

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

## SERVICE

### CALL ADMINISTRATION – RELEASE A CALL

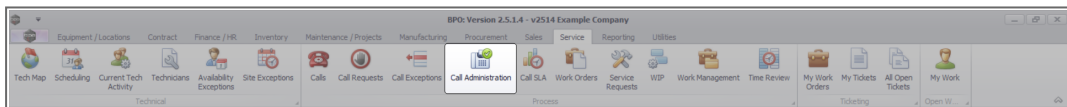
The Call Administration screen is part of the Extended Call Centre - Version Compatibility<sup>1</sup>

When work can commence for a call that has been on hold or pending, it can be released. The call will move back to the **New** status where it can be re-assigned.

### THE CALL ADMINISTRATION SCREEN

---

Ribbon Select **Service** > **Call Administration**



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

---

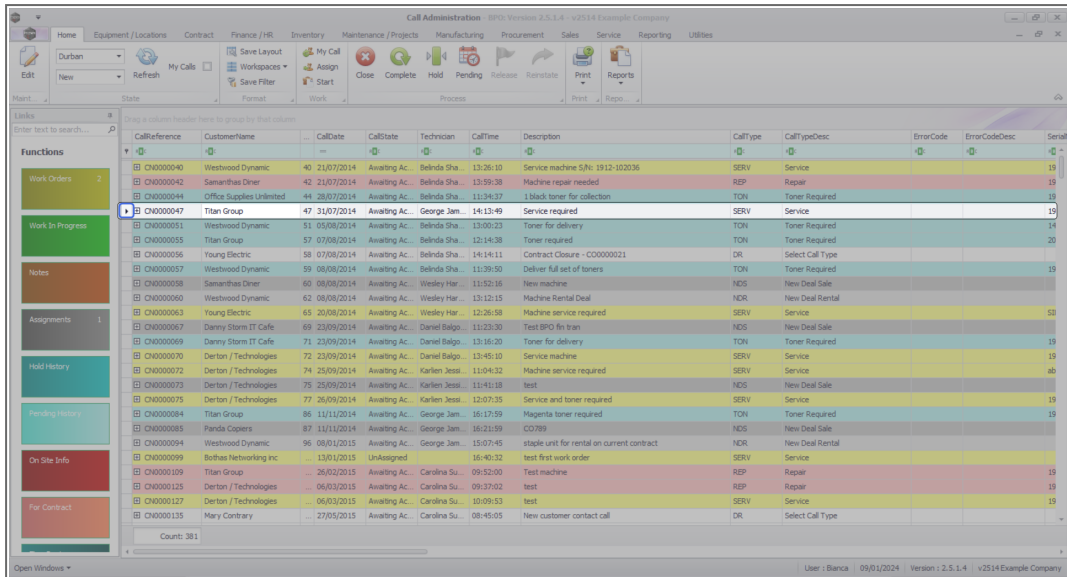
<sup>1</sup>BPO2 v2.5.1.3 or higher.

CallReference	CustomerName	CallDate	CallState	Technician	CallTime	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc	Serial
CH000040	Westwood Dynamic	40 21/07/2014	Awaiting Ac.	Belinda Sha	13:26:10	Service machine S/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	Titan Group	47 31/07/2014	Awaiting Ac.	George Jan	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			20
CH000055	Titan Group	57 07/08/2014	Awaiting Ac.	Belinda Sha	12:14:38	Toner required	TON	Toner Required			14
CH000056	Young Electric	58 07/08/2014	Awaiting Ac.	Belinda Sha	14:14:11	Contract Closure - CO0000021	DR	Select Call Type			
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			
CH000060	Westwood Dynamic	62 08/08/2014	Awaiting Ac.	Wesley Har	13:12:15	Machine Rental Deal	NDR	New Deal Rental			
CH000063	Young Electric	65 20/08/2014	Awaiting Ac.	Wesley Har	12:26:58	Machine service required	SERV	Service			19
CH000067	Danny Storms IT Cafe	69 23/09/2014	Awaiting Ac.	Daniel Balgo	11:23:30	Test BPO fit ban	NDS	New Deal Sale			
CH000069	Danny Storms 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			
CH000075	Derbon / 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 Jan	16:17:59	Magenta toner required	TON	Toner Required			19
CH000085	Panda Copiers	87 11/11/2014	Awaiting Ac.	George Jan	16:21:59	CO789	NDS	New Deal Sale			
CH000094	Westwood Dynamic	96 08/01/2015	Awaiting Ac.	George Jan	15:07:45	staple unit for rental on current contract	NDR	New Deal Rental			
CH000099	Bathas Networking inc	13/01/2015	Unassigned		16:40:32	test first work order	SERV	Service			
CH000109	Titan 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			

- Filter the Call Administration listing by either the **Pending** status or **Hold** status (depending on whether the call in question is in Pending or on Hold).

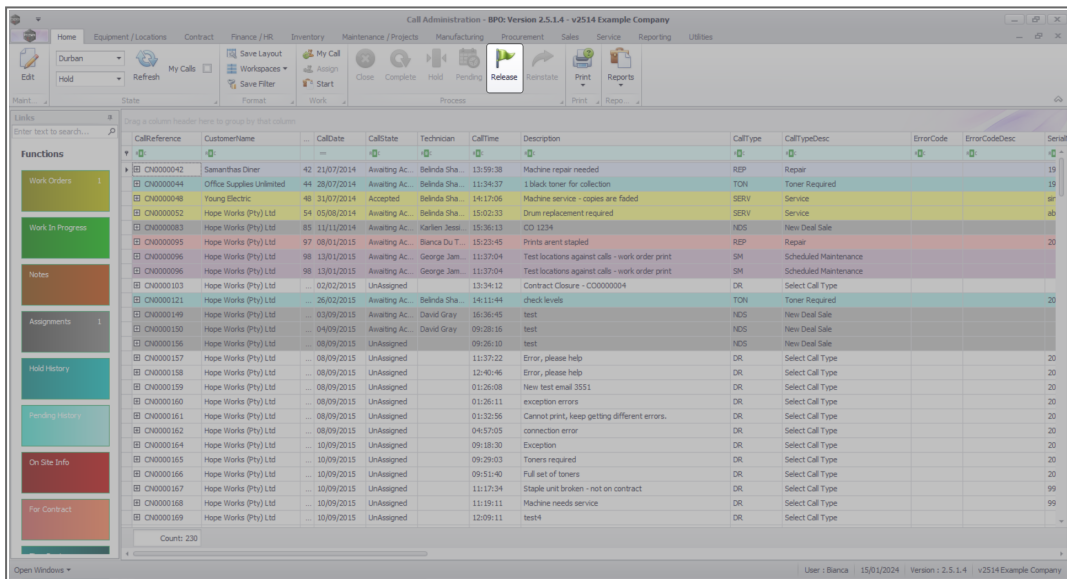
CallReference	CustomerName	CallDate	CallState	Technician	CallTime	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc	Serial
CH000048	Young Electric	48 31/07/2014	Accepted	Belinda Sha	14:17:06	Machine service - copies are faded	SERV	Service			19
CH000052	Hope Works (Pty) Ltd	54 05/08/2014	Awaiting Ac.	Belinda Sha	15:02:33	Drum replacement required	SERV	Service			ab
CH000083	Hope Works (Pty) Ltd	85 11/11/2014	Awaiting Ac.	Karlen Jessi	15:36:13	CO2 2294	NDS	New Deal Sale			
CH000095	Hope Works (Pty) Ltd	87 08/01/2015	Awaiting Ac.	Bianca Du T.	15:23:45	Prints aren't stapled	REP	Repair			20
CH000096	Hope Works (Pty) Ltd	98 13/01/2015	Awaiting Ac.	George Jan	11:37:04	Test locations against calls - work order print	SM	Scheduled Maintenance			
CH000099	Hope Works (Pty) Ltd	98 13/01/2015	Awaiting Ac.	George Jan	11:37:04	Test locations against calls - work order print	SM	Scheduled Maintenance			
CH000103	Hope Works (Pty) Ltd	02/02/2015	Unassigned		13:34:12	Contract Closure - CO0000004	DR	Select Call Type			
CH000121	Hope Works (Pty) Ltd	26/02/2015	Awaiting Ac.	Belinda Sha	14:11:44	check levels	TON	Toner Required			20
CH000149	Hope Works (Pty) Ltd	03/09/2015	Unassigned	David Gray	16:36:45	test	NDS	New Deal Sale			
CH000150	Hope Works (Pty) Ltd	04/09/2015	Unassigned	David Gray	09:28:16	test	NDS	New Deal Sale			
CH000156	Hope Works (Pty) Ltd	08/09/2015	Unassigned		09:26:10	test	NDS	New Deal Sale			
CH000157	Hope Works (Pty) Ltd	08/09/2015	Unassigned		11:37:22	Error, please help	DR	Select Call Type			20
CH000158	Hope Works (Pty) Ltd	08/09/2015	Unassigned		12:40:46	Error, please help	DR	Select Call Type			20
CH000159	Hope Works (Pty) Ltd	08/09/2015	Unassigned		01:26:08	New test email 3553	DR	Select Call Type			20
CH000160	Hope Works (Pty) Ltd	08/09/2015	Unassigned		01:26:11	exception errors	DR	Select Call Type			20
CH000161	Hope Works (Pty) Ltd	08/09/2015	Unassigned		01:32:56	Cannot print, keep getting different errors.	DR	Select Call Type			20
CH000162	Hope Works (Pty) Ltd	08/09/2015	Unassigned		04:57:05	connection error	DR	Select Call Type			20
CH000164	Hope Works (Pty) Ltd	10/09/2015	Unassigned		09:18:30	Exception	DR	Select Call Type			20
CH000165	Hope Works (Pty) Ltd	10/09/2015	Unassigned		09:29:03	Toners required	DR	Select Call Type			20
CH000166	Hope Works (Pty) Ltd	10/09/2015	Unassigned		09:51:40	Full set of toners	DR	Select Call Type			20
CH000167	Hope Works (Pty) Ltd	10/09/2015	Unassigned		11:17:34	Staple unit broken - not on contract	DR	Select Call Type			99
CH000168	Hope Works (Pty) Ltd	10/09/2015	Unassigned		11:19:11	Machine needs service	DR	Select Call Type			99
CH000169	Hope Works (Pty) Ltd	10/09/2015	Unassigned		12:09:11	test4	DR	Select Call Type			

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



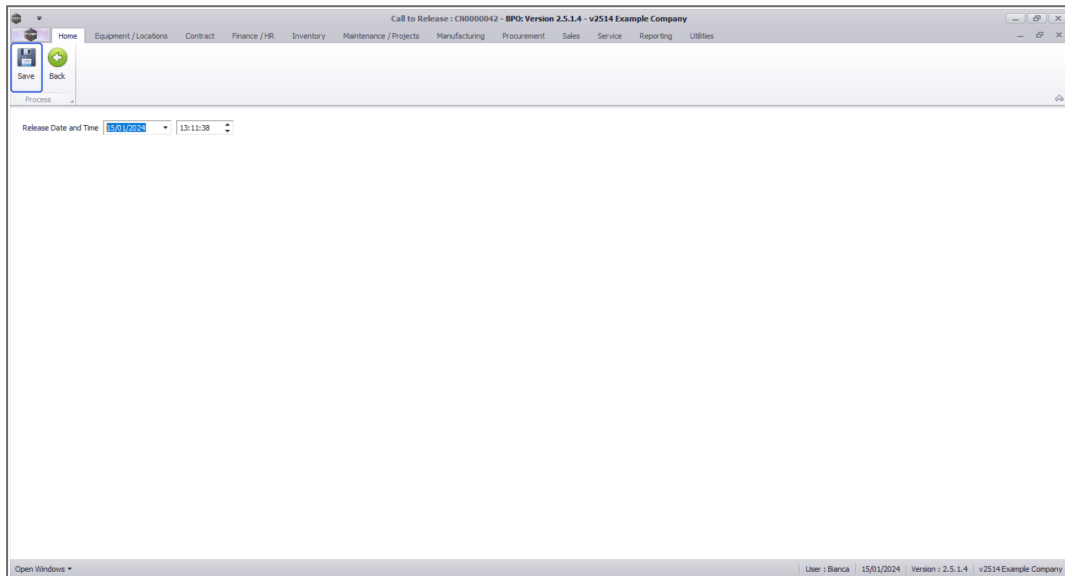
## RELEASE A CALL FROM HOLD OR PENDING

- Click on the **Release** button.

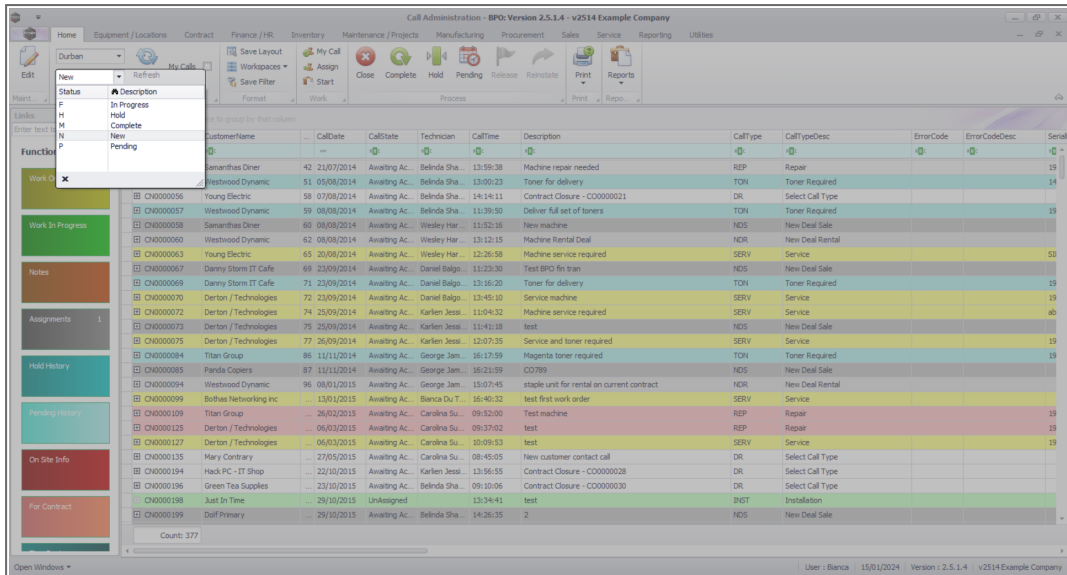


- The **Call to Release: [call ref. number]** screen will be displayed.
- **Release Date and Time:** This field will display the current date and time.

- **Date:** Type in or click on the down **arrow** to use the calendar function to select an **alternative date**, if required.
- **Time:** Type in or use the **arrow** indicators to select an **alternative time**, if required.
- When you have finished editing the date and time, click on **Save**.



- The call will set to New and can be found by using the **New** status filter.



## 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](#)

MNU.124.009

