

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

SERVICE

CALL ADMINISTRATION - CALL ON SITE INFO

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

The **On Site Info** tile is a quick way to navigate to the machine list for the customer linked to the selected call.

On Site Info is the Equipment Asset Listing screen that has been filtered to only display serialised items that belong to the customer (customer assets) or internal assets that are on contract with the customer.

THE CALL ADMINISTRATION LISTING SCREEN

Ribbon Select Service > Call Administration



• The Call Administration screen will be displayed.

¹BPO2 v2.5.1.3 or higher.



	Home E	Equipment / Locations	Contra	ct Finance / HR I	invento	ry Maint MyCall	enance / P	rojects		turing Prov	urement Sales Service Reporting Utiliti	es .			-	Ð
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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		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		CN000	063 Y	oung Electric	65	20/08/2014	Awaiting	Ac	Wesley Har	12:26:58	Machine service required	SERV	Service			5
Roogr	lssignments 2	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 St	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			
		Co	unt: 381													
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• Click on the row selector of the call you would like to work with.

Home Equipm	ent / Locations Co	ntract Finance / HR I	Inventory Maint				ersion 2.5.1.4 - v2514 Example Company curement Sales Service Reporting Util	ities				8
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er text to search ,P	CalReference	CustomerName	CalDate	CallState	Technician	CalTime	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc	
unctions	Y 100	4 0 4	-	×0:	(D:	([]:	100	10:	(D):	(D)	-O-	
	E CN0000040	Westwood Dynamic	40 21/07/2014	Awaiting Ac	Belinda Sha	13:26:10	Service machine S/N: 1912-102036	SERV	Service			
	E CN0000042	Samanthas Diner	42 21/07/2014			13:59:38	Machine repair needed	REP	Repair			
	E CN0000044	Office Supplies Unlimited	44 28/07/2014	Awaiting Ac	Belinda Sha.	. 11:34:37	1 black toner for collection	TON	Toner Required			
	► ± CN0000047	Titan Group	47 31/07/2014		George Jam.		Service required	SERV	Service			_
Work In Progress	E CN0000051	Westwood Dynamic	51 05/08/2014	Awaiting Ac	Belinda Sha	. 13:00:23	Toner for delivery	TON	Toner Required			
	E CN0000055	Titan Group	57 07/08/2014	Awaiting Ac	Belinda Sha	. 12:14:38	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		Westwood Dynamic	59 08/08/2014	Awaiting Ac	Belinda Sha	. 11:39:50	Deliver full set of toners	TON	Toner Required			
100003	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	CN0000067	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	Awaiting Ac	Daniel Balgo.	13:16:20	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			
		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				Service and toner required	SERV	Service			
	E CN0000084	Titan Group	86 11/11/2014	Awaiting Ac	George Jam.	16:17:59	Magenta toner required	TON	Toner Required			
	E CN0000085	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			
on and allo	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			
	E CN0000135	Mary Contrary	27/05/2015	Awaiting Ac	Carolina Su	08:45:05	New customer contact call	DR	Select Call Type			
	Count: 38											
									User : Bianca 09/01			

CALL ON SITE INFO

• Click on the **On Site Info** tile.



Call Administration - Call On Site Info

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		> E CN0000042	Samanthas Diner	42 21/07/2014	Awaiting Ac	Belinda 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	Awaiting Ac	Belinda Sha	14:14:11	Contract Closure - CO0000021	DR	Select Call Type			
		E CN0000057	Westwood Dynamic		Awaiting Ac			Deliver full set of toners	TON	Toner Required			
Work	In Progress	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			
Notes		CN0000067	Danny Storm IT Cafe	69 23/09/2014	Awaiting Ac	Daniel Balgo.	. 11:23:30	Test BPO fin tran	NDS	New Deal Sale			
100000		E CN0000069	Danny Storm IT Cafe	71 23/09/2014	Awaiting Ac	Daniel Balgo.	13:16:20	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			
		E CN0000072	Derton / Technologies	74 25/09/2014	Awaiting Ac	Karlien Jessi.	11:04:32	Machine service required	SERV	Service			
Assig	nments 1		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			
_		E CN0000084	Titan Group	86 11/11/2014	Awaiting Ac	George Jam.	. 16:17:59	Magenta toner required	TON	Toner Required			
		E CN0000085	Panda Copiers	87 11/11/2014	Awaiting Ac	George Jam.	. 16:21:59	CO789	NDS	New Deal Sale			
		E CN0000094	Westwood 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 Si	te 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			
		-	Tea Supples	23/10/2015	Awaiting Ac	Belinda Sha	09:10:06	Contract Closure - CO0000030	DR.	Select Call Type			
	0.01		Time	29/10/2015	UnAssigned		13:34:41	test	INST	Installation			
	On Site	Info	mary	29/10/2015	Awaiting Ac	Belinda Sha	14:26:35	2	NDS	New Deal Sale			

• The **On Site Info** listing screen will open displaying the machine list for the customer linked to the selected call.

w.			Machine List fo	r Derton / Technologies - BPO: Ver	sion 2.5.1.4 - v251	4 Example Co	ompany					- 8
Home Equ	ipment / Locations	Contract Fina	nce / HR Inventory Maintenance / Projects	Manufacturing Procurement	Sales Service	Reporting	Utilities					- 8
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	•	SP2020	SP2020 Sprint Colour Multi Functional Copier	Hardware	Warehouse	SP2020	abc147c	A	07/05/2014	No	No	No
Meters		SP2020	SP2020 Sprint Colour Multi Functional Copier	Hardware	Contract	SP2020	2020-102046	A	03/07/2014	No	No	Yes
		SP1912	SP19-12 Colour Copier	Hardware	Contract	SP1912	1912-102045	A	03/07/2014	No	No	Yes
		SP2020	SP2020 Sprint Colour Multi Functional Copier	Hardware	Contract	SP2020	20-457896	A	07/01/2015	No	No	No
History	AREG000080	SP2020	SP2020 Sprint Colour Multi Functional Copier	Hardware	Warehouse	SP2020	2020-9896	A	22/02/2017	No	No	No
	AREG000088	SP2020	SP2020 Sprint Colour Multi Functional Copier	Hardware	Warehouse	SP2020	2020-9194	A	23/02/2017	No	No	No
	AREG000089	SP2020	SP2020 Sprint Colour Multi Functional Copier	Hardware	Warehouse	SP2020	2020-9195	A	23/02/2017	No	No	No
вом	AREG000090	SP2020	SP2020 Sprint Colour Multi Functional Copier	Hardware	Warehouse	SP2020	2020-9196	A	23/02/2017	No	No	No
DOM	AREG000092	SP2020	SP2020 Sprint Colour Multi Functional Copier	Hardware	Warehouse	SP2020	2020-9198	A	23/02/2017	No	No	No
	AREG000097	SP2020	SP2020 Sprint Colour Multi Functional Copier	Hardware	Warehouse	SP2020	220-8084	A	23/02/2017	No	No	No
	AREG000100	SP2020	SP2020 Sprint Colour Multi Functional Copier	Hardware	Warehouse	SP2020	2020-8087	A	23/02/2017	No	No	No
Warranties	AREG000192	SP2020	SP2020 Sprint Colour Multi Functional Copier	Hardware	Warehouse	SP2020	2020-43255	A	16/05/2017	No	Yes	No
	AREG000225	2020-856	Drum	Accessories	Warehouse		2020-1111	A	23/05/2017	No	No	No
	AREG000226	2020-856	Drum	Accessories	Warehouse		2020-2222	A	23/05/2017	No	No	No
	AREG000308	SP2020	SP2020 Sprint Colour Multi Functional Copier	Hardware	Invoice	SP2020	M00019120000	A	13/02/2018	No	No	No
Documents Maintenance Depreciation												
Windows -											Version : 2.5.1.4 v	

For a detailed handling of this topic refer to Calls - On Site Info

Related Topics

Help v2024.5.0.7/1.0 - Pg 3 - Printed: 21/08/2024



- 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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