

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

SERVICE

CALL ADMINISTRATION – CALL ON SITE INFO

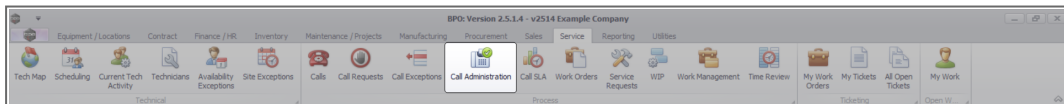
The Call Administration screen is part of the Extended Call Centre - Version Compatibility¹

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.

CallReference	CustomerName	CallDate	CallState	Technician	CallTime	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc	Serial
CH000040	Westwood Dynamic	40 21/07/2014	Awaiting Ac.	Belinda Sha	13:26:10	Service machine S/N: 1912-102036	SERV	Service			19
CH000042	Samanthas Diner	42 21/07/2014	Awaiting Ac.	Belinda Sha	13:59:38	Machine repair needed	REP	Repair			19
CH000044	Office Supplies Unlimited	44 28/07/2014	Awaiting Ac.	Belinda Sha	11:34:37	1 black toner for collection	TON	Toner Required			19
CH000047	Titan Group	47 31/07/2014	Awaiting Ac.	George Jan	14:13:49	Service required	SERV	Service			19
CH000051	Westwood Dynamic	51 05/08/2014	Awaiting Ac.	Belinda Sha	13:00:23	Toner for delivery	TON	Toner Required			14
CH000055	Titan Group	57 07/08/2014	Awaiting Ac.	Belinda Sha	12:14:38	Toner required	TON	Toner Required			20
CH000056	Young Electric	58 07/08/2014	Awaiting Ac.	Belinda Sha	14:14:11	Contract Closure - CO0000021	DR	Select Call Type			
CH000057	Westwood Dynamic	59 08/08/2014	Awaiting Ac.	Belinda Sha	11:39:50	Deliver full set of toners	TON	Toner Required			19
CH000058	Samanthas Diner	60 08/08/2014	Awaiting Ac.	Wesley Har	11:52:16	New machine	NDS	New Deal Sale			
CH000060	Westwood Dynamic	62 08/08/2014	Awaiting Ac.	Wesley Har	13:12:15	Machine Rental Deal	NDR	New Deal Rental			
CH000063	Young Electric	65 20/08/2014	Awaiting Ac.	Wesley Har	12:26:58	Machine service required	SERV	Service			53
CH000067	Danny Storms IT Cafe	69 23/09/2014	Awaiting Ac.	Daniel Balgo	11:23:30	Test BPO fit tran	NDS	New Deal Sale			
CH000069	Danny Storms IT Cafe	71 23/09/2014	Awaiting Ac.	Daniel Balgo	13:16:20	Toner for delivery	TON	Toner Required			19
CH000070	Derbon / Technologies	72 23/09/2014	Awaiting Ac.	Daniel Balgo	13:45:10	Service machine	SERV	Service			
CH000072	Derbon / Technologies	74 25/09/2014	Awaiting Ac.	Karlien Jessi	11:04:32	Machine service required	SERV	Service			ab
CH000073	Derbon / Technologies	75 25/09/2014	Awaiting Ac.	Karlien Jessi	11:41:18	test	NDS	New Deal Sale			
CH000075	Derbon / Technologies	77 26/09/2014	Awaiting Ac.	Karlien Jessi	12:07:35	Service and toner required	SERV	Service			19
CH000084	Titan Group	86 11/11/2014	Awaiting Ac.	George Jan	16:17:59	Magenta toner required	TON	Toner Required			19
CH000085	Panda Copiers	87 11/11/2014	Awaiting Ac.	George Jan	16:21:59	CO789	NDS	New Deal Sale			
CH000094	Westwood Dynamic	96 08/01/2015	Awaiting Ac.	George Jan	15:07:45	staple unit for rental on current contract	NDR	New Deal Rental			
CH000099	Bobbas Networking inc	13/01/2015	Unassigned		16:40:32	test first work order	SERV	Service			
CH000109	Titan Group	26/02/2015	Awaiting Ac.	Carolina Su	09:52:00	test machine	REP	Repair			19
CH000125	Derbon / Technologies	06/03/2015	Awaiting Ac.	Carolina Su	09:37:02	test	REP	Repair			19
CH000127	Derbon / Technologies	06/03/2015	Awaiting Ac.	Carolina Su	10:09:53	test	SERV	Service			19
CH000135	Mary Contrary	27/05/2015	Awaiting Ac.	Carolina Su	08:45:05	New customer contact call	DR	Select Call Type			

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

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CH000127	Derbon / Technologies	06/03/2015	Awaiting Ac.	Carolina Su	10:09:53	test	SERV	Service			19
CH000135	Mary Contrary	27/05/2015	Awaiting Ac.	Carolina Su	08:45:05	New customer contact call	DR	Select Call Type			

CALL ON SITE INFO

- Click on the **On Site Info** tile.

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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 in 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
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CH0000109	Titan Group	26/02/2015	Awaiting Ac.	Carolina Su	09:52:00	Test machine	REP	Repair			19
CH0000123	Derton / Technologies	06/03/2015	Awaiting Ac.	Carolina Su	09:37:02	test	REP	Repair			19
CH0000127	Derton / Technologies	06/03/2015	Awaiting Ac.	Carolina Su	10:09:53	test	SERV	Service			19
CH0000135	Mary Contrary	22/05/2015	Awaiting Ac.	Carolina Su	08:45:05	New customer contact call	DR	Select Call Type			19
CH0000139	Hack PC - IT Shop	22/10/2015	Awaiting Ac.	Karlen Jess	13:56:55	Contract Closure - CO0000028	DR	Select Call Type			19
CH0000139	Tea Supplies	23/10/2015	Awaiting Ac.	Belinda Sha	09:10:06	Contract Closure - CO0000030	DR	Select Call Type			19
CH0000139	Tea Supplies	29/10/2015	UnAssigned		13:34:41	test	INVT	Installation			19
CH0000139	Tea Supplies	29/10/2015	Awaiting Ac.	Belinda Sha	14:26:35	2	NDS	New Deal Sale			19

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

AssetRegNo	PartCode	Description	CategoryDesc	ParentType	ModelNo	SerialNo	Status	StartDate	Asset	WDAAttachment	InUsedAsset
SP2020	SP2020	Sprint Colour Multi Functional Copier	Hardware	Warehouse	SP2020	abc147c	A	07/05/2014	No	No	No
SP2020	SP2020	Sprint Colour Multi Functional Copier	Hardware	Contract	SP2020	2020-102046	A	03/07/2014	No	No	Yes
SP1912	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
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
AREG000090	SP2020	SP2020 Sprint Colour Multi Functional Copier	Hardware	Warehouse	SP2020	2020-9196	A	23/02/2017	No	No	No
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
AREG000102	SP2020	SP2020 Sprint Colour Multi Functional Copier	Hardware	Warehouse	SP2020	2020-43255	A	16/05/2017	No	Yes	No
AREG000225	2020-456	Drum	Accessories	Warehouse	2020-1111	A	23/05/2017	No	No	No	No
AREG000226	2020-456	Drum	Accessories	Warehouse	2020-2222	A	23/05/2017	No	No	No	No
AREG000308	SP2020	SP2020 Sprint Colour Multi Functional Copier	Hardware	Invoice	SP2020	M00019120000	A	13/02/2018	No	No	No

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

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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