

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

SERVICE

CALL ADMINISTRATION - CALL WORK ORDERS

The Call Administration screen is part of the Extended Call Centre - Version Compatibility 1

Work Orders displayed in the Calls Work Order listing, are a restricted list of work orders that are linked to the selected Call.

A work order, or job card is an order for work to be performed for a **Company** or a **Customer**. <u>All</u> transactions concerning this work, such as part issues, labour time, etc. are logged against the work order.

When work is required for a **Customer**, a **Call** is raised. The system will generate a work order in the background. Transactions are logged on the call, but stored against the work order. More than one work order can be linked to a call, for example, when different tasks needs to be performed to complete one call.

When work is required for a **Company**, such as Building Maintenance or a Machine Repair, then a work order needs to be raised **manually**.

- If the work is for Building Maintenance, or Training, then the work order must be linked to a **functional location**, which must be set up before hand.
- If the work required is for an **asset**, e.g. repair a machine in store to be sold refurbished, then the machine is linked to the **call**.

¹BPO2 v2.5.1.3 or higher.

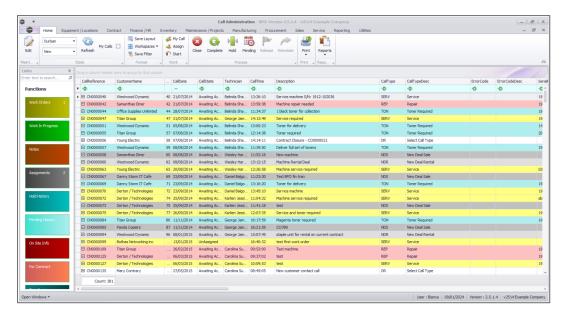


Call Administration - Call Work Orders

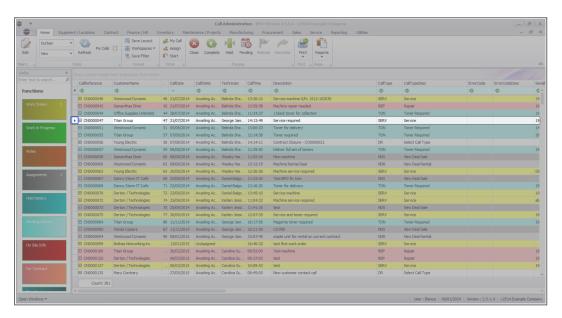
Ribbon Select Service > Call Administration



• The Call Administration screen will be displayed.



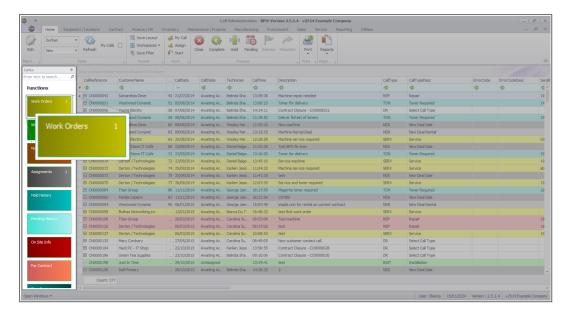
• Click on the row selector of the call you would like to work with.



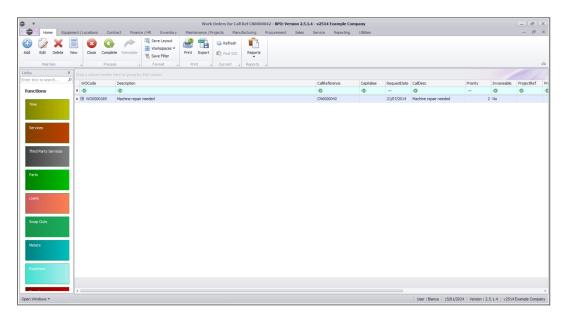


WORK ORDERS

• Click on the **Work Orders** tile to view the list of work orders associated with the selected call.



• The **Work Order** listing screen will open with work orders associated to the selected call.





Call Administration - Call Work Orders

For a detailed handling of this topic refer to Introduction to Work Orders

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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