

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

# SERVICE

# **CALL ADMINISTRATION - CALL TIME REVIEW**

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

The **Time Review** tile is a quick way to navigate to the list of Time Review records related to the selected call.

Time review enables managers to allocate **regular** time logged by employees as **SLA** or **non billable** time. For example, if an employee books **4** hours against a work order, and the manager knows that the task should only require **2** hours to complete, then the manager can allocate **2** hours as Billable or **SLA** hours and the remaining **2** hours as **Non Billable** hours in the Time Review screen.

The <u>Time Review flag</u> must be set to **Yes** in **Configurator**.

## THE CALL ADMINISTRATION LISTING SCREEN

Ribbon Select Service > Call Administration



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

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



#### Call Administration - Call Time Review

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	EE 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		Belinda Sha		Machine repair needed	REP	Repair			
	E CN0000044	Office Supplies Unlimited	44 28/07/2014	Awaiting Ac			1 black toner for collection	TON	Toner Required			
	E 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			Toner for delivery	TON	Toner Required			
		Titan Group	57 07/08/2014	Awaiting Ac			Toner required	TON	Toner Required			
	E CN0000056	Young Electric	58 07/08/2014		Belinda Sha		Contract Closure - CO0000021	DR	Select Call Type			
Notes		Westwood Dynamic	59 08/08/2014	Awaiting Ac			Deliver full set of toners	TON	Toner Required			
notes		Samanthas Diner	60 08/08/2014	Awaiting Ac			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 2		Danny Storm IT Cafe	69 23/09/2014	Awaiting Ac	Daniel Baloo	. 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			
	E CN0000072	Derton / Technologies	74 25/09/2014		Karlien Jessi		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			
		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			
	E CN0000125	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	1										

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

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		Samanthas Diner	42 21/07/2014				Machine repair needed	REP	Repair			
	E CN0000044	Office Supplies Unlimited	44 28/07/2014				1 black toner for collection	TON	Toner Required			
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	E CN0000055	Titan Group	57 07/08/2014				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	E CN0000057	Westwood Dynamic	59 08/08/2014	Awaiting Ac	Belinda Sha.	. 11:39:50	Deliver full set of toners	TON	Toner Required			
notes	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		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		Daniel Balgo.		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			
	E CN0000073	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			
		Titan Group	86 11/11/2014	Awaiting Ac	George Jam.		Magenta toner required	TON	Toner Required			
		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			
	E CN0000109	Titan Group	26/02/2015	Awaiting Ac	Carolina Su	. 09:52:00	Test machine	REP	Repair			
	CN0000125	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			
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en Windows 🔻									User : Bianca 09/0	1/2024 Version : 2.5	1.4 v2514 Example	i.

### **TIME REVIEW**

• Click on the Time Review tile.



#### Call Administration - Call Time Review

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	CalReference	CustomerName	CalDate	CallState	Technician	CallTime	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc	
	Y 10:	(0)	-	-0:	10:	10:	0	10:	0	-0:	×D:	
	E CN0001036	Hope Works (Pty) Ltd		Awaiting Ac	Belinda Sha	10:40:51	Copier service required.	SERV	Service			
	E CN0001035	Hope Works (Pty) Ltd				10:38:38	Paper keeps jamming.	REP	Repair			
	E CN0001034	Hope Works (Pty) Ltd		Awaiting Ac	Bianca Du T	. 10:29:04	Full set of toners required	TON	Toner Required			
On Site Info		Young Electric	05/12/2023	UnAssigned		15:42:01	Test Quote Add Attachment to email	NDS	New Deal Sale			
	CN0001032	Young Electric		UnAssigned			Test credit note on work order	MN	Manufacturing			
		Hope Works (Pty) Ltd	29/09/2023	UnAssigned		12:56:41	New Deal created from order OR0000306	NDS	New Deal Sale			
For Contract	E CN0001024	Hope Works (Pty) Ltd	12/09/2023	UnAssigned		09:23:50	Contract for Expiry Test	NDR	New Deal Rental			
	E CN0001023	Derton / Technologies	08/09/2023	UnAssigned		10:52:25	Open warranty claims have not been processed.	INSP	Inspection			
	E CN0001022	Derton / Technologies	08/09/2023	UnAssigned		10:44:45	Meters attached with no readings captured	INST	Installation			
	E CN0001017	Derton / Technologies	07/09/2023	UnAssigned		16:43:14	Call Exceptions - to correct but not flag.	INST	Installation			
	E CN0001015	Hope Works (Pty) Ltd	05/09/2023	Awaiting Ac	Bianca Du T	. 15:56:53	Test call sla functionality	SERV	Service			
	E CN0001014	Apple Juice Inc	22/08/2023	UnAssigned		11:30:52	Contract Closure - CO0000086	TR	Training			
		Copiers	22/08/202	UnAssigned		11:28:32	Contract Closure - CO0000041	DR	Select Call Type			
Time Re	view	Electric	22/08/2023	UnAssigned		11:28:26	Contract Closure - CO0000031	DR.	Select Call Type			
		g Shoes	22/08/202	UnAssigned		11:28:18	Contract Closure - PC0000001	DR	Select Call Type			
rai 👘		Electric	22/08/2023	UnAssigned		11:27:49	Contract Closure - CO000008	DR	Select Call Type			
		Supplies Unlimited	22/08/202	UnAssigned		11:27:30	Contract Closure - CO0000006	DR	Select Call Type			
Q.		Juice Inc	25/07/2023	UnAssigned		10:18:33	Machine inspection required	INSP	Inspection			
		Hope Works (Pty) Ltd	07/06/2023	Awaiting Ac	Bianca Du T	. 11:21:29	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	13/12/2023	Awaiting Ac	Arin Milton	10:09:10	Test account balances	DR	Select Call Type			
	E CN0001002	Samanthas Diner	12/12/2023	Awaiting Ac	Mary Thom	16:18:30	Test call for account balances manual.	DR	Select Call Type			
		Young Electric	29/11/2023	2 UnAssigned		11:29:19	Order the same part twice receive with different batch num	PR	Parts Requirement			
		Hope Works (Pty) Ltd	31/10/2023	2 UnAssigned		11:01:11	ForRentalContract	NDR	New Deal Rental			
	CN0000991	Apple Juice Inc	24/10/2023	! UnAssigned		16:38:15	Contract Closure - CO0000054	ADM	Administration			
	Count: 37											

• The **Time Review** listing screen will open displaying the time review records.

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For a detailed handling of this topic refer to Time Review - Review Time

**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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