

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

# SERVICE

## CALL CLOSURE EXCEPTIONS - PENDING HISTORY

The **Call Pending** tile is a quick way to navigate to the list of Call Pending events related to the selected call.

A call can be placed manually in the **Pending** status in the call centre. The pending history is generated as the customer is **Placed on Pending** and **Released from Pending**.

There can be many reasons to place a call on Pending, but these reasons are based on a delay from the company's side, for example:

- Spares must first be purchased before the work can commence.
- Awaiting loan machine to be returned.
- Requires senior Technician

#### 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 - Pending History

) v						Closu	e Excepti	ons - BPO: Version 2.5.1.4 - v2514 Example Company					_ 2
۵.	Home	Equipment / Locations	Contract Finar	nce / HR Inventory	Maintenance	/ Projects	Manufact	uring Procurement Sales Service Reporting	Utilities				- 8
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int		Process		State		Format							
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	to search	p urag a column											
		CalReferer		CustomerName	CallDate	CallTime	CallType	CalDesc	StatusDesc	Priority	Action	DateRequired -	
uncti	ons	▼ 100	* <b>O</b> ¢	<ul> <li>•O:</li> </ul>	-	-	<b>(</b> ](	<ul> <li>Oc</li> </ul>	* <b>0</b> ¢	-	* <b>D</b> ¢	-	
			04 DER001	Derton / Technologies	15/03/2023	01/01/1900	ADM	Call SLA Hours Functionality Review	Complete	3		15/03/2023	
		1 E CN00009	81 HOP001	Hope Works (Pty) Ltd	11/12/2019	01/01/1900	ADM	test placing call on hold	Complete	3		11/12/2019	
			80 HOP001	Hope Works (Pty) Ltd	21/11/2019	01/01/1900	TON	Driver Connect - offline test	Complete	3		21/11/2019	
		E CN00009	79 HOP001	Hope Works (Pty) Ltd	21/11/2019	01/01/1900	SERV	Third driver connect call	Complete	3		21/11/2019	
Work In Progress	E CN0000	78 HOP001	Hope Works (Pty) Ltd	21/11/2019	01/01/1900	PR	Driver Connect - full set of toners required	Complete	3		21/11/2019		
		E CN00009	77 HOP001	Hope Works (Pty) Ltd	21/11/2019	01/01/1900	SERV	Driver Connect - toner delivery	Complete	3		21/11/2019	
	E CN0000	73 DAN002	Dancing Shoes	18/11/2019	01/01/1900	ADM	Test call email functionality	Complete	3		18/11/2019		
Notes		E CN0000	41 YES001	Young Electric	11/11/2019	01/01/1900	NDS	Test Service balances time logging	Complete	3		11/11/2019	
		E CN0000	32 HOP001	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 CN0000	22 TEL005	Telerex	04/07/2019	01/01/1900	DR	test	Complete	2		11/07/2019	
		E CN0000	15 DAN002	Dancing Shoes	13/05/2019	01/01/1900	INST	test another call for overflow error	Complete	3		13/05/2019	
Asagr		L CN0000	14 DAN002	Dancing Shoes	13/05/2019	01/01/1900	INST	test call for overflow error	Complete	3		13/05/2019	
			12 HOP001	Hope Works (Pty) Ltd	03/05/2019	01/01/1900	π	Test call for warranties	Complete	3		03/05/2019	
		E CN0000	93 HOP001	Hope Works (Pty) Ltd	11/09/2018	01/01/1900	TON	Toner replacement requirement	Complete	3		11/09/2018	
		E CN0000	81 HOP001	Hope Works (Pty) Ltd	25/07/2018	01/01/1900	REP	Copier not switching on	Complete	3		25/07/2018	
		E CN0000	72 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	
		E CN0000	71 HOP001	Hope Works (Pty) Ltd	11/07/2018	01/01/1900	DR	Test all bilable items.	Complete	3		11/07/2018	
		E CN0000	70 HOP001	Hope Works (Pty) Ltd	11/07/2018	01/01/1900	INST	Auto Invoicing Next Level	Complete	1		11/07/2018	
			66 HOP001	Hope Works (Pty) Ltd	10/07/2018	01/01/1900	INST	Test call for auto invoicing	Complete	3		10/07/2018	
		E CN0000	65 DER001	Derton / Technologies	10/07/2018	01/01/1900	INSP	Auto call invoice test	Complete	3		10/07/2018	
On Sit	te Info	E CN00003	64 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	
		E CN0000	63 HOP001	Hope Works (Pty) Ltd	06/07/2018	01/01/1900	INSP	Test call for auto invoice processing	Complete	3		06/07/2018	
		E CN0000	53 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	
		E CN0000	52 HOP001	Hope Works (Pty) Ltd	08/01/2018	01/01/1900	DR	Test swap outs for tech connect	Complete	3		08/01/2018	
		E CN0000	49 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 CN0000	34 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.					Closu	re Exceptio	ons - BPO: Version 2.5.1.4 - v2514 Example Company					- 8
Home Equipm	ient / Locations O	ontract Financ	e / HR Inventory	Maintenance	/ Projects	Manufact.	ring Procurement Sales Service Reporting Utilit	ies				- 8
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Save Close Invoice	Credit Issue V	VIP Flag Items		Refresh	Save Filter							
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	Y ID:	CustomerCode	AD:		-	CalType III:	rD:	statusuesc	Priority	Action		
		-	-			-	-	-	-	-		
On Site Info		DER001		15/03/2023			Call Closure Exception Functionality Review	Complete			15/03/2023	
				21/07/2014			Please service machine as per error code	Complete	-		21/07/2014	
	E CN0000049		Samanthas Diner Office Supplies Unlimited	04/08/2014			Machine error	Complete			04/08/2014 05/08/2014	
For Contract							Machine error code - drum	Complete				
	E CN0000054			05/08/2014			Service required	Complete	-		05/08/2014	
				26/02/2015			Setup required	Complete			26/02/2015	
	E CN0000138			02/06/2015			Machine service required	Complete				
Time Review	E CN0000255		North West Branch	14/01/2016			test	Complete			14/01/2016 29/03/2016	
	E CN0000296			29/03/2016			Test auto apply task to work order Tier - Commercial Tier Test	Complete				
				09/06/2016				Complete			09/06/2016	
				09/06/2016			Tier - Commercial Tier Test	Complete				
	E CN0000339		Hope Works (Pty) Ltd Titan Group	09/06/2016			Tier - Commercial Tier Test	Complete			09/06/2016	
Transactions					01/01/1900		Loan Unit required Prior calls list for location	Complete				
	E CN0000370			13/09/2016				Complete			13/09/2016 13/09/2016	
Quotes	E CN0000372		Hope Works (Pty) Ltd	13/09/2016			Scheduled Maintenance 12345	Complete				
	E CN0000373			19/09/2016	01/01/1900		12345 Check Contract Detail record in place after partial non stock return				26/09/2016	
	E CN0000228		Young Electric Hope Works (Pty) Ltd	29/03/2017			Check Contract Detail record in place after partial non stock return My work - work order linked to a call.Installation at non dient loction				29/03/2017	
Orders	E CN0000425			29/03/2017			My work - work order inked to a call.Installation at non client loction TT0001 - Daily - Call per WO	Complete		: WO0001262 : call closed		
	E CN0000437		Hope Works (Pty) Ltd Office Supplies Unlimited				Test call for start and end work on a call vs ticketing	Complete			05/05/2017	
	E CN0000447						Error code	Complete			17/05/2017	
Invoices	E CN0000458			24/05/2017			Contract Service Test v2.1.0.5	Complete			24/05/2017	
	E CN0000472		Hope Works (Pty) Ltd				New Deal Rental	Complete			08/06/2017	
	E CN0000488		Office Supplies Unlimited				Test creating a call with the required date field filled in.	Complete			06/06/2017	
Credit Notes	E CN0000488		Hope Works (Pty) Ltd				1234	Complete			15/06/2017	
	E CN0000491			08/06/2017			1234	Complete			15/06/2017	

### **CALL PENDING HISTORY**

• Click on the **Pending History** tile.



Ψ						Closu	e Excepti	ons - BPO: Version 2.5.1.4 - v2514 Example Company					- 2
Hon	me Equipr	ment / Locations C	iontract Financ	e / HR Inventory	Maintenance	/ Projects	Manufact	uring Procurement Sales Service Reporting Utilit	ies				- 8
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ave Clos	ose Invoice	Credit Issue V	VIP Flag Items		Refresh	🖁 Save Filter							
iks	3	Constant and see house											
er text to sea	arch 🔎		CustomerCode	CustomerName	CallDate	CalTime	CallType	CalDesc	StatusDesc	Priority	Action	DateRequired	
unctions		• IDc	RD:		-	-	ill:	ID:	statustiesc III:	Phoney	ACCON .	-	
uncuons						-			Complete				
Work Orders	rs 1	E CN0001004				01/01/1900		Call Closure Exception Functionality Review				15/03/2023	
								Call exception - correct and then flag	Complete			07/09/2023	
		E CN0001019				01/01/1900		New part requests requires approval					
				Derton / Technologies				Open part requests need to be actioned.	Complete			08/09/2023	
Work In Pro	ogress					01/01/1900		Open sub contracts need to be received.	Complete			08/09/2023	
						01/01/1900		Please service machine as per error code	Complete			21/07/2014	
				Samanthas Diner		01/01/1900		Machine error	Complete	2		04/08/2014	
Notes				Office Supplies Unlimited				Machine error code - drum	Complete	2		05/08/2014	
						01/01/1900		Service required	Complete	2		05/08/2014	
						01/01/1900		Setup required	Complete	2		26/02/2015	
Assignments	ts 1			Westwood Dynamic		01/01/1900		Machine service required	Complete	2		02/06/2015	
				North West Branch		01/01/1900		test	Complete	2		14/01/2016	
				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	
	У	E 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	
			TIA001	Titan Group	22/06/2016	01/01/1900	SERV	Loan Unit required	Complete	2		22/06/2016	
		E CN0000370	HOP001	Hope Works (Pty) Ltd	13/09/2016	01/01/1900	REP	Prior calls list for location	Complete	2		13/09/2016	
		E CN0000372	HOP001	Hope Works (Pty) Ltd	13/09/2016	01/01/1900	REP	Scheduled Maintenance	Complete	2		13/09/2016	
				Hope Works (Pty) Ltd	19/09/2016	01/01/1900	REP	12345	Complete	2		26/09/2016	
Or D.				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	
1				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	
				Hope Works (Pty) Ltd	12/04/2017	01/01/1900	SM	TT0001 - Daily - Call per WO	Complete	2	WO0001262 : call closed	12/04/2017	
				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	
				Hope Works (Pty) Ltd	17/05/2017	01/01/1900	PR	Error code	Complete	2		17/05/2017	
		LL 010000172	1107 00 2	Hope Works (Pty) Ltd	24/05/2017	01/01/1900	SERV	Contract Service Test v2.1.0.5	Complete	2		24/05/2017	

• The **Pending History** listing screen will open displaying the call pending events.

ф т.			Pe	ending Events Listing for Call ,Ref no : CN0001004 - BPO: \	ersion 2.5.1.4 - v2	514 Example Compa	ny			_ B ×
ф в	ome Equipment / Loca	tions Contract Fir	ance / HR Inventory Mair	ntenance / Projects Manufacturing Procurement Sa	es Service R	Reporting Utilities				_ & >
Back	Save Layout Workspace	Refresh								6
PendingDate	e PendingTime	PendingReasonCode	PendingReasonCodeDesc	PendingReason	EstReleaseDate	EstReleaseTime	ReleaseDate	ReleaseTime	EmployeeName	
-	1 <b>0</b> :	(D)	( <b>D</b> )	1 <b>0</b> :	-	(D)	-	* <b>0</b> :	(D)	
05/12/2023	16:21:52	RS	Requires Senior Tech	Not a standard problem, requires senior technician to assist.	07/12/2023	16:21:52	05/12/2023	16:22:41	Bianca Du Toit	
Open Windows	•							User : Bianca	05/12/2023 Version : 2.5.1.4	v2514 Example Compr

For a detailed handling of this topic refer to Calls - View Pending History

**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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