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

SERVICE

CALL ADMINISTRATION – CALL ASSIGNMENTS
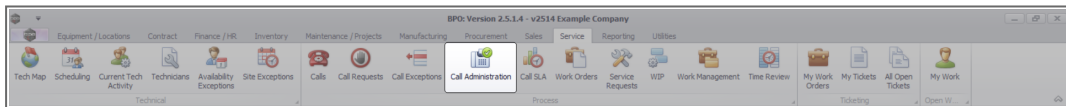
The Call Administration screen is part of the Extended Call Centre - Version Compatibility[1]

The **Call Assignments** tile is a quick way to navigate to the list of Technician Assignments created against this call.

THE CALL ADMINISTRATION LISTING SCREEN

Ribbon Select **Service > Call Administration**

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

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[1]BPO2 v2.5.1.3 or higher.

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

CALL ASSIGNMENTS

- Click on the **Call Assignments** tile to view the technician assignments specific to this call.

- The **Call Assignment** listing screen will open displaying the technician assignments.

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

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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

MNU.124.019