

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

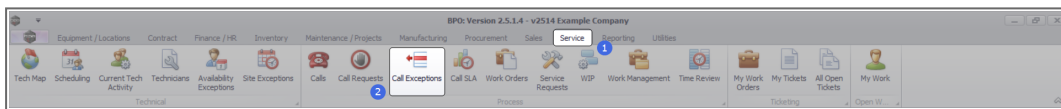
## SERVICE

### CALL CLOSURE EXCEPTIONS – CALL NOTES

The **Notes** tile is a quick way to navigate to the list of Notes created against this call. Additional notes can be added, if required.

### THE CALL CLOSURE EXCEPTIONS LISTING SCREEN

Ribbon Select **Service > Call Exceptions**



- The **Closure Exceptions Listing** screen will be displayed, listing all Completed calls with completed work orders that have closure exceptions.

| CallReference | CustomerCode | CustomerName          | CallDate   | CallTime   | CallType | CallDesc   | StatusDesc | Priority | Action | DateRequired |
|---------------|--------------|-----------------------|------------|------------|----------|--|------------|----------|--------|--------------|
| CH0001004     | DER001       | Derton / Technologies | 15/03/2023 | 01/01/1900 | ADM      | Call SLA Hours Functionality Review                        | Complete   | 3        |        | 15/03/2023   |
| CH0000981     | HP0001       | Hope Works (Pty) Ltd  | 11/12/2019 | 01/01/1900 | ADM      | test placing call on hold                                  | Complete   | 3        |        | 11/12/2019   |
| CH0000980     | HP0001       | Hope Works (Pty) Ltd  | 21/11/2019 | 01/01/1900 | TON      | Driver Connect - offline test                              | Complete   | 3        |        | 21/11/2019   |
| CH0000979     | HP0001       | Hope Works (Pty) Ltd  | 21/11/2019 | 01/01/1900 | SERV     | Third driver connect call                                  | Complete   | 3        |        | 21/11/2019   |
| CH0000978     | HP0001       | Hope Works (Pty) Ltd  | 21/11/2019 | 01/01/1900 | PR       | Driver Connect - full set of toners required               | Complete   | 3        |        | 21/11/2019   |
| CH0000977     | HP0001       | Hope Works (Pty) Ltd  | 21/11/2019 | 01/01/1900 | SERV     | Driver Connect - toner delivery                            | Complete   | 3        |        | 21/11/2019   |
| CH0000973     | DAN002       | Dancing Shoes         | 38/11/2019 | 01/01/1900 | ADM      | Test call email functionality                              | Complete   | 3        |        | 38/11/2019   |
| CH0000941     | RES001       | Hyuns Electric        | 11/10/2019 | 01/01/1900 | NCS      | Test Service balances time logging                         | Complete   | 3        |        | 11/10/2019   |
| CH0000832     | HP0001       | Hope Works (Pty) Ltd  | 15/10/2019 | 01/01/1900 | DR       | it seems like call notes are not saving for call request   | Complete   | 3        |        | 15/10/2019   |
| CH0000822     | TEL005       | Telelex               | 04/07/2019 | 01/01/1900 | DR       | test   | Complete   | 2        |        | 11/07/2019   |
| CH0000815     | DAN002       | Dancing Shoes         | 13/05/2019 | 01/01/1900 | DNST     | test another call for overflow error                       | Complete   | 3        |        | 13/05/2019   |
| CH0000814     | DAN002       | Dancing Shoes         | 13/05/2019 | 01/01/1900 | DNST     | test call for overflow error                               | Complete   | 3        |        | 13/05/2019   |
| CH0000812     | HP0001       | Hope Works (Pty) Ltd  | 03/05/2019 | 01/01/1900 | IT       | Test call for warranties                                   | Complete   | 3        |        | 03/05/2019   |
| CH0000793     | HP0001       | Hope Works (Pty) Ltd  | 11/09/2018 | 01/01/1900 | TON      | Toner replacement requirement                              | Complete   | 3        |        | 11/09/2018   |
| CH0000781     | HP0001       | Hope Works (Pty) Ltd  | 25/07/2018 | 01/01/1900 | REP      | Copier not switching on                                    | Complete   | 3        |        | 25/07/2018   |
| CH0000772     | HP0001       | Hope Works (Pty) Ltd  | 12/07/2018 | 01/01/1900 | REP      | Client equipment not functioning - to send out a loan unit | Complete   | 3        |        | 12/07/2018   |
| CH0000771     | HP0001       | Hope Works (Pty) Ltd  | 11/07/2018 | 01/01/1900 | DR       | Test all billable items.                                   | Complete   | 3        |        | 11/07/2018   |
| CH0000770     | HP0001       | Hope Works (Pty) Ltd  | 11/07/2018 | 01/01/1900 | DNST     | Auto Invoicing next Level                                  | Complete   | 1        |        | 11/07/2018   |
| CH0000766     | HP0001       | Hope Works (Pty) Ltd  | 10/07/2018 | 01/01/1900 | DNST     | Test call for auto invoicing                               | Complete   | 3        |        | 10/07/2018   |
| CH0000765     | DER001       | Derton / Technologies | 10/07/2018 | 01/01/1900 | DNST     | Auto call invoice test                                     | Complete   | 3        |        | 10/07/2018   |
| CH0000764     | APP0001      | Apple Juice Inc       | 10/07/2018 | 01/01/1900 | DNST     | New Call for testing invoicing from Auto Call Invoice.     | Complete   | 3        |        | 10/07/2018   |
| CH0000763     | HP0001       | Hope Works (Pty) Ltd  | 06/07/2018 | 01/01/1900 | DNST     | Test call for auto invoice processing                      | Complete   | 3        |        | 06/07/2018   |
| CH0000762     | APP0001      | Apple Juice Inc       | 13/06/2018 | 01/01/1900 | DNST     | Test stock out issue - auto approve part requests off      | Complete   | 3        |        | 13/06/2018   |
| CH0000552     | HP0001       | Hope Works (Pty) Ltd  | 08/01/2018 | 01/01/1900 | DR       | Test swap outs for tech connect                            | Complete   | 3        |        | 08/01/2018   |
| CH0000549     | HP0001       | Hope Works (Pty) Ltd  | 19/12/2017 | 01/01/1900 | DNST     | Test new swap out process on tech connect                  | Complete   | 3        |        | 19/12/2017   |
| CH0000534     | GB0001       | Good Books            | 14/09/2017 | 01/01/1900 | IT       | Test call for the WebPortal back order report              | Complete   | 2        |        | 14/09/2017   |

- Click on the row selector in front of the call.

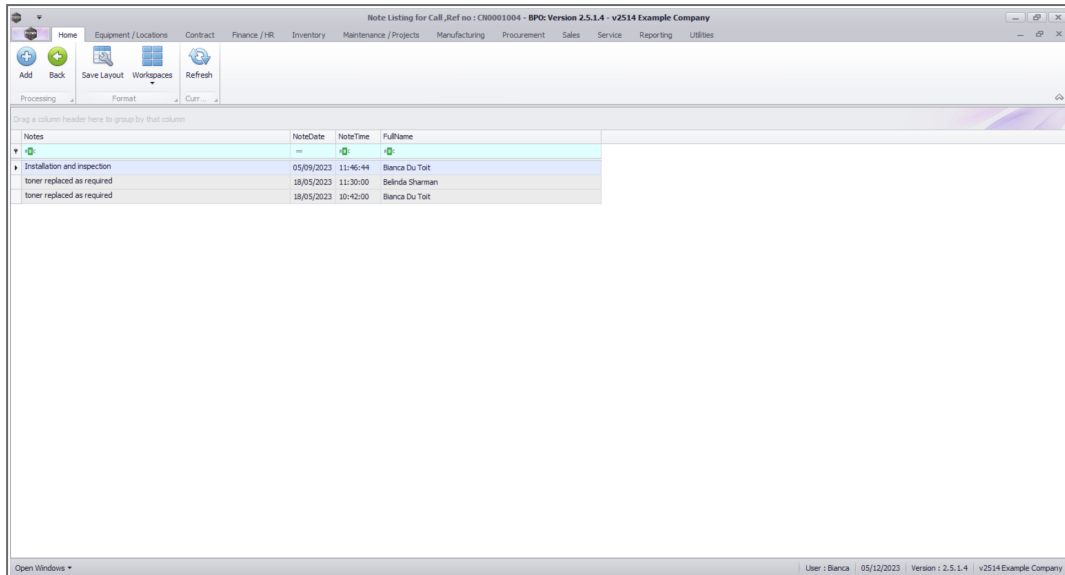
| CallReference | CustomerCode | CustomerName              | CallDate   | CallTime   | CallType | CallDesc   | StatusDesc | Priority | Action                  | DateRequired |
|---------------|--------------|---------------------------|------------|------------|----------|--|------------|----------|-------------------------|--------------|
| CH0001004     | DER001       | Derton / Technologies     | 15/03/2023 | 01/01/1900 | ADM      | Call Closure Exception Functionality Review                                | Complete   | 3        |                         | 15/03/2023   |
| CH0000041     | WES001       | Westwood Dynamic          | 21/07/2014 | 01/01/1900 | SERV     | Please service machine as per error code                                   | Complete   | 2        |                         | 21/07/2014   |
| CH0000049     | SAM001       | Samanthas Diner           | 04/08/2014 | 01/01/1900 | REP      | Machine error  | Complete   | 2        |                         | 04/08/2014   |
| CH0000053     | OFF001       | Office Supplies Unlimited | 05/08/2014 | 01/01/1900 | SERV     | Machine error code - drum  | Complete   | 2        |                         | 05/08/2014   |
| CH0000054     | DAN001       | Danny Storm IT Cafe       | 05/08/2014 | 01/01/1900 | SERV     | Service required   | Complete   | 2        |                         | 05/08/2014   |
| CH0000118     | HOP001       | Hope Works (Pty) Ltd      | 26/02/2015 | 01/01/1900 | DNST     | Setup required   | Complete   | 2        |                         | 26/02/2015   |
| CH0000138     | WES001       | Westwood Dynamic          | 02/06/2015 | 01/01/1900 | SERV     | Machine service required   | Complete   | 2        |                         | 02/06/2015   |
| CH0000255     | BJN006       | North West Branch         | 14/01/2016 | 01/01/1900 | PR       | test   | Complete   | 2        |                         | 14/01/2016   |
| CH0000286     | HOP001       | Hope Works (Pty) Ltd      | 29/03/2016 | 01/01/1900 | DNST     | Tier - Commercial Tier Test  | Complete   | 2        |                         | 29/03/2016   |
| CH0000330     | HOP001       | Hope Works (Pty) Ltd      | 09/06/2016 | 01/01/1900 | DNST     | Tier - Commercial Tier Test  | Complete   | 2        |                         | 09/06/2016   |
| CH0000333     | HOP001       | Hope Works (Pty) Ltd      | 09/06/2016 | 01/01/1900 | DNST     | Tier - Commercial Tier Test  | Complete   | 2        |                         | 09/06/2016   |
| CH0000339     | HOP001       | Hope Works (Pty) Ltd      | 09/06/2016 | 01/01/1900 | DNST     | Tier - Commercial Tier Test  | Complete   | 2        |                         | 09/06/2016   |
| CH0000355     | TTA001       | Titon Group               | 22/06/2016 | 01/01/1900 | SERV     | Loan Unit required   | Complete   | 2        |                         | 22/06/2016   |
| CH0000370     | HOP001       | Hope Works (Pty) Ltd      | 13/09/2016 | 01/01/1900 | REP      | Prior calls list for location  | Complete   | 2        |                         | 13/09/2016   |
| CH0000372     | HOP001       | Hope Works (Pty) Ltd      | 13/09/2016 | 01/01/1900 | REP      | Scheduled Maintenance  | Complete   | 2        |                         | 13/09/2016   |
| CH0000373     | HOP001       | Hope Works (Pty) Ltd      | 19/09/2016 | 01/01/1900 | REP      | 12345  | Complete   | 2        |                         | 26/09/2016   |
| CH0000228     | YES001       | Young Electric            | 18/11/2015 | 01/01/1900 | PR       | Check Contract Detail record in place after partial non stock return       | Complete   | 2        |                         | 18/11/2015   |
| CH0000425     | HOP001       | Hope Works (Pty) Ltd      | 29/03/2017 | 01/01/1900 | DNST     | My work - work order linked to a call. Installation at non client location | Complete   | 2        |                         | 29/03/2017   |
| CH0000437     | HOP001       | Hope Works (Pty) Ltd      | 12/04/2017 | 01/01/1900 | SM       | TT0001 - Daily - Call per WO   | Complete   | 2        | W00001262 : call closed | 12/04/2017   |
| CH0000447     | OFF001       | Office Supplies Unlimited | 05/05/2017 | 01/01/1900 | SERV     | Test call for start and end work on a call vs ticketing                    | Complete   | 2        |                         | 05/05/2017   |
| CH0000458     | HOP001       | Hope Works (Pty) Ltd      | 17/05/2017 | 01/01/1900 | PR       | Error code .....   | Complete   | 2        |                         | 17/05/2017   |
| CH0000472     | HOP001       | Hope Works (Pty) Ltd      | 24/05/2017 | 01/01/1900 | SERV     | Contract Service Test v2.1.0.5   | Complete   | 2        |                         | 24/05/2017   |
| CH0000487     | HOP001       | Hope Works (Pty) Ltd      | 01/06/2017 | 01/01/1900 | NDR      | New Deal Rental  | Complete   | 2        |                         | 08/06/2017   |
| CH0000488     | OFF001       | Office Supplies Unlimited | 06/06/2017 | 01/01/1900 | DNST     | Test creating a call with the required date field filled in.               | Complete   | 2        |                         | 06/06/2017   |
| CH0000490     | HOP001       | Hope Works (Pty) Ltd      | 08/06/2017 | 01/01/1900 | NDS      | 1234   | Complete   | 2        |                         | 15/06/2017   |
| CH0000491     | ARCYZ123     | ABC Shoe Co               | 08/06/2017 | 01/01/1900 | NDS      | 1234   | Complete   | 2        |                         | 15/06/2017   |

## NOTES

- Click on the **Notes** tile to view the notes specific to this call.

| CallReference | CustomerCode | CustomerName              | CallDate   | CallTime   | CallType | CallDesc   | StatusDesc | Priority | Action                  | DateRequired |
|---------------|--------------|---------------------------|------------|------------|----------|--|------------|----------|-------------------------|--------------|
| CH0001004     | DER001       | Derton / Technologies     | 15/03/2023 | 01/01/1900 | ADM      | Call Closure Exception Functionality Review                                | Complete   | 3        |                         | 15/03/2023   |
| CH0001018     | DER001       | Derton / Technologies     | 07/09/2023 | 01/01/1900 | DNST     | Call exception - correct and then flag                                     | Complete   | 3        |                         | 07/09/2023   |
| CH0001019     | DER001       | Derton / Technologies     | 08/09/2023 | 01/01/1900 | DNST     | New part requests requires approval  | Complete   | 3        |                         | 08/09/2023   |
| CH0001021     | DER001       | Derton / Technologies     | 08/09/2023 | 01/01/1900 | DNST     | Open part requests need to be actioned.                                    | Complete   | 3        |                         | 08/09/2023   |
| CH0000041     | WES001       | Westwood Dynamic          | 21/07/2014 | 01/01/1900 | SERV     | Please service machine as per error code                                   | Complete   | 2        |                         | 21/07/2014   |
| CH0000049     | SAM001       | Samanthas Diner           | 04/08/2014 | 01/01/1900 | REP      | Machine error  | Complete   | 2        |                         | 04/08/2014   |
| CH0000053     | OFF001       | Office Supplies Unlimited | 05/08/2014 | 01/01/1900 | SERV     | Machine error code - drum  | Complete   | 2        |                         | 05/08/2014   |
| CH0000054     | DAN001       | Danny Storm IT Cafe       | 05/08/2014 | 01/01/1900 | SERV     | Service required   | Complete   | 2        |                         | 05/08/2014   |
| CH0000118     | HOP001       | Hope Works (Pty) Ltd      | 26/02/2015 | 01/01/1900 | DNST     | Setup required   | Complete   | 2        |                         | 26/02/2015   |
| CH0000138     | WES001       | Westwood Dynamic          | 02/06/2015 | 01/01/1900 | SERV     | Machine service required   | Complete   | 2        |                         | 02/06/2015   |
| CH0000255     | BJN006       | North West Branch         | 14/01/2016 | 01/01/1900 | PR       | test   | Complete   | 2        |                         | 14/01/2016   |
| CH0000286     | HOP001       | Hope Works (Pty) Ltd      | 29/03/2016 | 01/01/1900 | DNST     | Tier - Commercial Tier Test  | Complete   | 2        |                         | 29/03/2016   |
| CH0000330     | HOP001       | Hope Works (Pty) Ltd      | 09/06/2016 | 01/01/1900 | DNST     | Tier - Commercial Tier Test  | Complete   | 2        |                         | 09/06/2016   |
| CH0000333     | HOP001       | Hope Works (Pty) Ltd      | 09/06/2016 | 01/01/1900 | DNST     | Tier - Commercial Tier Test  | Complete   | 2        |                         | 09/06/2016   |
| CH0000339     | HOP001       | Hope Works (Pty) Ltd      | 09/06/2016 | 01/01/1900 | DNST     | Tier - Commercial Tier Test  | Complete   | 2        |                         | 09/06/2016   |
| CH0000355     | TTA001       | Titon Group               | 22/06/2016 | 01/01/1900 | SERV     | Loan Unit required   | Complete   | 2        |                         | 22/06/2016   |
| CH0000370     | HOP001       | Hope Works (Pty) Ltd      | 13/09/2016 | 01/01/1900 | REP      | Prior calls list for location  | Complete   | 2        |                         | 13/09/2016   |
| CH0000372     | HOP001       | Hope Works (Pty) Ltd      | 13/09/2016 | 01/01/1900 | REP      | Scheduled Maintenance  | Complete   | 2        |                         | 13/09/2016   |
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| CH0000228     | YES001       | Young Electric            | 18/11/2015 | 01/01/1900 | PR       | Check Contract Detail record in place after partial non stock return       | Complete   | 2        |                         | 18/11/2015   |
| CH0000425     | HOP001       | Hope Works (Pty) Ltd      | 29/03/2017 | 01/01/1900 | DNST     | My work - work order linked to a call. Installation at non client location | Complete   | 2        |                         | 29/03/2017   |
| CH0000437     | HOP001       | Hope Works (Pty) Ltd      | 12/04/2017 | 01/01/1900 | SM       | TT0001 - Daily - Call per WO   | Complete   | 2        | W00001262 : call closed | 12/04/2017   |
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| CH0000458     | HOP001       | Hope Works (Pty) Ltd      | 17/05/2017 | 01/01/1900 | PR       | Error code .....   | Complete   | 2        |                         | 17/05/2017   |
| CH0000472     | HOP001       | Hope Works (Pty) Ltd      | 24/05/2017 | 01/01/1900 | SERV     | Contract Service Test v2.1.0.5   | Complete   | 2        |                         | 24/05/2017   |

- The **Notes** listing screen will open displaying the call notes.



| Notes                       | NoteDate   | NoteTime | FullName        |
|-----------------------------|------------|----------|-----------------|
| Installation and inspection | 05/09/2023 | 11:46:44 | Blanca Du Toit  |
| toner replaced as required  | 18/05/2023 | 11:30:00 | Belinda Sherman |
| toner replaced as required  | 18/05/2023 | 10:42:00 | Blanca Du Toit  |



For a detailed handling of this topic refer to Calls - Notes

## Related Topics

- [Service - Introduction to Call Closure Exceptions](#)
- [Service - View Call Closure Exception Details](#)
- [Service - Closure Exceptions - View Call Details](#)
- [Service - Closure Exceptions - Invoice Call](#)
- [Service - Closure Exceptions - Credit Call](#)
- [Service - Closure Exceptions - Issue Stock](#)
- [Service - Closure Exceptions - WIP](#)
- [Service - Closure Exceptions - Flag Items](#)

MNU.125.009

