

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

## SERVICE

### CALL ADMINISTRATION – CALL PENDING HISTORY

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

The **Call Pending** tile is a quick way to navigate to the list of Call Pending events related to the selected call.

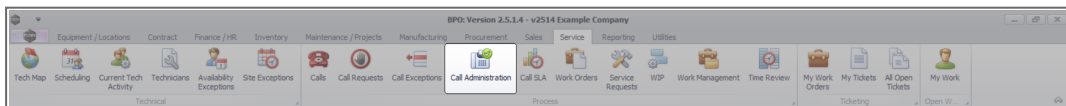
A call can be placed manually in the **Pending** status in the call centre. The pending history is generated as the customer is **Placed on Pending** and **Released from Pending**.

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

- Spares must first be purchased before the work can commence.
- Awaiting loan machine to be returned.
- Requires senior Technician

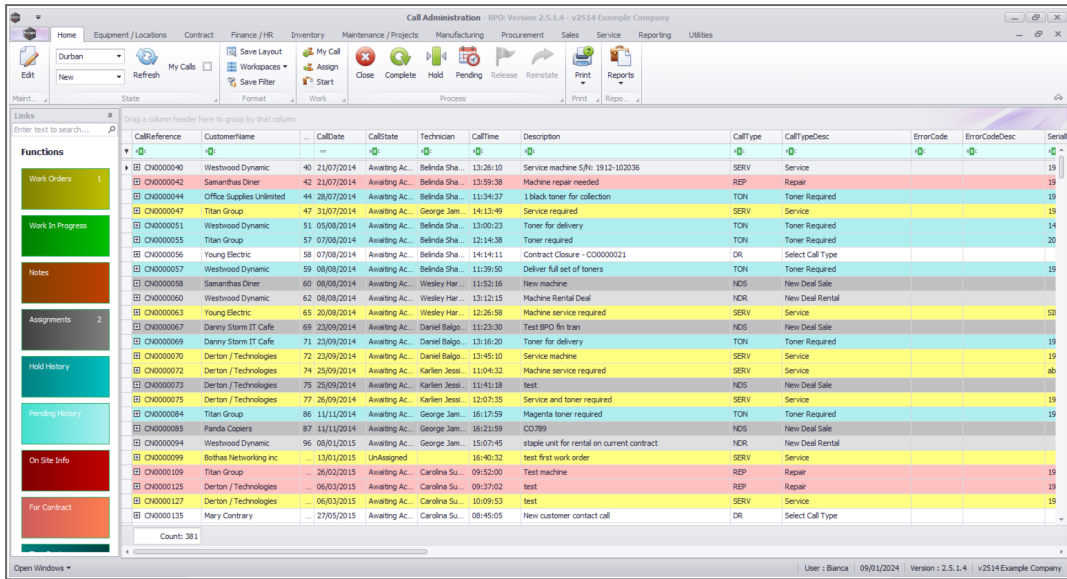
### THE CALL ADMINISTRATION LISTING SCREEN

Ribbon Select **Service > Call Administration**

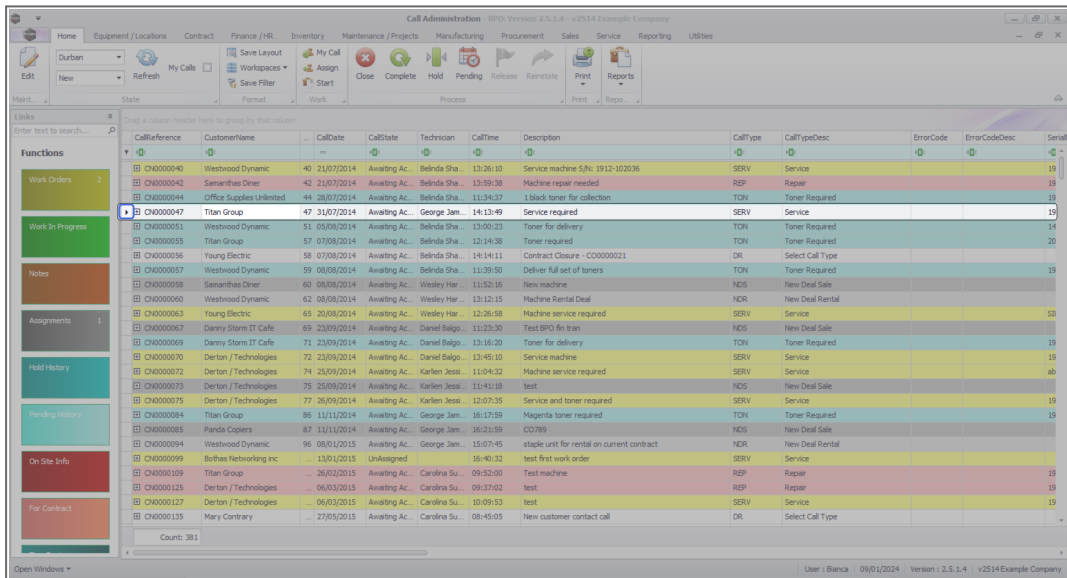


<sup>1</sup>BPO2 v2.5.1.3 or higher.

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



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



## CALL PENDING HISTORY

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

CallReference	CustomerName	CallDate	CallState	Technician	CallTime	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc	Serial
CH0000042	Samanthas Diner	42 21/07/2014	Awaiting Ac.	Belinda Sha	13:59:38	Machine repair needed	REP	Repair			19
CH0000051	Westwood Dynamic	51 05/08/2014	Awaiting Ac.	Belinda Sha	13:00:23	Toner for delivery	TON	Toner Required			14
CH0000056	Young Electric	58 07/08/2014	Awaiting Ac.	Belinda Sha	14:14:11	Contract Closure - CO0000021	DR	Select Call Type			19
CH0000057	Westwood Dynamic	59 08/08/2014	Awaiting Ac.	Belinda Sha	11:39:50	Deliver full set of toners	TON	Toner Required			19
CH0000058	Samanthas Diner	60 08/08/2014	Awaiting Ac.	Wesley Har	11:52:16	New machine	NDS	New Deal Sale			19
CH0000060	Westwood Dynamic	62 08/08/2014	Awaiting Ac.	Wesley Har	13:12:15	Machine Rental Deal	NDR	New Deal Rental			19
CH0000063	Young Electric	65 20/08/2014	Awaiting Ac.	Wesley Har	12:26:58	Machine service required	SERV	Service			58
CH0000067	Danny Storm IT Cafe	69 23/09/2014	Awaiting Ac.	Daniel Balgo	11:23:30	Test BPO fir bran	NDS	New Deal Sale			19
CH0000069	Danny Storm IT Cafe	71 23/09/2014	Awaiting Ac.	Daniel Balgo	13:16:20	Toner for delivery	TON	Toner Required			19
CH0000070	Derben / Technologies	72 23/09/2014	Awaiting Ac.	Daniel Balgo	13:45:10	Service machine	SERV	Service			19
CH0000072	Derben / Technologies	74 25/09/2014	Awaiting Ac.	Karlen Jess	11:04:32	Machine service required	SERV	Service			19
CH0000073	Derben / Technologies	75 25/09/2014	Awaiting Ac.	Karlen Jess	11:41:18	test	NDS	New Deal Sale			19
CH0000075	Derben / Technologies	77 26/09/2014	Awaiting Ac.	Karlen Jess	12:07:35	Service and toner required	SERV	Service			19
CH0000084	Titan Group	86 11/11/2014	Awaiting Ac.	George Jam	16:17:59	Magenta toner required	TON	Toner Required			19
CH0000085	Panda Copiers	87 11/11/2014	Awaiting Ac.	George Jam	16:21:59	CO789	NDS	New Deal Sale			19
CH0000094	Westwood Dynamic	96 08/01/2015	Awaiting Ac.	George Jam	15:07:45	staple unit for rental on current contract	NDR	New Deal Rental			19
CH0000099	Bobbas Networking inc	13/01/2015	Awaiting Ac.	Blanca Du T	16:40:32	test first work order	SERV	Service			19
CH0000109	Titan Group	26/02/2015	Awaiting Ac.	Carolina Su	09:52:00	Test machine	REP	Repair			19
CH0000123	Derben / Technologies	06/03/2015	Awaiting Ac.	Carolina Su	09:37:02	test	REP	Repair			19
CH0000125	Derben / Technologies	06/03/2015	Awaiting Ac.	Carolina Su	10:09:53	test	SERV	Service			19
CH0000126	Derben / Technologies	27/05/2015	Awaiting Ac.	Carolina Su	09:45:05	New customer contact call	DR	Select Call Type			19
CH0000127	C - IT Shop	22/10/2015	Awaiting Ac.	Karlen Jess	13:56:55	Contract Closure - CO0000028	DR	Select Call Type			19
CH0000128	Tea Supplies	23/10/2015	Awaiting Ac.	Belinda Sha	09:10:06	Contract Closure - CO0000030	DR	Select Call Type			19
CH0000129	Time	29/10/2015	UnAssigned		13:34:41	test	INVT	Installation			19
CH0000130	Henry	29/10/2015	Awaiting Ac.	Belinda Sha	14:26:35	2	NDS	New Deal Sale			19

- The **Pending History** listing screen will open displaying the call pending events.

PendingDate	PendingTime	PendingReasonCode	PendingReasonCodeDesc	PendingReason	EstReleaseDate	EstReleaseTime	ReleaseDate	ReleaseTime	EmployeeName
15/01/2024	14:53:15	PTR	Paris Requirement	Awaiting stock back order.	17/01/2024	14:53:15	15/01/2024	14:53:35	Blanca Du Toit



For a detailed handling of this topic refer to Calls - View Pending 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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