

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

SERVICE

CALL SLA MANAGEMENT - PLACE A CALL IN PENDING

A call can be placed in a **Pending** status by the Call Centre.

Pending differs from Hold, in that work will be stopped to resolve a **company** issue e.g. there is no stock available to complete the work. The <u>SLA Monitor</u> will continue to run. Refer to <u>Calls - Release a Call</u> for information on how to release a call from pending.

Using <u>Tech Connect</u>, the call will be placed in the **Pending** status when the technician selects <u>End Work</u> on his device, with the <u>Resolution Action</u> as **Unresolved**.

THE CALL SLA MANAGEMENT LISTING SCREEN

Ribbon Select Service > Call SLA



• The Call SLA Management Listing screen will display.



					Call SLA	Management -	BPO: Version 2.	i.1.4 - v2514 Exampl	le Company					_	8
Home	Equipment / Loca	tions Contr	ract Finance / HR Inver	ntory Maint	enance / Projects	Manufacturing	Procurement	Sales Service	Reporting	Utilities				-	- 8
Reminder	Complete Hold		Durban	Save Lay	xes 🕶	eports									
												Call Contacts			4
CalReference	CalDate	CallTime	Description	CallType	CallTypeDesc	SerialNo	ErrorCode	ErrorCodeDesc	Priority	Action	DateRequired	Customer Contacts			
10:	-	(D)	 (D) 	 O: 	 (1) 	× D :	(0)	4 0 4	-	<d:< td=""><td>-</td><td>Contact Name</td><td>Accounts Contact</td><td></td><td></td></d:<>	-	Contact Name	Accounts Contact		
E CN0001034	12/12/2023	10:29:04	Full set of toners required	TON	Toner Required	AT500-102				2	12/12/2023	Home Number	031 123 4567		
	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		Accounts@exampledor		
	12/12/2023	10:41:17	Copies are very streaky.	REP	Repair	AT500-103				2	12/12/2023	Email Address	Accounts gexampledor	nam.coza	
Call Hours Service															

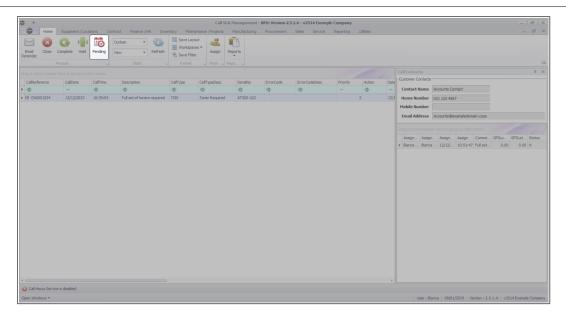
PEND A CALL

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

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Home			tract Finance / HR Inve													- 8
Email Close Reminder	Complete Hold		Durban	Save Lay Workspace Save Filte Format	es • Assion	Reports										
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	12/12/2023	10:40:51	Copier service required.	SERV	Service	20-857485			Mobile Number							
	12/12/2023	10:38:38	Paper keeps jamming.	REP	Repair	20-857485			Email Address	Accounts@exa	noladomaio co	73				
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Call Hours Service	e is disabiled.												ienca 13/12/202			

• Click on the **Pending** button.





- The **Call in Pending** maintain screen will come up, with the following fields populated:
 - **Pending Date and Time:** Current date and time.
 - Estimated Release Date and time: 2 days from current date and time.
 - **Employee:** The employee who is currently logged on.

Call in Pending : Cli0001034 - BPO: Version 2.5.1.4 - v2514 Example Company	_ Ø X
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Save Back	
Process a	
Pending Date 08/01/2024 👻 12:38:35 🗘	
Reason Code	
Reason	
Estimated Release Date 10/01/2024 12:38:35	
Employee (Banca Du Toit 🔹	
Open Windows *	User : Bianca 08/01/2024 Version : 2.5.1.4 v2514 Example Company



- Complete the details as follows:
 - **Reason Code:** Select a <u>reason</u> for putting this call in pending.
 - Hold Reason: Expand on the reason for putting this call on hold, e.g. Required Spares on Back Order.
 - Estimated Release Date: a default of 2 days from the current day is populated by default, but this can be changed. For example, for parts on back order, the supplier may give an estimated delivery date.

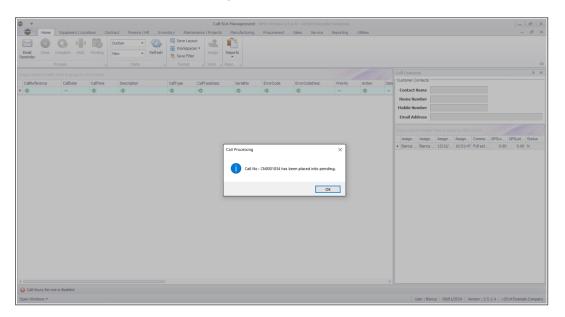
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Estimated Release Date 10/01/2024 - 12:42:54	
Employee Banca Du Toit	
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Open Windows +	User : Bianca 08/01/2024 Version : 2.5.1.4 v2514Example Company
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• Click on the **Save** button.



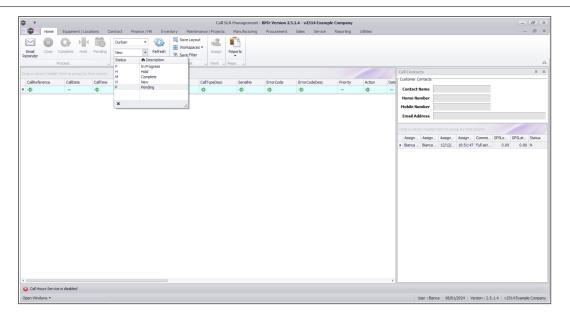
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Reason Code Parts Requirement *	
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- A message box will come up, noting:
 - The call, reference [call ref no] has been placed into pending.



• The call will be placed in pending and moved to the **Pending** 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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