

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.

-					Call SLA	Management -	BPO: Version 2.	5.1.4 - v2514 Exampl	le Company					- 8
Home Home	Equipment / Loca	tions Contr	ract Finance / HR Inver	ntory Main	tenance / Projects	Manufacturing	Procurement	Sales Service	Reporting	Utilities				- 8
eminder	Complete Hold		Durban	Save Lay	Accion D	eports								
												Call Contacts		
CalReference	 CalDate 	CallTime	Description	CalType	CallTypeDesc	SerialNo	ErrorCode	ErrorCodeDesc	Priority	Action	DateRequired	- Customer Contacts		
(D)	-	1 0 4	1 0 0	×0:	(D)	 Image: Control of the second se	(0)	4 0 4	-	-O-	-	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	
E CN0001035	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@exampledomain.co	
E CN0001037	12/12/2023	10:41:17	Copies are very streaky.	REP	Repair	AT500-103				2	12/12/2023	Email Address	Accounts gexampledomain.co	28



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.

Home Equipment / Loca				Call SLA	Management -	BPO: Version 2.5	.1.4 - v2514 Example	e Company					- 2
		t Finance / HR Inven	ntory Mainte	nance / Projects	Manufacturing	Procurement	Sales Service	Reporting	Utilities				- 8
Email Close Complete Hold eminder Process		, + Refresh	Carlos Save Layo	Assign Re	*								
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E CN0001037 12/12/2023	10:41:17	Copies are very streaky.	REP	Repair	AT500-103				2	12/12/2023	Email Address	Accounts@exampledomain.coa	a
												Assig Assig Com GPSL	

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.



Call SLA Hanagement - BPO: Version 2.5.1.4 - v2514 Example Company														
Home	Equipment / Loca	tions Co	ontract Finance / HR Inve	ntory Mainte	enance / Projects	Manufacturing	Procurement	Sales Service	Reporting	Utilities				_ & ×
Reminder	Complete Hold	Pending	Durban	Save Layo	r Assign F	Reports								~
Process a State a Format a Work a Repo a Trap a column header here to graup by flat column Call Contacts Call Contacts												# ×		
CalReference	CalDate	CallTime	Description	CallType	CallTypeDesc	SerialNo	ErrorCode	ErrorCodeDesc	Priority	Action	Date	Customer Contacts		
Y 10:	=	100	10c	×0:			10:	*D:	=	100		Contact Name	Jadoie Samuels	
▶ E CN0001036	12/12/2023	10:40:51	Copier service required.	SERV	Service	20-857485				3		Home Number	031 123 4567	
E CN0001035	12/12/2023	10:38:38	Paper keeps jamming.	REP	Repair	20-857485				1	12/1	Mobile Number		
	12/12/2023	10:29:04	Full set of toners required	TON	Toner Required	AT500-102				2	12/1	Email Address	Jackie @exampledomain.coza	
2 Cal Hours Servic			D									Benda Banca	ь00,01,/11,00.40 Сорнег	0.00 0.00 N
	e is disabléd													
Open Windows *												Liser : Bia	anca 08/01/2024 Version : 2.5	1.4 v2514 Example Company

CALL HOURS SERVICE APPLICATION

• The <u>Call Hours Service application</u> 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

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