

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

SERVICE

CALL SLA MANAGEMENT – CLOSE CALL

Once all work has been completed, logged and invoicing completed where required, the call can be closed. Calls can be auto closed by using the [Auto Close Call Service](#).

Note that a call cannot be closed if the following exceptions exist. These items will need to be processed before the call can be closed.

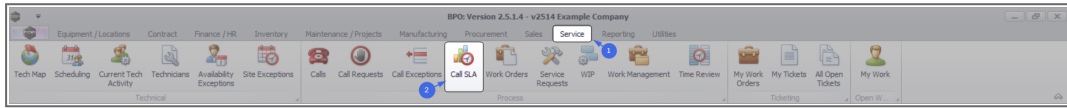
The Call Closure Exceptions List

- New part requests requires approval (where approval is required).
- Open part requests need to be actioned.
- Open sub contracts need to be received.
- Invoices need to be printed.
- Credit notes need to be authorised.
- Loan unit out against the call.
- Non billable serialized stock issues.
- Meters attached with no readings captured (where meter reading required is yes)
- Open warranty claims have not been processed.
- Unreviewed hours (where TimeReview flag is Yes)
- Items to Invoice:
 - Part requests
 - Travel
 - Warranties
 - Sub-contracts
 - Services

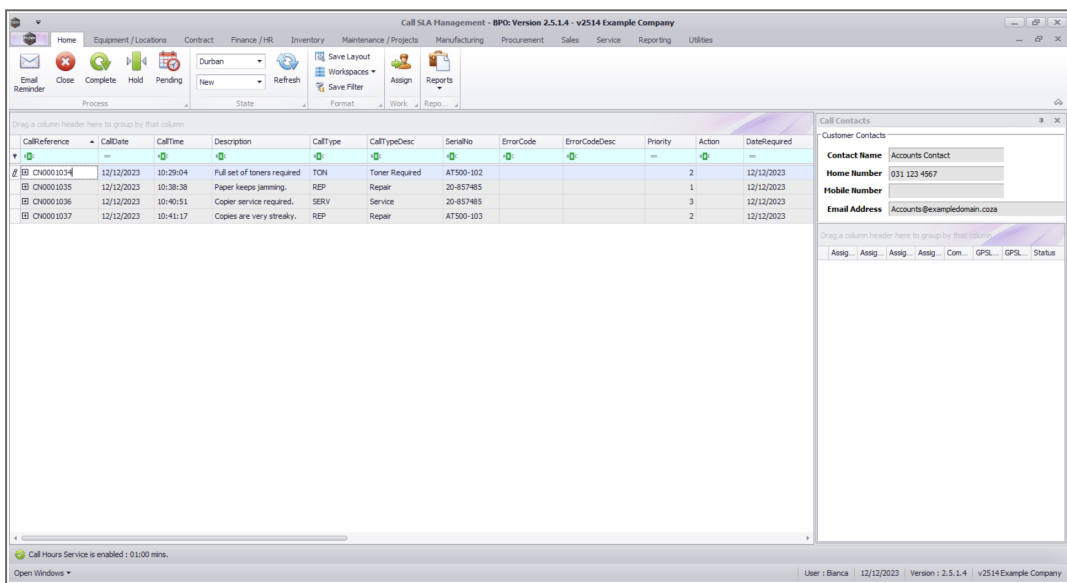
- Work expense
- Labour

THE CALL SLA MANAGEMENT LISTING SCREEN

Ribbon Select **Service** > **Call SLA**

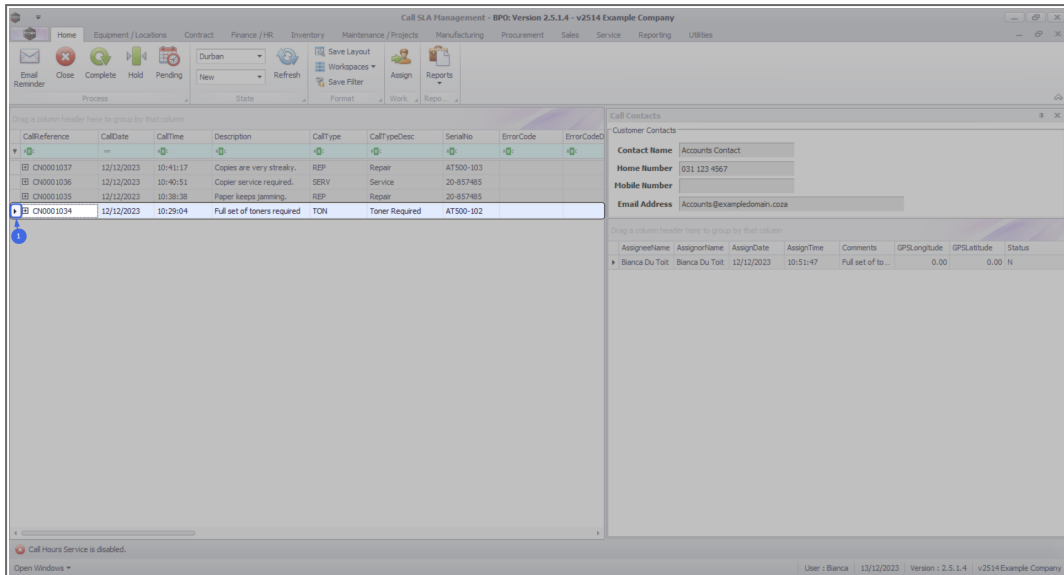


- The **Call SLA Management** Listing screen will display.

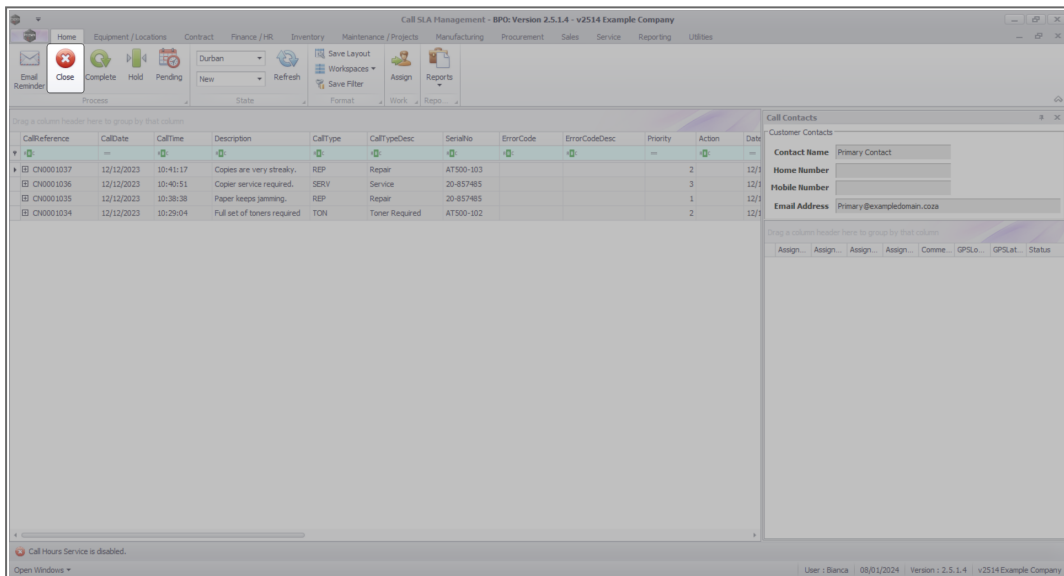


CLOSE CALL

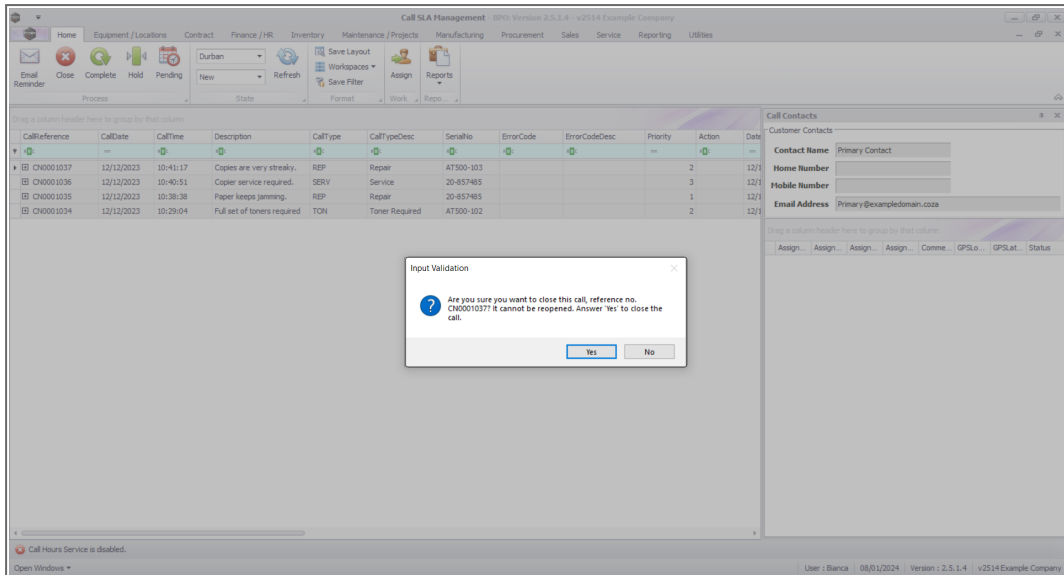
- Click on the row selector in front of the Call.



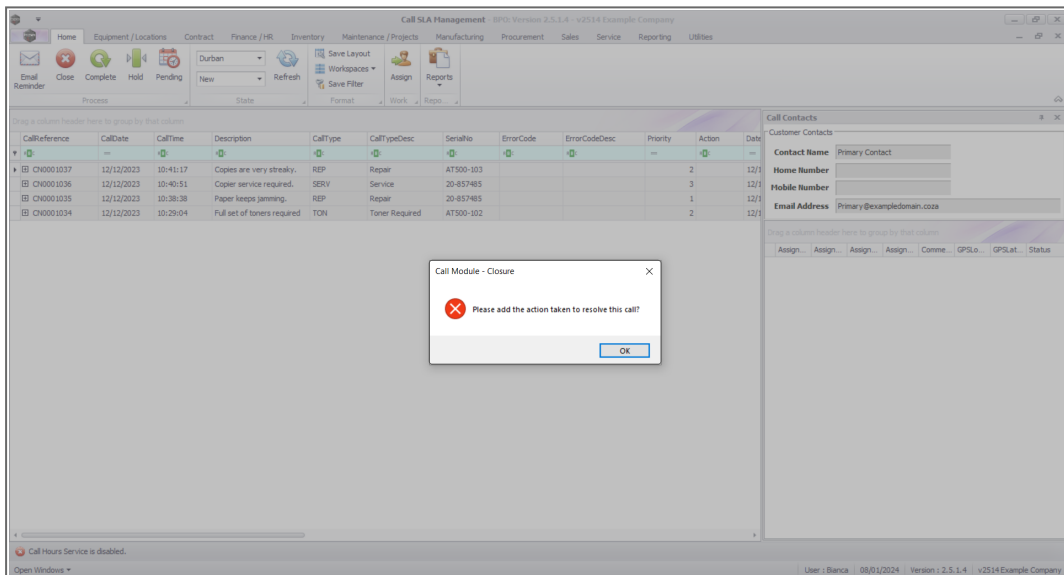
- Click on the **Close** button.



- A message box will come up, asking:
 - **Are you sure you want to close this call, reference no. [call ref no]? It cannot be reopened. Answer 'Yes' to close the call.**



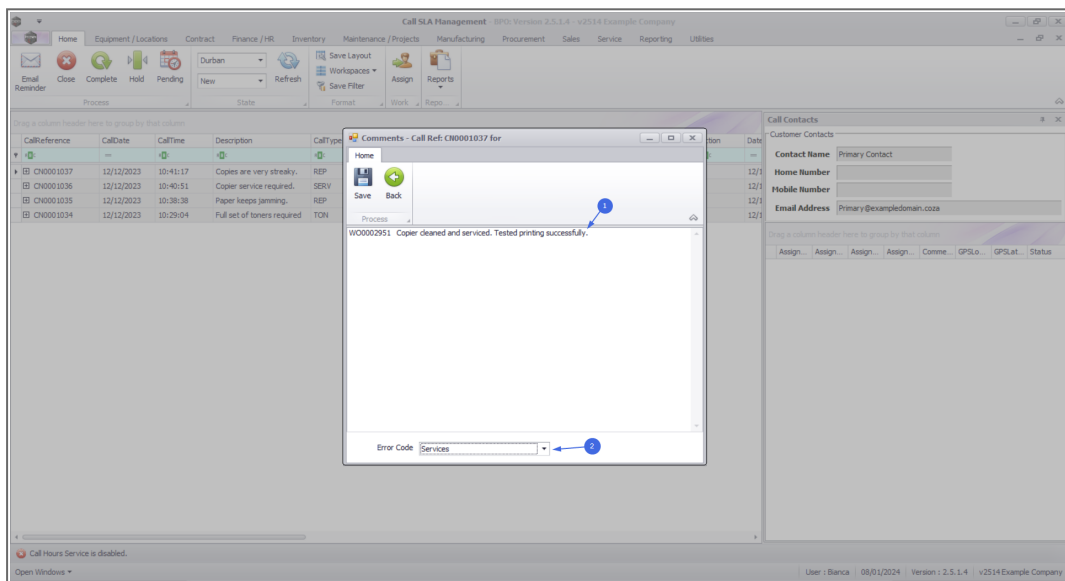
- A message box will come up, asking:
 - **Please add the action taken to resolve this call?**



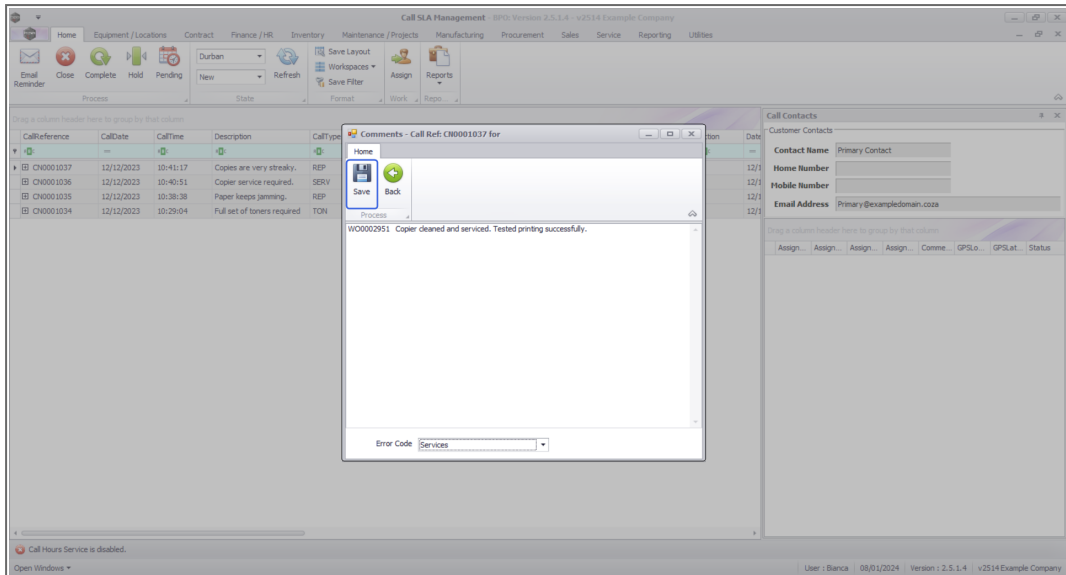
- The **Comments for Call Ref: [call ref no]** screen will come up
 - **Comment:** This comment is to note the work that was done to resolve the call. Comments may already appear here if logged via TechConnect or manually on the underlying work order. You could append details

or add the rectification comment if not yet entered.

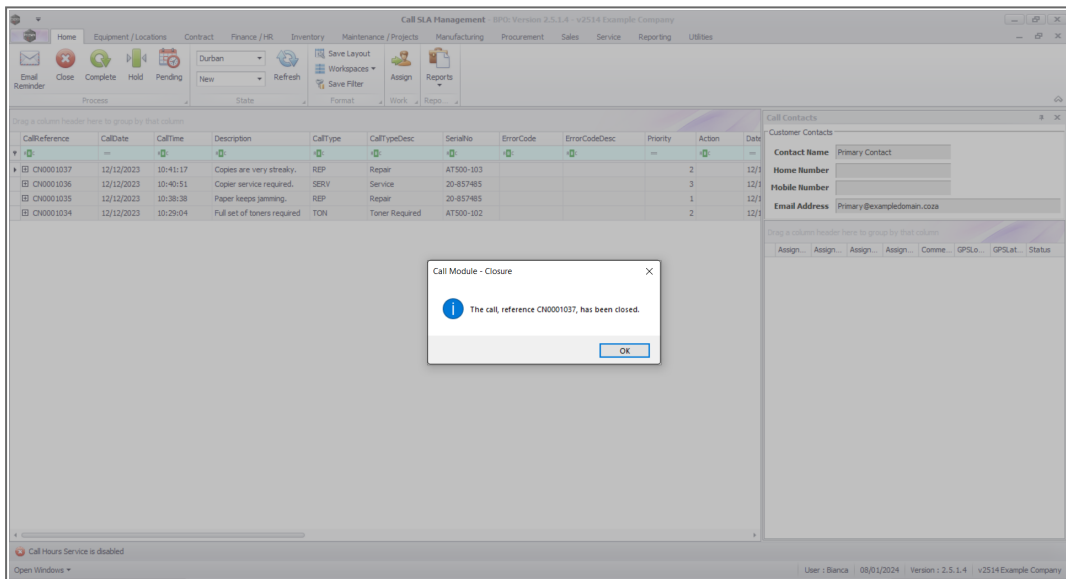
- **Error Code:** The error code is may be mandatory depending on the company configuration: [Call Error Code Mandatory](#). The error codes are a list of codes that may display on the devices being services and set up on the system for selection. This code may have already been selected on call creation. This could be changed or selected at this point. Depending on your company's requirements, you may not need to select the error code.



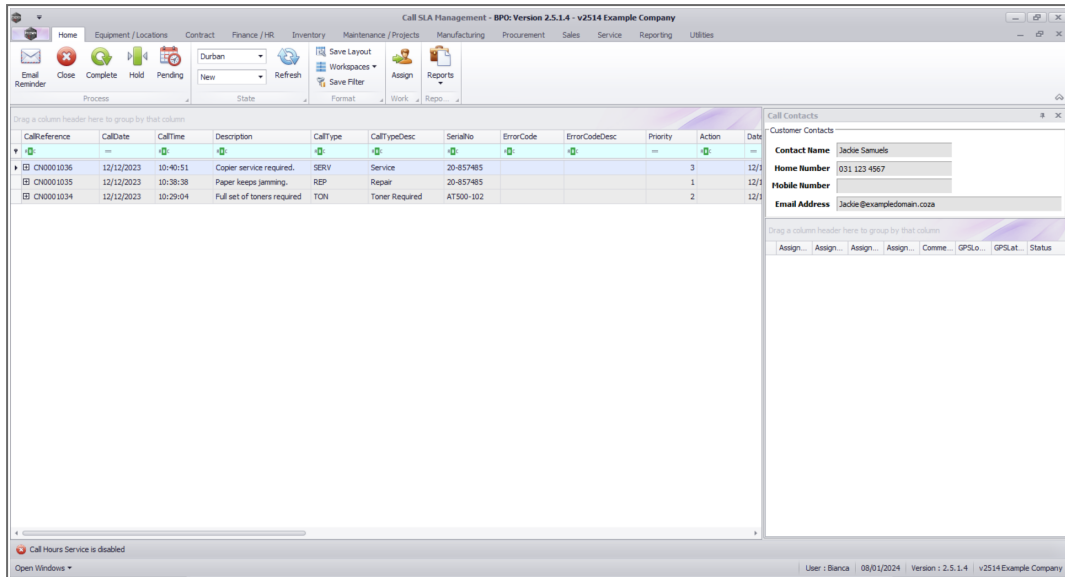
- Click on the **Save** button.



- A message box will come up, noting:
 - The call, reference [call ref no], has been closed.



- The call will be closed and removed from the Call SLA Management listing screen.



The screenshot displays the 'Call SLA Management - BPO: Version 2.5.1.4 - v2514 Example Company' application. The main window features a menu bar with options like Home, Equipment/Locations, Contract, Finance/HR, Inventory, Maintenance/Projects, Manufacturing, Procurement, Sales, Service, Reporting, and Utilities. Below the menu is a toolbar with icons for Email Reminder, Close, Complete, Hold, Pending, New, Refresh, Save Layout, Workspaces, Save Filter, Assign, and Reports. The central area contains a table of call records:

CallReference	CallDate	CallTime	Description	CallType	CallTypeDesc	SerialNo	ErrorCode	ErrorCodeDesc	Priority	Action	Date
CH0001036	12/12/2023	10:40:51	Copier service required.	SERV	Service	20-857485			3		12/1
CH0001035	12/12/2023	10:38:38	Paper keeps jamming.	REP	Repair	20-857485			1		12/1
CH0001034	12/12/2023	10:29:04	Full set of toners required	TON	Toner Required	AT500-102			2		12/1

To the right of the table is a 'Call Contacts' pane showing details for 'Customer Contacts' for Jackie Samuels, including Home Number (021 123 4567), Mobile Number, and Email Address (Jackie@exampldomain.co.za). A status bar at the bottom indicates 'Call Hours Service is disabled' and shows the user as Bianca on 08/01/2024.



For a detailed handling of this topic refer to [Service - Introduction to Calls](#)

Related Topics

- [Service - Introduction to Call SLA Management](#)
- [Service - Call SLA Management - Email Reminder](#)
- [Service - Call SLA Management - Close Call](#)
- [Service - Call SLA Management - Complete Call](#)
- [Service - Call SLA Management - Hold a Call](#)
- [Service - Call SLA Management - Pend a Call](#)
- [Service - Call SLA Management - Assign a Call](#)
- [Service - Call SLA Management - Call Hours Service Status](#)
- [Introduction to Call Hours Service](#)

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