

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

# SERVICE

## CALL ADMINISTRATION - PRINT ITEMS ISSUED REPORT

The Call Administration screen is part of the Extended Call Centre - Version Compatibility  $^{\rm 1}$ 

The **Items Issue Report** returns stock issue history per call for the **serial number** or **location** linked to the selected call.

### THE CALL ADMINISTRATION LISTING SCREEN

Ribbon Select Service > Call Administration



• The Call Administration screen will be displayed.

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



#### Call Administration - Print Items Issued Report

Edit	Durban	• Co • Co • Refresh My Call	🔯 Save Layout	inventory Mi My Call Assign Start	close Complete	Þ <b>e</b> d É	6 🖻	e Reinstate Print Reports	15			-	8
aint 4		State	a Format a	Work 4		Proces	s	a Print a Repo a					
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		CalReference	CustomerName	CalDate	CallState	Technician	CallTime	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc	S
Functio	ons	* *D:	AQ:	-	1 <b>0</b> 4	· <b>O</b> :	1 <b>0</b> 4	* <b>D</b> ¢	* <b>0</b> :	(D)	1 <b>0</b> 0	4 <b>0</b> 4	
		► CN0000040	Westwood Dynamic	40 21/07/20	4 Awaiting Ac	Belinda Sha	13:26:10	Service machine S/N: 1912-102036	SERV	Service			
Work O	arders 1	CN0000042	Samanthas Diner	42 21/07/20	4 Awaiting Ac	Belinda Sha	13:59:38	Machine repair needed	REP	Repair			1
		CN0000044	Office Supplies Unlimited	44 28/07/20	4 Awaiting Ac	Belinda Sha	11:34:37	1 black toner for collection	TON	Toner Required			
_		E CN0000047	Titan Group	47 31/07/20	4 Awaiting Ac	George Jam.	. 14:13:49	Service required	SERV	Service			
Work In	n Progress		Westwood Dynamic	51 05/08/20	4 Awaiting Ac	Belinda Sha	13:00:23	Toner for delivery	TON	Toner Required			
			Titan Group	57 07/08/20	4 Awaiting Ac	Belinda Sha	12:14:38	Toner required	TON	Toner Required			2
		E CN0000056	Young Electric	58 07/08/20	4 Awaiting Ac	Belinda Sha	14:14:11	Contract Closure - CO0000021	DR	Select Call Type			
Notes		E CN0000057	Westwood Dynamic	59 08/08/20	4 Awaiting Ac	Belinda Sha	11:39:50	Deliver full set of toners	TON	Toner Required			
		CN0000058	Samanthas Diner	60 08/08/20	4 Awaiting Ac	Wesley Har	11:52:16	New machine	NDS	New Deal Sale			
			Westwood Dynamic	62 08/08/20	4 Awaiting Ac	Wesley Har	13:12:15	Machine Rental Deal	NDR	New Deal Rental			
Assign	mente 2		Young Electric	65 20/08/20	4 Awaiting Ac	Wesley Har	12:26:58	Machine service required	SERV	Service			1
- And gene	1010 2	CN0000067	Danny Storm IT Cafe	69 23/09/20:	4 Awaiting Ac	Daniel Balgo.	. 11:23:30	Test BPO fin tran	NDS	New Deal Sale			
			Danny Storm IT Cafe	71 23/09/20	4 Awaiting Ac	Daniel Balgo.	. 13:16:20	Toner for delivery	TON	Toner Required			
		E CN0000070	Derton / Technologies	72 23/09/20	4 Awaiting Ac	Daniel Balgo.	13:45:10	Service machine	SERV	Service			
	istory	E CN0000072	Derton / Technologies	74 25/09/20	4 Awaiting Ac	Karlien Jessi.	. 11:04:32	Machine service required	SERV	Service			
		CN0000073	Derton / Technologies	75 25/09/20	4 Awaiting Ac	Karlien Jessi.	. 11:41:18	test	NDS	New Deal Sale			
		E CN0000075	Derton / Technologies	77 26/09/20	4 Awaiting Ac	Karlien Jessi.	. 12:07:35	Service and toner required	SERV	Service			
	g History	CN0000084	Titan Group	86 11/11/20	4 Awaiting Ac	George Jam.	16:17:59	Magenta toner required	TON	Toner Required			
			Panda Copiers	87 11/11/20	4 Awaiting Ac	George Jam.	16:21:59	CO789	NDS	New Deal Sale			
			Westwood Dynamic	96 08/01/20	5 Awaiting Ac	George Jam.	15:07:45	staple unit for rental on current contract	NDR	New Deal Rental			
On Site	nfo	E CN0000099	Bothas Networking inc	13/01/20	15 UnAssigned		16:40:32	test first work order	SERV	Service			
			Titan Group	26/02/20	15 Awaiting Ac	Carolina Su	09:52:00	Test machine	REP	Repair			
			Derton / Technologies	06/03/20	15 Awaiting Ac	Carolina Su	09:37:02	test	REP	Repair			
For Cor	otract	E CN0000127	Derton / Technologies	06/03/20	5 Awaiting Ac	Carolina Su	10:09:53	test	SERV	Service			
	ind dex	E CN0000135	Mary Contrary	27/05/20	5 Awaiting Ac	Carolina Su	08:45:05	New customer contact call	DR	Select Call Type			
		Count: 38	11										
		4											

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

Home Equipm	ent / Locations Co	ntract Finance / HR I	Inventory Maint				ersion 2.5.1.4 - v2514 Example Company curement Sales Service Reporting Util	ities				8
-	Refresh     My Call	Save Layout	My Call Assign Start	Close Complete	e Hold Pe	anding Releas	e Reinstate Print Reports					
nks #												
er text to search ,P	CalReference	CustomerName	CalDate	CallState	Technician	CalTime	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc	
unctions	Y 100	4 <b>0</b> 4	-	×0:	(D:	( <b>[</b> ]:	100	10:	(D):	(D)	-O-	
	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			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			
	► ± CN0000047	Titan Group	47 31/07/2014		George Jam.		Service required	SERV	Service			_
Work In Progress	E CN0000051	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	Belinda Sha	. 11:39:50	Deliver full set of toners	TON	Toner Required			
100003	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			
Assignments 1	CN0000067	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			
Hold 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				Service and toner required	SERV	Service			
	E CN0000084	Titan Group	86 11/11/2014	Awaiting Ac	George Jam.	16:17:59	Magenta toner required	TON	Toner Required			
	E CN0000085	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	UnAssigned		16:40:32	test first work order	SERV	Service			
on and allo	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			
	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											
									User : Bianca 09/01			

#### **ITEMS ISSUED REPORT**

- Click on the **Print** button to display a list of **Report Options**.
- Click on Items Issued.



#### Call Administration - Print Items Issued Report

Durban Edit New	Refresh     My Calk	s 🗋 🔀 Save Layout Workspaces * 😵 Save Filter	My Call Assign Start	Iose Complet	e Hold Pe	nding Releas	e Reinstate	Print Reports					
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er text to search ,	CalReference	CustomerName	CalDate	CallState	Technician	CalTime	Description	Delivery Report	ype	CallTypeDesc	ErrorCode	ErrorCodeDesc	
	<b>Υ</b> # <u></u> ]:	·0:		(0)	·0:	(D)	(D)	Service History - Serial No. 20-857485		( <b>D</b> )	-O-	10:	
	E CN0001036	Hope Works (Ptv) Ltd		Awaiting Ac	Belinda Sha	10:40:51	Copier servic	Customer Service History	V	Service			
On Site Info	► E CN0001035	Hope Works (Pty) Ltd	12/12/2023	UnAssigned		10:38:38	Paper keeps	jamming.	REP	Repair			
	E CN0001034	Hope Works (Pty) Ltd		Awaiting Ac	Bianca Du T	10:29:04	Full set of to	hers required	TON	Toner Required			
		Young Electric	05/12/2023	UnAssigned		15:42:01	Test Quote A	dd Attachment to email	NDS	New Deal Sale			
	CN0001032	Young Electric					Test credit n	ote on work order	MN	Manufacturing			
		Hope Works (Pty) Ltd		UnAssigned		12:56:41	New Deal cre	ated from order OR0000306	NDS	New Deal Sale			
		Hope Works (Pty) Ltd	12/09/2023	UnAssigned		09:23:50	Contract for	Expiry Test	NDR	New Deal Rental			
Time Review	E CN0001023	Derton / Technologies	08/09/2023	UnAssigned		10:52:25	Open warran	ty claims have not been processed.	INSP	Inspection			
	E CN0001022	Derton / Technologies	08/09/2023	UnAssigned		10:44:45	Meters attac	ned with no readings captured	INST	Installation			
	E CN0001017	Derton / Technologies	07/09/2023	UnAssigned		16:43:14	Call Exceptio	ns - to correct but not flag.	INST	Installation			
	E CN0001015	Hope Works (Pty) Ltd	05/09/2023	Awaiting Ac	Bianca Du T	15:56:53	Test call sla f	unctionality	SERV	Service			
	E CN0001014	Apple Juice Inc	22/08/2023	UnAssigned		11:30:52	Contract Clos	ure - CO0000086	TR	Training			
ransactions	E CN0001012	Panda Copiers	22/08/2023	UnAssigned		11:28:32	Contract Clos	sure - CO0000041	DR	Select Call Type			
ransacuons	⊞ CN0001011	Young Electric	22/08/2023	UnAssigned		11:28:26	Contract Clos	ure - CO0000031	DR	Select Call Type			
Quotes	E CN0001010	Dancing Shoes	22/08/2023	UnAssigned		11:28:18	Contract Clos	sure - PC0000001	DR	Select Call Type			
	⊞ CN0001009	Young Electric	22/08/2023	UnAssigned		11:27:49	Contract Clos	ure - CO000008	DR	Select Call Type			
	E CN0001008	Office Supplies Unlimited	22/08/2023	UnAssigned		11:27:30	Contract Clos	sure - CO0000006	DR	Select Call Type			
Orter	E CN0001007	Apple Juice Inc	25/07/2023	UnAssigned		10:18:33	Machine insp	action required	INSP	Inspection			
	⊞ CN0001006	Hope Works (Pty) Ltd	07/06/2023	Awaiting Ac	Bianca Du T	11:21:29	Machine repa	ir required	PR	Parts Requirement	SERV	Services	
		Hope Works (Pty) Ltd	07/06/2023	UnAssigned		10:14:52	Walls require	repainting	SM	Scheduled Maintenance	SERV	Services	
	⊞ CN0001003	Young Electric	13/12/2022	Awaiting Ac	Arin Milton	10:09:10	Test account	balances	DR	Select Call Type			
		Samanthas Diner	12/12/2022	Awaiting Ac	Mary Thom	16:18:30	Test call for a	iccount balances manual.	DR	Select Call Type			
	E CN0001001	Young Electric	29/11/2022	UnAssigned		11:29:19	Order the sa	me part twice receive with different batch num	PR	Parts Requirement			
		Hope Works (Pty) Ltd	31/10/2022	UnAssigned		11:01:11	ForRentalCor	ntract	NDR	New Deal Rental			
		Apple Juice Inc	24/10/2022	UnAssigned		16:38:15	Contract Clos	ure - CO0000054	ADM	Administration			
	Count: 37												

- When you receive the Report Generation message to confirm: Do you want to print the Items Issued report for call CN[number]?
- Coldmandade
   Coldmandade
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   Province / Laboration
- Click on Yes.

• The selected Report will display in the Reports **Preview** screen.



- From this screen you can make cosmetic changes to the document, as well as Save, Zoom, Add a Watermark, Export or Email the Call Report.
- Close the **Preview** screen when done.

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Items Issued History	
v2514 Example Company	
Street No and Road Name PO Box 1234	
Area New Town	
Company Logo City Durban	
South Africa South Africa	
1234 1234	
Reg No.: 0000000asa4521 Fax No.: 031124545	
VAT No.: 0000000 Tel No.: 031 123 4567	
Asset	
Inventory ID: 3 Serial No.: 20-857485	
Asset Category: Hardware Asset Description: SP1919 Sprint Colour MFC	
Call Reference Call Description Call Type Error Code	
CN0000068 Machine service required SERV	
Issue Number         Function         Billable         Issued Oty Returned Oty           S10000031         23/09/2014         S10-14/07         Billable         Issued Oty Returned Oty	
Call Reference Call Description Call Type Error Code	U
CN0000219 test multiline subcontract same ctrt partial grn SERV	
Issue Number Event Date Part Code Part Description Billable Issued Qty Returned Qty	
S100000301 21/01/2016 12-098765 5919-12BlackTomer Yes 1.00 0.00 S100000302 21/01/2016 12-098765 5919-12BlackTomer Yes 1.00 0.00	
5100000302 21/01/2016 12-098765 5519-12.BlackToner Yes 1.00 0.00 5100000302 21/01/2016 12-098765 5519-12.BlackToner Yes 1.00 0.00	
S10000303 21/01/2016 2/2016/2016/2016/2016/2016/2016/2016/201	
310000004 21/01/2010 2020-14/K DIBLKKUIRI 9F2020 HO 1.00 1.00	
Page 1 of 1	100% 🖸 🕕 🕕 🕀

#### **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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