

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

SERVICE

CALL ADMINISTRATION - FOR CONTRACT

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

The **For Contract** tile is a quick way to navigate to the **Items Awaiting Contract** screen, where the assets can be .

The Items Awaiting Contract for Call screen displays items linked to the selected call that have been processed but still need to be linked to a new or existing contract. The items displayed can be:

A or B-class internal assets issued (New Deal Rental)

A or B-class **serialised stock** invoiced and issued (New Deal Sale)

THE CALL ADMINISTRATION LISTING SCREEN

Ribbon Select Service > Call Administration



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

¹BPO2 v2.5.1.3 or higher.



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		► E CN0000040	Westwood Dynamic	40 21/07/2014	Awaiting Ac	Belinda Sha	13:26:10	Service machine S/N: 1912-102036	SERV	Service			1
Work (Orders 1	CN0000042	Samanthas Diner	42 21/07/2014	Awaiting Ac	Belinda Sha	13:59:38	Machine repair needed	REP	Repair			1
		E CN0000044	Office Supplies Unlimited	44 28/07/2014	Awaiting Ac	Belinda Sha	11:34:37	1 black toner for collection	TON	Toner Required			1
_		E CN0000047	Titan Group	47 31/07/2014	Awaiting Ac	George Jam.	. 14:13:49	Service required	SERV	Service			1
Work	In Progress	E CN0000051	Westwood Dynamic	51 05/08/2014	Awaiting Ac	Belinda Sha	13:00:23	Toner for delivery	TON	Toner Required			1
		CN0000055	Titan Group	57 07/08/2014	Awaiting Ac	Belinda Sha	12:14:38	Toner required	TON	Toner Required			2
		⊞ CN0000056	Young Electric	58 07/08/2014	Awaiting Ac	Belinda Sha	14:14:11	Contract Closure - CO0000021	DR	Select Call Type			
Notes		CN0000057	Westwood Dynamic	59 08/08/2014	Awaiting Ac	Belinda Sha	11:39:50	Deliver full set of toners	TON	Toner Required			1
		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			
Andres		E CN0000063	Young Electric	65 20/08/2014	Awaiting Ac	Wesley Har	12:26:58	Machine service required	SERV	Service			S
Hosey	nments 2	CN0000067	Danny Storm IT Cafe	69 23/09/2014	Awaiting Ac	Daniel Balgo.	. 11:23:30	Test BPO fin tran	NDS	New Deal Sale			
		CN0000069	Danny Storm IT Cafe	71 23/09/2014	Awaiting Ac	Daniel Balgo.	13:16:20	Toner for delivery	TON	Toner Required			1
		E CN0000070	Derton / Technologies	72 23/09/2014	Awaiting Ac	Daniel Balgo.	. 13:45:10	Service machine	SERV	Service			1
	listory	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	Awaiting Ac	Karlien Jessi.	12:07:35	Service and toner required	SERV	Service			1
	ng History	E CN0000084	Titan Group	86 11/11/2014	Awaiting Ac	George Jam.	16:17:59	Magenta toner required	TON	Toner Required			1
		E CN0000085	Panda Copiers	87 11/11/2014	Awaiting Ac	George Jam.	16:21:59	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 Sit	te Info	E CN0000099	Bothas Networking inc	13/01/2015	UnAssigned		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			1
		E CN0000125	Derton / Technologies	06/03/2015	Awaiting Ac	Carolina Su	09:37:02	test	REP	Repair			3
		E CN0000127	Derton / Technologies	06/03/2015	Awaiting Ac	Carolina Su	10:09:53	test	SERV	Service			1
	ontract		Mary Contrary	27/05/2015	Awaiting Ac	Carolina Su	08:45:05	New customer contact call	DR	Select Call Type			
		Count: 38	1										
		Count: 38											

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

		ntract Finance / HR I	Inventory Maint	tenance / Project	ts Manufac	cturing Proc	curement Sales Service Reporting U	tities				8	
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	E CN0000040	Westwood Dynamic	40 21/07/2014	Awaiting Ac	Belinda Sha	. 13:26:10	Service machine S/N: 1912-102036	SERV	Service				
		Samanthas Diner	42 21/07/2014	Awaiting Ac	. Belinda Sha	13:59:38	Machine repair needed	REP	Repair				
	E CN0000044	Office Supplies Unlimited	44 28/07/2014				1 black toner for collection	TON	Toner Required				
	► E CN0000047	Titan Group	47 31/07/2014	Awaiting Ac	George Jam.	14:13:49	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				
		Titan Group	57 07/08/2014	Awaiting Ac	Belinda Sha	. 12:14:38	Toner required	TON	Toner Required				
		Young Electric	58 07/08/2014	Awaiting Ac	Belinda Sha	. 14:14:11	Contract Closure - CO0000021	DR	Select Call Type				
Notes	E CN0000057	Westwood Dynamic	59 08/08/2014	Awaiting Ac	Belinda Sha	. 11:39:50	Deliver full set of toners	TON	Toner Required				
		Samanthas Diner	60 08/08/2014	Awaiting Ac	Wesley Har	. 11:52:16	New machine	NDS	New Deal Sale				
	E CN0000060	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		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	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				
		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				
	E CN0000109	Titan Group	26/02/2015	Awaiting Ac	Carolina Su	. 09:52:00	Test machine	REP	Repair				
		Derton / Technologies	06/03/2015	Awaiting Ac	Carolina Su	. 09:37:02	test	REP	Repair				
For Contract	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												
	Countil 36												
									User : Bianca 09/0				

FOR CONTRACT

• Click on the For Contract tile.



Call Administration - For Contract

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		E CN0001036	Hope Works (Pty) Ltd		Awaiting Ac	Beloda Sha	10:40:51	Copier service required.	SERV	Service			
		E CN0001035	Hope Works (Ptv) Ltd		UnAssigned		10:38:38	Paper keeps jamming.	REP	Repair			
		E CN0001034	Hope Works (Pty) Ltd		Awaiting Ac	Bianca Du T		Full set of toners required	TON	Toner Required			
On Site	Info	E CN0001033				15:42:01	Test Quote Add Attachment to email	NDS	New Deal Sale				
		CN0001032 Young Electric						Test credit note on work order	MN	Manufacturing			
		CN0001031	Hope Works (Pty) Ltd		UnAssigned			New Deal created from order OR0000306	NDS	New Deal Sale			
		E CN0001024	Hope Works (Pty) Ltd		UnAssigned		09:23:50	Contract for Expiry Test	NDR	New Deal Rental			
		E CN000 1023	Derton / Technologies	08/09/2023	UnAssigned		10:52:25	Open warranty daims have not been processed.	INSP	Inspection			
		(III (CHONOLOGY)	/ Technologies	08/09/2023	UnAssigned		10:44:45	Meters attached with no readings captured	INST	Installation			
It For Contract		/ Technologies	07/09/2023	UnAssigned		16:43:14	Call Exceptions - to correct but not flag.	INST	Installation				
		tract	Works (Pty) Ltd	05/09/2023	Awaiting Ac	Bianca Du T	. 15:56:53	Test call sla functionality	SERV	Service			
			Juice Inc	22/08/2023	UnAssigned		11:30:52	Contract Closure - CO0000086	TR	Training			
N			Copiers	22/08/2023	UnAssigned		11:28:32	Contract Closure - CO0000041	DR	Select Call Type			
N			Electric	22/08/2023	UnAssigned		11:28:26	Contract Closure - CO0000031	DR	Select Call Type			
			g Shoes	22/08/2023	UnAssigned		11:28:18	Contract Closure - PC0000001	DR	Select Call Type			
ransac	ctions	⊞ CN0001009	Young Electric	22/08/2023	UnAssigned		11:27:49	Contract Closure - CO0000008	DR	Select Call Type			
		⊞ CN0001008	Office Supplies Unlimited	22/08/2023	UnAssigned		11:27:30	Contract Closure - CO0000006	DR	Select Call Type			
		E CN0001007	Apple Juice Inc	25/07/2023	UnAssigned		10:18:33	Machine inspection required	INSP	Inspection			
			Hope Works (Pty) Ltd	Hope Works (Pty) Ltd 07/06/2023 Await		Ac Bianca Du T 11:21		Machine repair required	PR	Parts Requirement	SERV	Services	
			Hope Works (Pty) Ltd	07/06/2023	UnAssigned		10:14:52	Walls require repainting	SM	Scheduled Maintenance	SERV	Services	
			Young Electric	13/12/2022	Awaiting Ac	Arin Milton	10:09:10	Test account balances	DR	Select Call Type			
		E CN0001002	Samanthas Diner	12/12/2022	Awaiting Ac	Mary Thom	16:18:30	Test call for account balances manual.	DR	Select Call Type			
_			Young Electric	29/11/2022	UnAssigned		11:29:19	Order the same part twice receive with different batch num		Parts Requirement			
	s		Hope Works (Pty) Ltd	31/10/2022	UnAssigned		11:01:11	ForRentalContract	NDR	New Deal Rental			
			Apple Juice Inc	24/10/2022	UnAssigned		16:38:15	Contract Closure - CO0000054	ADM	Administration			
		Count: 37											
Credit N	Votes												

• The **For Contract** listing screen will open displaying assets that are ready to be placed onto a contract. These included assets that were invoiced to the customer (**client assets**), and **internal assets** that were issued to the customer.

) v				Items A	waiting Contract for Call, Rel	No : CN0001004	- BPO: Versio	on 2.5.1.4 - v	v2514 Example C	ompany				- 2	×
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For a detailed handling of this topic refer to Calls - For Contract

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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