

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

# SERVICE

## CALL SLA MANAGEMENT - COMPLETE A CALL

Once a technician has completed the work required, the call can be **Completed**.

The Call Centre can manually place a call in the **Complete** status.

Using Tech Connect, the technician will select End Work on his device, and then Resolution Action as Resolved (Client). The call will move to the Complete status.

Updates, invoicing, etc., can still be logged against a call in the Completed Status. The call can be <u>closed</u> once all the admin related to the call has been completed.

#### THE CALL SLA MANAGEMENT LISTING SCREEN

Ribbon Select Service > Call SLA



• The Call SLA Management Listing screen will display.



Home					Call SLA	Management -	BPO: Version 2.	.5.1.4 - v2514 Exampl	le Company					- 2
Home	Equipment / Loca	tions Cont	ract Finance / HR Inver	ntory Maint	enance / Projects	Manufacturing	Procurement	Sales Service	Reporting	Utilities				_ 2
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	12/12/2023	10:38:38	Paper keeps jamming.	REP	Repair	20-857485				1	12/12/2023	Mobile Number		
E CN0001036	12/12/2023	10:40:51	Copier service required.	SERV	Service	20-857485				3	12/12/2023	Email Address	Accounts@exampledomain.co	78
E CN0001037	12/12/2023	10:41:17	Copies are very streaky.	REP	Repair	AT500-103				2	12/12/2023			
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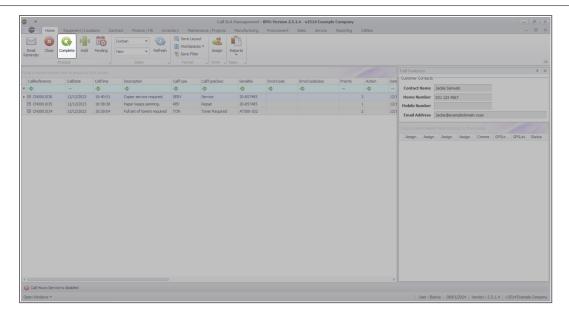
### **COMPLETE CALL**

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

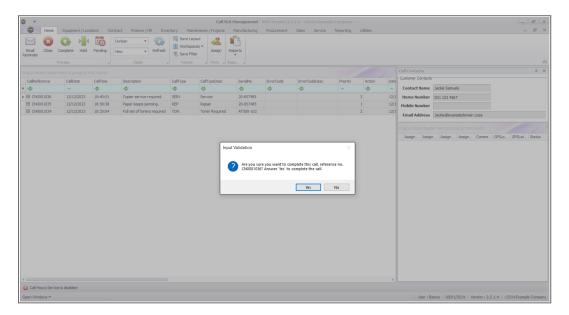
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• Click on the **Complete** button.



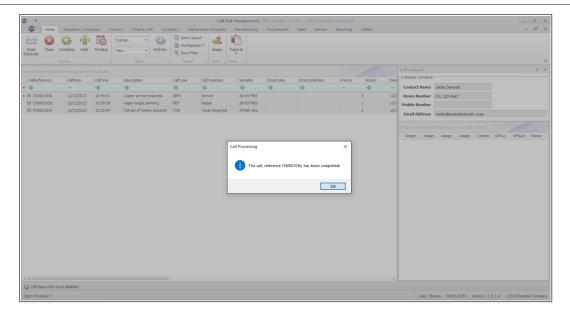


- A message box will come up, asking:
  - Are you sure you want to complete this call, reference no. [call ref no]? Answer 'Yes' to complete the call.

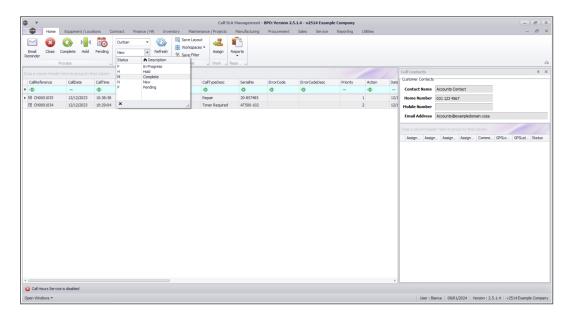


- A message box will come up, noting:
  - The call, reference [call ref no], has been completed.





• The call will be completed and moved to the **Complete** status.



#### **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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