

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
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uncti	ons	▼ *□:	0	× <b>O</b> :	-	-	·D:	0	10:	-	* <b>D</b> ¢	-	
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
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ter text to search P	CalReference			0.00.1	CalTime	CalType	CalDesc	StatusDesc	Priority	Action	DateRequired	
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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	
<b>1</b>	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.



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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.

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Open Windows 🕶											User : Bianca	05/12/2023	Version : 2.5.1.4	v2514 Example Company
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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

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