope Works (Pty) Ltd	07/06/20					SM	Scheduled Maintenance	SERV	Services	
	E CN0001003	Young Electric	13/12/20					DR	Select Call Type			
	E CN0001002	Samanthas Diner	12/12/20					DR.	Select Call Type			
For Contract		Young Electric	29/11/20	Error Co	de Services		· · · ·	um PR	Parts Requirement			
	E CN0000996	Hope Works (Pty) Ltd	31/10/2022	UnAssigned		11:01:11	Forkentailontract	NDR	New Deal Rental			

• Click on the **Save** button.



Durban Edit New	Refresh My Call	Save Layout	🚜 My Call 🎿 Assign 🎦 Start	Close Complet	₽ <mark>∎</mark> 4 e Hold F	Pending Release	Reinstate Print	Reports					
	State												
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	Y III	CustomerName	CalDate	CallState	Technician	CalTime	Description		CallType	CallTypeDesc (D:	ErrorCode	ErrorCodeDesc	
unctions					η <u>Π</u> ε						10:	10:	
Work Orders	► CN0001038	Titan Group		024 UnAssigned		13:10:45	Test call for call dosure	manual in call admin screen.	INSP	Inspection			
	E CN0001036	Hope Works (Pty) Ltd	12/12/20		Call Ref: CN	0001038 for		_ — X	SERV	Service			
		Hope Works (Pty) Ltd	12/12/20	Home					REP	Repair			
		Hope Works (Pty) Ltd							TON	Toner Required			
		Young Electric							NDS	New Deal Sale			
	CN0001032	Young Electric		Save Back					MN	Manufacturing			
		Hope Works (Pty) Ltd	29/09/20					~	NDS	New Deal Sale			
		Hope Works (Pty) Ltd	12/09/20		4			~	NDR	New Deal Rental			
		Derton / Technologies	08/09/20	WO0002952 Wor	k done as req	ured.		^	INSP	Inspection			
	E CN0001022	Derton / Technologies	08/09/20						INST	Installation			
Assignments	0 E CN0001017	Derton / Technologies	07/09/20						INST	Installation			
	■ CN0001015	Hope Works (Pty) Ltd	05/09/20	1					SERV	Service			
		Apple Juice Inc	22/08/20	1					TR	Training			
		Panda Copiers	22/08/20						DR	Select Call Type			
	⊞ CN0001011	Young Electric	22/08/20						DR	Select Call Type			
	⊞ CN0001010	Dancing Shoes	22/08/20						DR	Select Call Type			
		Young Electric	22/08/20						DR	Select Call Type			
		Office Supplies Unlimited	22/08/20						DR	Select Call Type			
	CN0001007	Apple Juice Inc	25/07/20	1					INSP	Inspection			
		Hope Works (Pty) Ltd	07/06/20						PR	Parts Requirement	SERV	Services	
		Hope Works (Pty) Ltd	07/06/20	1					SM	Scheduled Maintenance	SERV	Services	
	E CN0001003	Young Electric	13/12/20					-	DR	Select Call Type			
	E CN0001002	Samanthas Diner	12/12/20		-				DR	Select Call Type			
For Contract		Young Electric	29/11/20	Error Coc	e Services		-	4	n PR	Parts Requirement			
		Hope Works (Pty) Ltd	31/10/20	22 UNASSIGNED		11:01:11	ForkentaLontract)	NDR	New Deal Rental			
	Count: 38												

• A message box will come up, noting:

Home Equipm	ent / Locations Co	intract Finance / HR I	inventory Maint				ersion 2.5.1.4 - v2514 Example Company surement Sales Service Reporting U	tilities				8
-	Refresh My Call	s 🔲 🐯 Save Layout	Assign Call	Complete	e Hold Pe	nding Releas	e Reinstate Print Reports					
nks #												
ter text to search P	CalReference	CustomerName	CalDate	CallState	Technician	CallTime	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc	
Functions	Y 100	×0:	-	8 0 0	·0:	• 1 0	4 0 ¢	* D :	(D)	* 0 <	-D:	
	E CN0000040	Westwood Dynamic	40 21/07/2014	Awaiting Ac	Belinda Sha	13:26:10	Service machine S/N: 1912-102036	SERV	Service			
	E CN0000042	Samanthas Diner	42 21/07/2014	Awaiting Ac	. Belinda Sha	13:59:38	Machine repair needed	REP	Repair			
	E CN0000044	Office Supplies Unlimited	44 28/07/2014	Awaiting Ac	Belinda Sha	11:34:37	1 black toner for collection	TON	Toner Required			
	E CN0000047	Titan Group	47 31/07/2014	Awaiting Ac	George Jam.	. 14:13:49	Service required	SERV	Service			
Work In Progress		Westwood Dynamic	51 05/08/2014	Awaiting Ac	Belinda Sha	13:00:23	Toner for delivery	TON	Toner Required			
	► CN0000055	Titan Group	57 07/08/2014	Awaiting Ac	Belinda Sha	12:14:38	Toner required	TON	Toner Required			
	E CN0000056	Young Electric	58 07/08/2014	Awaiting Ac	Belinda Sha	14:14:11	Contract Closure - CO0000021	DR	Select Call Type			
Notes		Westwood Dynamic	59 08/08/2014	Awaiting Ac	Be Call Mor	dule - Closure	×	TON	Toner Required			
10003		Samanthas Diner	60 08/08/2014	Awaiting Ac	. w			NDS	New Deal Sale			
		Westwood Dynamic	62 08/08/2014	Awaiting Ac	W			NDR	New Deal Rental			
	E CN0000063	Young Electric	65 20/08/2014	Awaiting Ac	. w 🕕	The call, refe	rence CN0000055, has been closed.	SERV	Service			
Assignments 1	CN0000067	Danny Storm IT Cafe	69 23/09/2014	Awaiting Ac	Da			NDS	New Deal Sale			
		Danny Storm IT Cafe	71 23/09/2014	Awaiting Ac	Da			TON	Toner Required			
	E CN0000070	Derton / Technologies	72 23/09/2014	Awaiting Ac	. Da		OK	SERV	Service			
Hold History	E CN0000072	Derton / Technologies	74 25/09/2014	Awaiting Ac	Karlien Jessi.	11:04:32	Machine service required	SERV	Service			
	CN0000073	Derton / Technologies	75 25/09/2014	Awaiting Ac	Karlien Jessi.	11:41:18	test	NDS	New Deal Sale			
	E CN0000075	Derton / Technologies	77 26/09/2014	Awaiting Ac	Karlien Jessi.	12:07:35	Service and toner required	SERV	Service			
		Titan Group	86 11/11/2014	Awaiting Ac	George Jam.	. 16:17:59	Magenta toner required	TON	Toner Required			
		Panda Copiers	87 11/11/2014	Awaiting Ac	George Jam.	. 16:21:59	CO789	NDS	New Deal Sale			
		Westwood Dynamic	96 08/01/2015	Awaiting Ac	George Jam.	15:07:45	staple unit for rental on current contract	NDR	New Deal Rental			
On Site Info	E CN0000099	Bothas Networking inc	13/01/2015	Awaiting Ac	Bianca Du T	. 16:40:32	test first work order	SERV	Service			
	E CN0000109	Titan Group	26/02/2015	Awaiting Ac	Carolina Su	09:52:00	Test machine	REP	Repair			
	E CN0000125	Derton / Technologies	06/03/2015	Awaiting Ac	Carolina Su	09:37:02	test	REP	Repair			
For Contract	E CN0000127	Derton / Technologies	06/03/2015	Awaiting Ac	Carolina Su	10:09:53	test	SERV	Service			
	E CN0000135	Mary Contrary	27/05/2015	Awaiting Ac	Carolina Su	08:45:05	New customer contact call	DR	Select Call Type			
	Count: 38											
en Windows 🔻									User : Bianca 12/0:			

• The call will be closed and removed from the Call Administration listing screen.

For a detailed handling of this topic refer to Service - Introduction to Calls



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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