

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

# SERVICE

## **CALL ADMINISTRATION - CALL NOTES**

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

The **Notes** tile is a quick way to navigate to the list of Notes created against this call. Additional notes can be added, if required.

### 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.



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		► CN0000		Vestwood Dynamic		21/07/2014			Belinda Sha	13:26:10	Service machine S/N: 1912-102036	SERV	Service			
Work		E CN000	042 S	amanthas Diner	42	21/07/2014	Awaiting	) Ac	Belinda Sha	13:59:38	Machine repair needed	REP	Repair			1
		E CN000	044 0	Office Supplies Unlimited	44	28/07/2014	Awaiting	Ac	Belinda Sha	11:34:37	1 black toner for collection	TON	Toner Required			
_		E CN000	047 T	itan Group	47	31/07/2014	Awaiting	Ac	George Jam	14:13:49	Service required	SERV	Service			
Work		E CN0000	051 V	Vestwood Dynamic	51	05/08/2014	Awaiting	) Ac	Belinda Sha	13:00:23	Toner for delivery	TON	Toner Required			
		E CN000	055 T	itan Group	57	07/08/2014	Awaiting	Ac	Belinda Sha	12:14:38	Toner required	TON	Toner Required			2
		E CN0000	056 Y	oung Electric	58	07/08/2014	Awaiting	Ac	Belinda Sha	14:14:11	Contract Closure - CO0000021	DR	Select Call Type			
Notes	Notes	E CN000	057 V	Vestwood Dynamic	59	08/08/2014	Awaiting	Ac	Belinda Sha	11:39:50	Deliver full set of toners	TON	Toner Required			
			058 S	amanthas Diner	60	08/08/2014	Awaiting	Ac	Wesley Har	11:52:16	New machine	NDS	New Deal Sale			
		E CN000	060 V	Vestwood Dynamic	62	08/08/2014	Awaiting	Ac	Wesley Har	13:12:15	Machine Rental Deal	NDR	New Deal Rental			
Andres	nments	CN000	063 Y	oung Electric	65	20/08/2014	Awaiting	Ac	Wesley Har	12:26:58	Machine service required	SERV	Service			5
Roogr		CN0001	067 D	anny Storm IT Cafe	69	23/09/2014	Awaiting	Ac	Daniel Balgo	11:23:30	Test BPO fin tran	NDS	New Deal Sale			
		E CN000	069 D	anny Storm IT Cafe	71	23/09/2014	Awaiting	Ac	Daniel Balgo	13:16:20	Toner for delivery	TON	Toner Required			
		E CN000	070 C	erton / Technologies	72	23/09/2014	Awaiting	Ac	Daniel Balgo	13:45:10	Service machine	SERV	Service			
		E CN000	072 D	erton / Technologies	74	25/09/2014	Awaiting	Ac	Karlien Jessi	11:04:32	Machine service required	SERV	Service			
			073 D	erton / Technologies	75	25/09/2014	Awaiting	Ac	Karlien Jessi	11:41:18	test	NDS	New Deal Sale			
_		E CN000	075 C	ierton / Technologies	77	26/09/2014	Awaiting	Ac	Karlien Jessi	12:07:35	Service and toner required	SERV	Service			
		E CN000	084 T	itan Group	86	11/11/2014	Awaiting	Ac	George Jam	16:17:59	Magenta toner required	TON	Toner Required			
			085 P	anda Copiers	87	11/11/2014	Awaiting	Ac	George Jam	16:21:59	CO789	NDS	New Deal Sale			
		E CN000	094 V	Vestwood 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	te Info	E CN000	099 B	othas Networking inc		13/01/2015	UnAssig	ned		16:40:32	test first work order	SERV	Service			
			109 T	itan Group		26/02/2015	Awaiting	Ac	Carolina Su	09:52:00	Test machine	REP	Repair			
		E CN000	125 D	erton / Technologies		06/03/2015	Awaiting	Ac	Carolina Su	09:37:02	test	REP	Repair			
5-0	ontract	E CN000	127 D	erton / Technologies		06/03/2015	Awaiting	Ac	Carolina Su	10:09:53	test	SERV	Service			
		E CN000	135 N	lary Contrary		27/05/2015	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		Relinda Sha	. 13:26:10	Service machine S/N: 1912-102036	SERV	Service			
		Samanthas Diner	42 21/07/2014				Machine repair needed	REP	Repair			
	E CN0000044	Office Supplies Unlimited	44 28/07/2014				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				Toner for delivery	TON	Toner Required			-
	E CN0000055	Titan Group	57 07/08/2014				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	E CN0000057	Westwood Dynamic	59 08/08/2014	Awaiting Ac	Belinda Sha.	. 11:39:50	Deliver full set of toners	TON	Toner Required			
notes	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		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		Daniel Balgo.		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			
	E 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.		Magenta toner required	TON	Toner Required			
		Panda Copiers	87 11/11/2014	Awaiting Ac	George Jam.		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			
	E 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 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 09/0	1/2024 Version : 2.5	1.4 v2514 Example	i.

#### NOTES

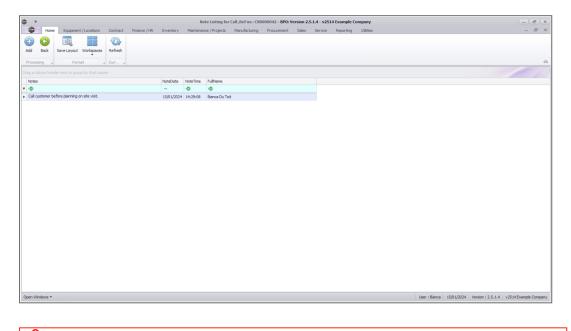
• Click on the **Notes** tile to view the notes specific to this call.



#### Call Administration - Call Notes

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iter text t	to search	CalReference	CustomerName	CalDate	CallState	Technician	CalTime	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc	
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		► E CN0000042	Samanthas Diner	42 21/07/2014	Awaiting Ac	Beloda Sha	13:59:38	Machine repair needed	REP	Repair			
			Westwood Dynamic	51 05/08/2014				Toner for delivery	TON	Toner Required			
		E CN0000056	Young Electric	58 07/08/2014				Contract Closure - CO0000021	DR	Select Call Type			
		E CN0000057	Westwood Dynamic	59 08/08/2014				Deliver full set of toners	TON	Toner Required			
Work In	In Progress	E CN0000058	Samanthas Diner	60 08/08/2014				New machine	NDS	New Deal Sale			
		E CN0000060	Westwood Dynamic	62 08/08/2014				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		E-CN0000067	Danny Storm IT Cafe	69 23/09/2014	Awaiting Ac	Daniel Balgo.	. 11:23:30	Test BPO fin tran	NDS	New Deal Sale			
( and a second		E CN0000069	Danny Storm IT Cafe	71 23/09/2014	Awaiting Ac	Daniel Balgo.	. 13:16:20	Toner for delivery	TON	Toner Required			
			/Technologies	72 23/09/2014				Service machine	SERV	Service			
			/ Technologies	74 25/09/2014	Awaiting Ac	Karlien Jessi.	11:04:32	Machine service required	SERV	Service			
As	Notes		/ Technologies	75 25/09/2014	Awaiting Ac	Karlien Jessi.	11:41:18	test	NDS	New Deal Sale			
			/ Technologies	77 26/09/2014	Awaiting Ac	Karlien Jessi.	12:07:35	Service and toner required	SERV	Service			
			roup	86 11/11/2014	Awaiting Ac	George Jam.	. 16:17:59	Magenta toner required	TON	Toner Required			
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			pod 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			
		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			
On Site	e Info	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			
		E CN0000196	Green Tea Supplies	23/10/2015	Awaiting Ac	Belinda Sha	09:10:06	Contract Closure - CO0000030	DR.	Select Call Type			
For Cor	abrast	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			
		Count: 37	7										
		1											

• The Notes listing screen will open displaying the call notes.



For a detailed handling of this topic refer to Calls - Notes

#### **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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