

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

SERVICE

CALL CLOSURE EXCEPTIONS - CALL ASSIGNMENTS

The **Call Assignments** tile is a quick way to navigate to the list of Technician Assignments created against this call.

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.



Call Closure Exceptions - Call Assignments

| 3 ¥. | | | | | | Closu | re Exceptio | ons - BPO: Version 2.5.1.4 - v2514 Example Company | | | | | - 8 |
|-------------|-----------|-----------------------|--------------|-----------------------|-------------|---|-------------|--|------------|----------|--------------|----------------|-----|
| - | Home | Equipment / Locations | Contract I | inance / HR Inventory | Maintenance | / Projects | Manufact | uring Procurement Sales Service Reporting | Utilities | | | | - 8 |
| ave | Close In | voice Credit Issu | WIP Flag In | ems Durban 👻 | Refresh | 🖁 Save Layo Workspace 🖁 Save Filter | | | | | | | |
| nt , | | Process | | 4 State | 4 | Format | 4 | | | | | | |
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| er text | to search | Q | | | | | | | | | | | |
| | | CalRefere | | | CallDate | CallTime | CallType | CalDesc | StatusDesc | Priority | Action | DateRequired + | |
| uncti | ons | ▼ *□: | 0 | × O : | - | - | ·D: | 0 | 10: | - | * D ¢ | - | |
| and a start | Orders | ℓ E CN000 | | Derton / Technologies | | 01/01/1900 | | Call SLA Hours Functionality Review | Complete | 3 | | 15/03/2023 | |
| | | 1 E CN000 | | Hope Works (Pty) Ltd | | 01/01/1900 | | test placing call on hold | Complete | 3 | | 11/12/2019 | |
| | | E CN000 | | Hope Works (Pty) Ltd | | 01/01/1900 | | Driver Connect - offline test | Complete | 3 | | 21/11/2019 | |
| | | | | Hope Works (Pty) Ltd | | 01/01/1900 | | Third driver connect call | Complete | 3 | | 21/11/2019 | |
| | | | | Hope Works (Pty) Ltd | | 01/01/1900 | | Driver Connect - full set of toners required | Complete | 3 | | 21/11/2019 | |
| | | E CN000 | | Hope Works (Pty) Ltd | | 01/01/1900 | | Driver Connect - toner delivery | Complete | 3 | | 21/11/2019 | |
| | | | | Dancing Shoes | | 01/01/1900 | | Test call email functionality | Complete | 3 | | 18/11/2019 | |
| | | | | Young Electric | | 01/01/1900 | | Test Service balances time logging | Complete | 3 | | 11/11/2019 | |
| | | | | 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 | |
| | | E CN000 | | Telerex | | 01/01/1900 | | test | Complete | 2 | | 11/07/2019 | |
| Assian | nments | | 0815 DAN002 | Dancing Shoes | 13/05/2019 | 01/01/1900 | INST | test another call for overflow error | Complete | 3 | | 13/05/2019 | |
| | | | | Dancing Shoes | | 01/01/1900 | | test call for overflow error | Complete | 3 | | 13/05/2019 | |
| | | | | Hope Works (Pty) Ltd | | 01/01/1900 | | Test call for warranties | Complete | 3 | | 03/05/2019 | |
| | | E CN000 | 0793 HOP001 | Hope Works (Pty) Ltd | 11/09/2018 | 01/01/1900 | TON | Toner replacement requirement | Complete | 3 | | 11/09/2018 | |
| HOID P | | | 0781 HOP001 | Hope Works (Pty) Ltd | 25/07/2018 | 01/01/1900 | REP | Copier not switching on | Complete | 3 | | 25/07/2018 | |
| | | ⊞ CN000 | 0772 HOP001 | 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 | |
| | | | 0771 HOP001 | Hope Works (Pty) Ltd | 11/07/2018 | 01/01/1900 | DR | Test all billable items. | Complete | 3 | | 11/07/2018 | |
| | | ⊞ CN000 | 0770 HOP001 | Hope Works (Pty) Ltd | 11/07/2018 | 01/01/1900 | INST | Auto Invoicing Next Level | Complete | 1 | | 11/07/2018 | |
| | | | 0766 HOP001 | Hope Works (Pty) Ltd | 10/07/2018 | 01/01/1900 | INST | Test call for auto invoicing | Complete | 3 | | 10/07/2018 | |
| | | | 0765 DER001 | Derton / Technologies | 10/07/2018 | 01/01/1900 | INSP | Auto call invoice test | Complete | 3 | | 10/07/2018 | |
| On Sit | te Info | | 0764 APP0001 | Apple Juice Inc | 10/07/2018 | 01/01/1900 | INST | New Call for testing invoicing from Auto Call Invoice. | Complete | 3 | | 10/07/2018 | |
| | | ⊞ CN000 | 0763 HOP001 | Hope Works (Pty) Ltd | 06/07/2018 | 01/01/1900 | INSP | Test call for auto invoice processing | Complete | 3 | | 06/07/2018 | |
| | | | 0753 APP0001 | Apple Juice Inc | 13/06/2018 | 01/01/1900 | INSP | Test stock over issue - auto approve part requests off | Complete | 3 | | 13/06/2018 | |
| Err Co | ontract | E CN000 | 0552 HOP001 | Hope Works (Pty) Ltd | 08/01/2018 | 01/01/1900 | DR | Test swap outs for tech connect | Complete | 3 | | 08/01/2018 | |
| | | E CN000 | 0549 HOP001 | Hope Works (Pty) Ltd | 19/12/2017 | 01/01/1900 | INST | Test new swap out process on tech connect | Complete | 3 | | 19/12/2017 | |
| | | E CN000 | 0534 GDB0001 | Good Books | 14/09/2017 | 01/01/1900 | Π | Test call for the WebPortal back order report | Complete | 2 | | 14/09/2017 | |

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

| Ψ | | | | | Closur | e Exceptio | ons - BPO: Version 2.5.1.4 - v2514 Example Company | | | | | - 8 |
|----------------------|-------------------|----------------|---------------------------|-------------|-------------|----------------|--|------------|----------|-------------------------|--------------|-----|
| Home Equipm | ent / Locations O | ontract Financ | e / HR Inventory | Maintenance | / Projects | Manufact. | ring Procurement Sales Service Reporting Utilit | ies | | | | - 8 |
| | A .9 9 | | | 45. 8 | Save Layou | ıt | | | | | | |
| | | | Durban 🔻 | | Workspace | s v | | | | | | |
| ave Close Invoice | Credit Issue V | /IP Flag Items | | Refresh | Save Filter | | | | | | | |
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| nks a | | | | | | | | | | | | |
| ter text to search P | CalReference | | | 0.00.1 | CalTime | CalType | CalDesc | StatusDesc | Priority | Action | DateRequired | |
| | | | | CallDate | | | | | | | | |
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| On Site Info | | | | 15/03/2023 | | | Call Closure Exception Functionality Review | Complete | 3 | | 15/03/2023 | |
| OIT SILE DITO | | | | 21/07/2014 | | | Please service machine as per error code | Complete | 2 | | 21/07/2014 | |
| | E CN0000049 | | | 04/08/2014 | | | Machine error | Complete | 2 | | 04/08/2014 | |
| | | OFF001 | Office Supplies Unlimited | 05/08/2014 | 01/01/1900 | SERV | Machine error code - drum | Complete | 2 | | 05/08/2014 | |
| | ⊞ CN0000054 | DAN001 | Danny Storm IT Cafe | 05/08/2014 | 01/01/1900 | SERV | Service required | Complete | 2 | | 05/08/2014 | |
| | | HOP001 | Hope Works (Pty) Ltd | 26/02/2015 | 01/01/1900 | INST | Setup required | Complete | 2 | | 26/02/2015 | |
| | ⊞ CN0000138 | WES001 | Westwood Dynamic | 02/06/2015 | 01/01/1900 | SERV | Machine service required | Complete | 2 | | 02/06/2015 | |
| Time Review | | biancad | North West Branch | 14/01/2016 | 01/01/1900 | PR | test | Complete | 2 | | 14/01/2016 | |
| | ⊞ CN0000296 | HOP001 | Hope Works (Pty) Ltd | 29/03/2016 | 01/01/1900 | SERV | Test auto apply task to work order | Complete | 2 | | 29/03/2016 | |
| | | HOP001 | Hope Works (Pty) Ltd | 09/06/2016 | 01/01/1900 | INST | Tier - Commercial Tier Test | Complete | 2 | | 09/06/2016 | |
| | ⊞ CN0000333 | HOP001 | Hope Works (Pty) Ltd | 09/06/2016 | 01/01/1900 | INST | Tier - Commercial Tier Test | Complete | 2 | | 09/06/2016 | |
| | | HOP001 | Hope Works (Pty) Ltd | 09/06/2016 | 01/01/1900 | INST | Tier - Commercial Tier Test | Complete | 2 | | 09/06/2016 | |
| Transactions | ⊞ CN0000355 | TIA001 | Titan Group | 22/06/2016 | 01/01/1900 | SERV | Loan Unit required | Complete | 2 | | 22/06/2016 | |
| mansacuons | | HOP001 | Hope Works (Pty) Ltd | 13/09/2016 | 01/01/1900 | REP | Prior calls list for location | Complete | 2 | | 13/09/2016 | |
| Ouotes | E CN0000372 | HOP001 | Hope Works (Pty) Ltd | 13/09/2016 | 01/01/1900 | REP | Scheduled Maintenance | Complete | 2 | | 13/09/2016 | |
| 1 | E CN0000373 | HOP001 | Hope Works (Pty) Ltd | 19/09/2016 | 01/01/1900 | REP | 12345 | Complete | 2 | | 26/09/2016 | |
| | E CN0000228 | 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 | |
| | | HOP001 | Hope Works (Pty) Ltd | 29/03/2017 | 01/01/1900 | INST | My work - work order linked to a call.Installation at non client loction | Complete | 2 | | 29/03/2017 | |
| Orders | E CN0000437 | HOP001 | Hope Works (Pty) Ltd | 12/04/2017 | 01/01/1900 | SM | TT0001 - Daily - Call per WO | Complete | 2 | WO0001262 : call closed | 12/04/2017 | |
| | E CN0000447 | 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 | |
| | E CN0000458 | HOP001 | Hope Works (Pty) Ltd | 17/05/2017 | 01/01/1900 | PR | Error code | Complete | 2 | | 17/05/2017 | |
| Invoices | | HOP001 | Hope Works (Pty) Ltd | 24/05/2017 | 01/01/1900 | SERV | Contract Service Test v2.1.0.5 | Complete | 2 | | 24/05/2017 | |
| | E CN0000487 | HOP001 | Hope Works (Pty) Ltd | 01/06/2017 | 01/01/1900 | NDR | New Deal Rental | Complete | 2 | | 08/06/2017 | |
| | | OFF001 | Office Supplies Unlimited | 06/06/2017 | 01/01/1900 | INST | Test creating a call with the required date field filed in. | Complete | 2 | | 06/06/2017 | |
| Credit Notes | E CN0000490 | HOP001 | Hope Works (Pty) Ltd | 08/06/2017 | 01/01/1900 | NDS | 1234 | Complete | | | 15/06/2017 | |
| | E CN0000491 | ABCXYZ123 | ABC SHoe Co | 08/06/2017 | 01/01/1900 | NDS | 1234 | Complete | 7 | | 15/06/2017 | |

CALL ASSIGNMENTS

• Click on the **Call Assignments** tile to view the technician assignments specific to this call.



| ve Cose Invok | ce Credit Issue | WIP Flag Items | Durban 👻 | Co I | Save Layou Workspace Save Filter | ıt | uring Procurement Sales Service Reporting Utilit | | | | | _ <i>B</i> |
|------------------|--------------------|---------------------|--|------------|--|----------|--|------------|----------|--------------------------------|--------------|------------|
| ta | Process | | | | | | | | | | | |
| | P urag a courn nea | der here to group b | y that column | CalDate | CalTime | CaliType | CalDesc | StatusDesc | Priority | Action | DateRequired | |
| inctions | Y ID: | RDc | AD: | - | - | (D: | ID: | FD: | - | ACOON 10 | | |
| liccons | ► E CN0001004 | | | | 01/01/1900 | | Cal Closure Exception Functionality Review | Complete | | 3 | | |
| Work Orders 1 | E CN0001018 | | | | 01/01/1900 | | Call exception - correct and then flag | Complete | | 3 | | |
| | E CN0001019 | | Derton / Technologies | | | | New part requests requires approval | Complete | | | 07/09/2023 | |
| | E CN0001019 | | | | 01/01/1900 | | Open part requests requires approval Open part requests need to be actioned, | Complete | | | 08/09/2023 | |
| Vork In Progress | E CN0001020 | | | | 01/01/1900 | | Open part requests need to be actioned. Open sub contracts need to be received. | Complete | | | 08/09/2023 | |
| vork at Progress | E CN0000041 | | | | 01/01/1900 | | Please service machine as per error code | Complete | | | 21/07/2014 | |
| | E CN0000049 | | Samanthas Diner | | 01/01/1900 | | Machine error | Complete | | 2 | 04/08/2014 | |
| | E CN0000053 | | Office Supplies Unlimited | | | | Machine error code - drum | Complete | | 2 | 05/08/2014 | |
| lotes | E CN0000054 | | | | 01/01/1900 | | Service required | Complete | | 2 | 05/08/2014 | |
| | E CN0000118 | | | | 01/01/1900 | | Setuo required | Complete | | 2 | 26/02/2015 | |
| | E CN0000118 | | Westwood Dynamic | | 01/01/1900 | | Machine service required | Complete | | 2 | 02/06/2015 | |
| kssignments 1 | E CN0000255 | | North West Branch | | 01/01/1900 | | test | Complete | | 2 | 14/01/2016 | |
| | E CN0000235 | | | | 01/01/1900 | | Test auto apply task to work order | Complete | | 2 | 29/03/2016 | |
| | | | | | 01/01/1900 | | Tier - Commercial Tier Test | Complete | | 2 | 09/06/2016 | |
| Assign | ments | 1 | | | 01/01/1900 | | Tier - Commercial Tier Test | Complete | | 2 | 09/06/2016 | |
| Assign | licito | • | | | 01/01/1900 | | Tier - Commercial Tier Test | Complete | | 2 | 09/06/2016 | |
| | | | Titan Group | | 01/01/1900 | | Loan Unit required | Complete | | 2 | 22/06/2016 | |
| | | | | | 01/01/1900 | | Prior calls list for location | Complete | | 2 | 13/09/2016 | |
| | | | Hope Works (Pty) Ltd Hope Works (Pty) Ltd | | 01/01/1900 | | Scheduled Maintenance | Complete | | 2 | 13/09/2016 | |
| | E CN0000373 | HODODI | Hope Works (Pty) Ltd Hope Works (Pty) Ltd | | 01/01/1900 | | 12345 | Complete | | 2 | 26/09/2016 | |
| | E CN0000228 | | Young Electric | | 01/01/1900 | | Check Contract Detail record in place after partial non stock return | | | 2 | 18/11/2015 | |
| on Site Info | E CN0000228 | | | | 01/01/1900 | | Check Contract Detail record in place after partial non stock return My work - work order linked to a call.Installation at non client loction | | | 2 | 29/03/2017 | |
| | E CN0000425 | | | | 01/01/1900 | | TT0001 - Daily - Call per WO | Complete | | 2 WO0001262 : call closed | | |
| | E CN0000437 | | Office Supplies Unlimited | | | | Test call for start and end work on a call vs ticketing | Complete | | 2 WOUUU1262 : call closed 2 | 05/05/2017 | |
| | E CN0000447 | | Hope Works (Pty) Ltd | | 01/01/1900 | | Error code | Complete | | 2 | | |
| | E CN0000458 | | Hope Works (Pty) Ltd Hope Works (Pty) Ltd | | | | Contract Service Test v2.1.0.5 | Complete | | 2 | 24/05/2017 | |
| | E CN0000472 | HUPUU1 | nope works (Pty) Ltd | 24/05/2017 | 01/01/1900 | SEKV | Contract Service Test V2.1.0.5 | Complete | | 2 | 24/05/2017 | |

• The **Call Assignment** listing screen will open displaying the technician assignments.

| ф т | | | Assig | nment Listing |) for Call Ref n | o : CN000100 | 4 - BPO: Versio | n 2.5.1.4 - v | 2514 Exampl | e Company | | | | - 8 × |
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| Home Equip | ment / Locations Contract | t Finance / HR | Inventory Maintenar | nce / Projects | Manufacturin | g Procure | nent Sales | Service | Reporting | Utilities | | | | - 8 × |
| C X Q | 2 | 2 | | | | | | | | | | | | |
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| Processing 🔒 | Format 4 | Curr 4 | | | | | | | | | | | | \$ |
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| Open Windows 🕶 | | | | | | | | | | | User : Bianca | 05/12/2023 | Version : 2.5.1.4 | v2514 Example Company |
| | | | | | | | | | | | and Total Co | | and a second sec | company |

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

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.125.010