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

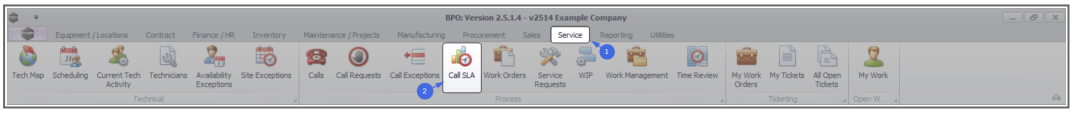
# SERVICE

## CALL SLA MANAGEMENT - CALL HOURS SERVICE STATUS

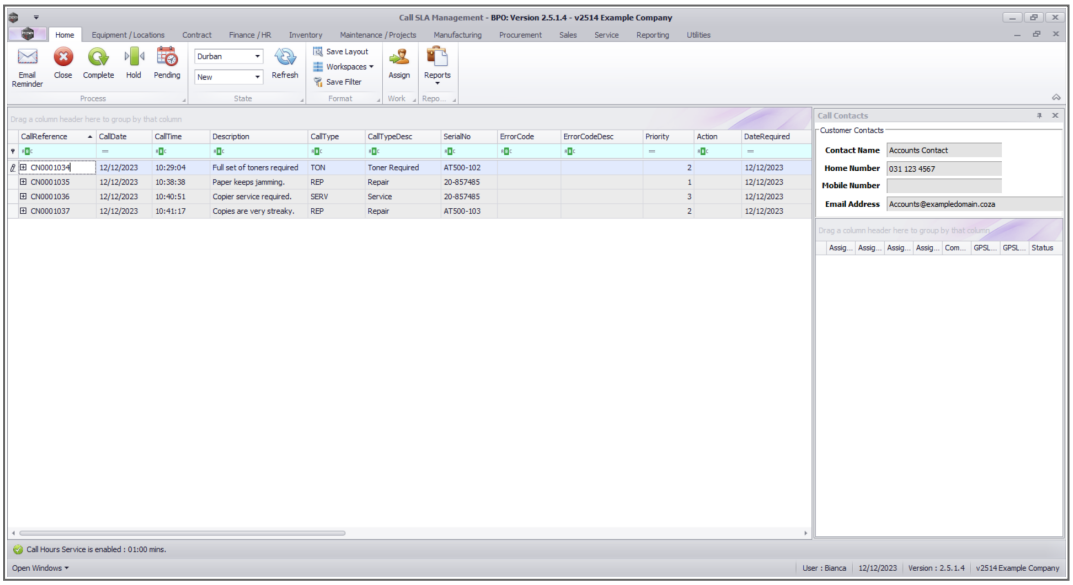
The Call Hours Service calculates the elapsed SLA hours for open calls. A notification bar at the bottom of the Call SLA Management screen will indicate whether the service is running and at what interval.

## THE CALL SLA MANAGEMENT LISTING SCREEN

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




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





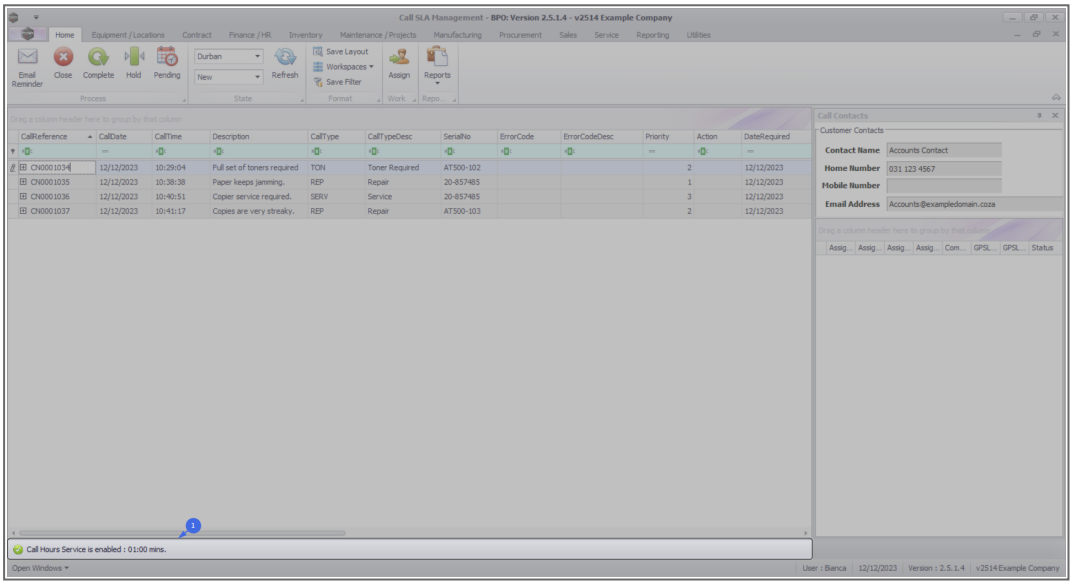

CO3 Technologies (Pty) Ltd © Company Confidential

# CALL HOURS SERVICE STATUS

- The notification bar at the bottom of the Call SLA Management screen will display the Call Hours Service status.

## SERVICE ENABLED

- In the example below, we can see that the service is enabled and set to run at 1 minute intervals.

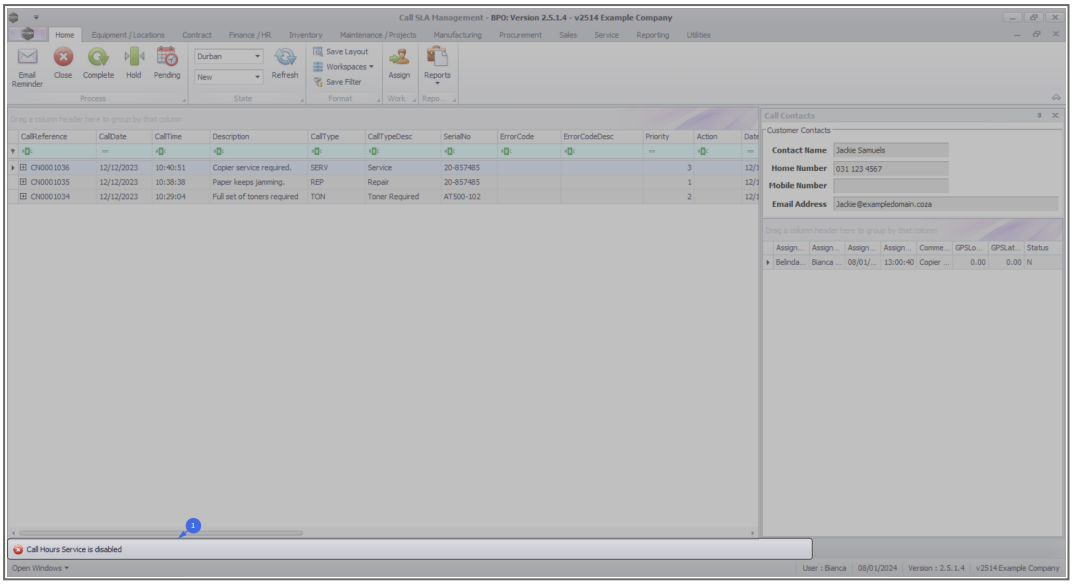



## SERVICE DISABLED

- In the example below, we can see that the service is disabled. Follow up with your system administrator or CO3 support to ensure the service is running.



CO3 Technologies (Pty) Ltd © Company Confidential




# CALL HOURS SERVICE APPLICATION

- The Call Hours Service application is a Windows Service that is installed on, configured and runs on your company's server.

---

**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

MNU.127.001



CO3 Technologies (Pty) Ltd © Company Confidential