

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

SERVICE

CALL ADMINISTRATION – CALL HOLD HISTORY

The Call Administration screen is part of the Extended Call Centre - Version Compatibility¹

The **Hold History** tile is a quick way to navigate to the list of hold events for the selected call.

A call can be placed on **Hold** manually in the call centre. If a call is placed on hold, no further processing can be performed until it has been released. The hold history is generate when the call is **Placed on Hold** and **Released from Hold**.

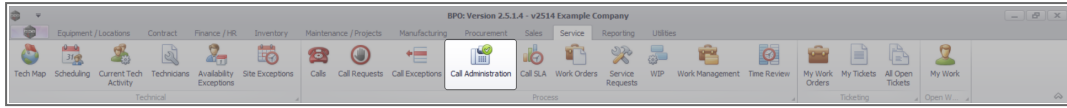
There can be many reasons to place a call on Hold, but these reasons are based on a delay from the client's side, for example:

- Awaiting client quote confirmation
- Awaiting client response
- Client unreachable
- Account in arrears

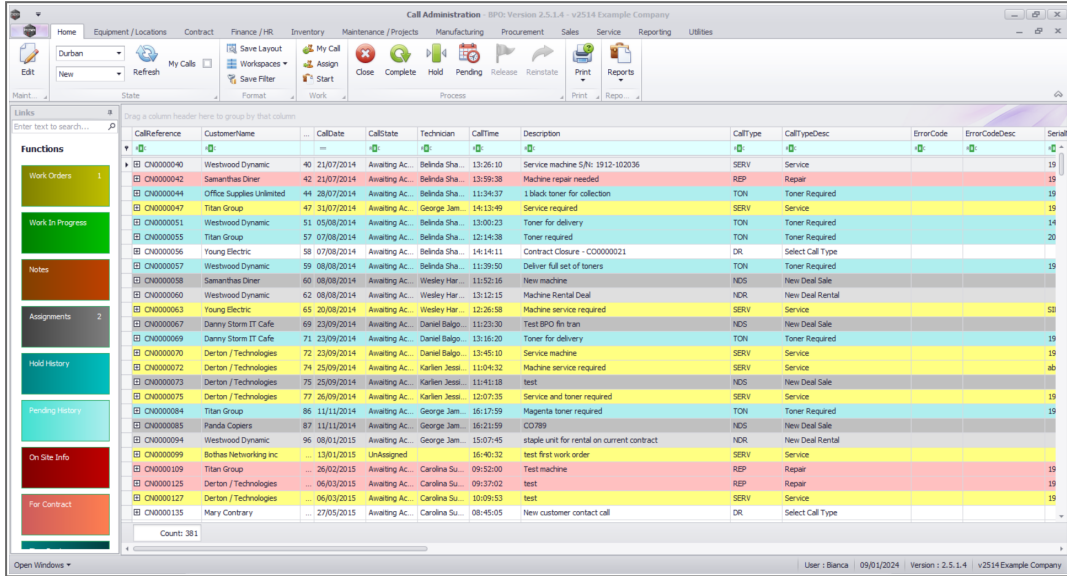
THE CALL ADMINISTRATION LISTING SCREEN

Ribbon Select **Service** > **Call Administration**

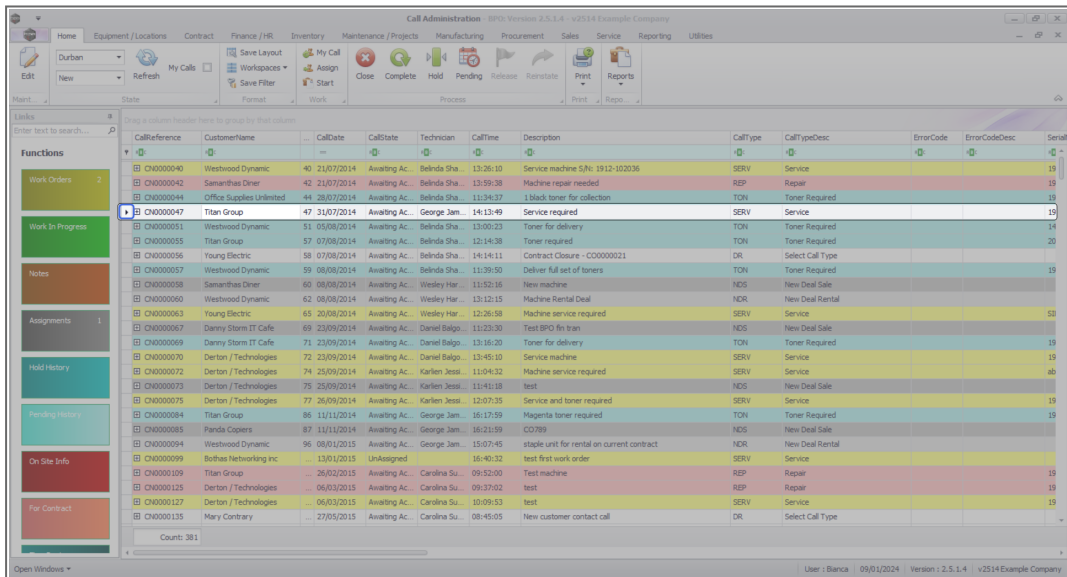
¹BPO2 v2.5.1.3 or higher.



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



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



CALL HOLD HISTORY

- Click on the **Hold History** tile.

The screenshot shows the main interface of the CO3 Call Administration system. The left-hand navigation menu is visible, with the 'Hold History' tile highlighted in a teal color. The main area displays a list of call records with columns for CallReference, CustomerName, CallDate, CallState, Technician, CallTime, Description, CallType, CallTypeDesc, ErrorCode, ErrorCodeDesc, and Serial. The 'Hold History' tile is located in the lower-left quadrant of the navigation menu.

- The **Hold History** listing screen will open displaying the call hold events.

The screenshot shows the 'Hold Events Listing' screen for a specific call reference (Call_Ref no: CH0000042). The screen displays a table with the following columns: HoldDate, HoldTime, HoldReasonCode, HoldReason, EstReleaseDate, EstReleaseTime, ReleaseDate, ReleaseTime, and EmployeeName. The table contains one row of data for a hold event on 15/01/2024 at 11:46:05.

HoldDate	HoldTime	HoldReasonCode	HoldReason	EstReleaseDate	EstReleaseTime	ReleaseDate	ReleaseTime	EmployeeName
15/01/2024	11:46:05	AC	Awaiting Client Confirmation	17/01/2024	11:46:05	15/01/2024	13:11:38	Bianca Du Toit



For a detailed handling of this topic refer to Calls - Hold History

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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