

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

# SERVICE

## CALL ADMINISTRATION - CUSTOMER SERVICE HISTORY REPORT

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

The **Customer Service History Report** returns Call and Work Order history for the **serial number**linked to the selected call, including stock issues and meter readings, the issue raised and resolution. If a Location Item is linked to the call - Refer to the <u>Customer Location Service History Report</u>.

### 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 - Customer Service History

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		► 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			1
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			
	in acc	E CN0000135	Mary Contrary	27/05/20	5 Awaiting Ac	Carolina Su	08:45:05	New customer contact call	DR	Select Call Type			
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• Click on the row selector of the call you would like to work with.

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	E CN0000040	Westwood Dynamic	40 21/07/2014	Awaiting Ac	Relinda Sha	13:26:10	Service machine S/N: 1912-102036	SERV	Service			
	E CN0000042	Samanthas Diner		4 Awaiting Ac			Machine repair needed	REP TON SERV	Repair			
	E CN0000044	Office Supplies Unlimited	44 28/07/2014				1 black toner for collection		Toner Required			
	► E CN0000047	Titan Group	47 31/07/2014				Service required		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			_
		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				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			
notes		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			
		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	2 Derton / Technologies 74 25/09/2014 Awaiting Ac Karl				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			
		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		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 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	11										

#### **CUSTOMER SERVICE HISTORY REPORT**

- Click on the **Print** button to display a list of **Report Options**.
- Click on Customer Service History.



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	E CN0000051	Westwood Dynamic	51 05/08/2014	Awaiting Ac	Belinda Sha	13:00:23	Toner for delive	ry 1	'ON	Toner Required			
	E CN0000056	Young Electric	58 07/08/2014	Awaiting Ac	Belinda Sha	14:14:11	Contract Closur	e - CO0000021 E	R	Select Call Type			
	E CN0000057	Westwood Dynamic	59 08/08/2014	Awaiting Ac	Belinda Sha	11:39:50	Deliver full set of	of toners 1	'ON	Toner Required			
		Samanthas Diner	60 08/08/2014	Awaiting Ac	Wesley Har	11:52:16	New machine		IDS .	New Deal Sale			
		Westwood Dynamic	62 08/08/2014	Awaiting Ac	Wesley Har	13:12:15	Machine Rental Deal NDR		IDR.	New Deal Rental			
	E CN0000063	Young Electric	65 20/08/2014	Awaiting Ac	Wesley Har	12:26:58	Machine service	ervice required S		Service			
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		Panda Copiers	87 11/11/2014	Awaiting Ac	George Jam	16:21:59	CO789	NDS for rental on current contract NDR		New Deal Sale			
	⊞ CN0000094	Westwood Dynamic	96 08/01/2015	Awaiting Ac	George Jam	15:07:45	staple unit for r			New Deal Rental			
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		Titan Group	26/02/2015	Awaiting Ac	Carolina Su	09:52:00	Test machine		EP	Repair			
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		Derton / Technologies	06/03/2015	Awaiting Ac	Carolina Su	10:09:53	test		ERV	Service			
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		Hack PC - IT Shop	22/10/2015	Awaiting Ac	Karlien Jessi	. 13:56:55	Contract Closur	e - CO0000028	R	Select Call Type			
	E CN0000196	Green Tea Supplies		Awaiting Ac	Belinda Sha		Contract Closur		R	Select Call Type			
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- When you receive the Report Generation message to confirm: Do you want to print the Customer Service History report for call CN[number]?
- Click on Yes.

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	E CN0000051 Westwood Dynamic		51 05/08/2014	Awaiting Ac		13:00:23	Toner for delivery	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			
	E CN0000057 Westwood Dynamic 59 08/08/2014 Awaiting Av				Belinda Sha	11:39:50	Deliver full set of toners TG		Toner Required			
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		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			
Notes	CN0000067     CN0000067     CN0000067	Danny Storm IT Cafe	69 23/09/2014	Awaiting Ac	Report Gene	ration	×	NDS	New Deal Sale			
		Danny Storm IT Cafe	71 23/09/2014	Awaiting Ac					Toner Required			
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	E CN0000072	Derton / Technologies	74 25/09/2014	Awaiting Ac		on call CN0000		SERV	Service			
Assignments 1	E CN0000073 Derton / Technologies 75 25/09/2014 Awaiting Ac							NDS	New Deal Sale			
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Hold History		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			
	E CN0000109	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			
	E CN0000127	Derton / Technologies	06/03/2015	Awaiting Ac	Carolina Su	10:09:53	test	SERV	Service			
On Site Info		Mary Contrary	27/05/2015	Awaiting Ac	Carolina Su	08:45:05	New customer contact call	DR.	Select Call Type			
		Hack PC - IT Shop	22/10/2015	Awaiting Ac	Karlien Jessi	13:56:55	Contract Closure - CO0000028	DR.	Select Call Type			
	⊞ CN0000196	Green Tea Supplies	23/10/2015	Awaiting Ac	Belinda Sha	09:10:06	Contract Closure - CO0000030	DR.	Select Call Type			
For Contract	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			
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• 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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#### **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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