

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

SERVICE

INTRODUCTION TO CALLS

Note that there are changes to the Call Centre screens due to the Call Centre Performance Enhancements rolled out in part of the Extended Call Centre - Version Compatibility¹. The functionality that is available to you may differ depending on the Call Centre mode configured and your user rights. For more information related to this, refer to the [Call Centre Mode](#) notes.

Calls are primarily created when customers phone in for service related requirements.

Notes on Calls

- The **Call Listing** screen is used to log billable and non-billable **Service Calls** against contract and non-contract items, whether these are Assets or Locations.
- One or multiple [Work Orders](#) can exist within a call. Work Orders are likened to Job Cards or Work Instructions. [Work In Progress](#) transactions will be recorded against these work orders for the work that is required including Labour Time Booking, Parts, Expenses, Travel, Services and Sub Contract Work.
- Generally either an Asset or Location must be selected when logging the Call, and a Work Order is auto created when saving the Call. But this is dependant on your Company's system configuration. Refer to Specialized Call Configuration for more details about processing outside the standard processing.

¹BPO2 v2.5.1.3 or higher

- [New Deal Sale](#) and [New Deal Rental](#) processing will also process through the call centre screen to enforce the Work In Progress transactions for installation of Sale or Rental Items.
- Calls are [Assigned](#) to employees (such as Technicians or Drivers) in order to perform the work required. An employee must be set as a [Technician](#) in order to be available for assignment. Refer to TechConnect for more information related to our mobile application that Technicians can use out in the field.
- Once work has been completed Work In Progress transactions can then be [Invoiced](#) if required, dependant on the scenario.

Call Centre Mode

Extended Call Centre - Version Compatibility¹

Two screens have been added for [SLA Management](#) and [Call Closure Exceptions](#), to assist with call screen performance enhancements and to have dedicated screens where these functions are managed.

In addition, an Extended Call Centre mode has been introduced, which can be used for larger customer-user bases where Call processing functionality has been split into two screens: Calls Lite and [Call Administration](#) Introduction topics. The Calls Lite is a simplified Call screen with increased performance enhancements.

For smaller customer-user bases, the original Call Listing screen can be used, with some modifications for speed gains.

¹BPO2 v2.5.1.3 or higher.

MODIFIED CALL LISTING SCREEN (EXTENDED CALL CENTRE OFF)

Configuration

- Extended Call Centre - configuration flag = 'No'
- User rights:
 - BPO > Service
 - Calls - Full Access
 - Calls Lite - No Access
 - Call Administration - No Access

Modifications

- Call status counts have been removed.
- Closed call listing has been removed.
- Date range search removed.
- SLA counts have been removed.
- Search by call reference will now open the call maintain screen if the matched call is closed.

CALLS LITE LISTING SCREEN (EXTENDED CALL CENTRE ON)

Configuration

- Extended Call Centre - configuration flag = 'Yes'
- User rights:
 - BPO > Service
 - Calls RIB_SCAL - No Access
 - Hold, Pending, Start and End Work rights can be restricted where Calls Lite users do not

need this access, i.e. segregation of duties is enforced and these functions will be handled by the Users who have access to the Call Administration screen.

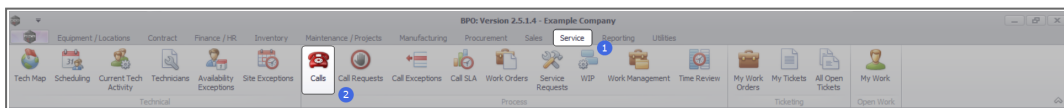
- Calls Lite - Full Access - for Users who Log, Edit and Assign Calls
- Call Administration - Full Access - for Users who will Manage Calls

Modifications

- Call status counts have been removed.
- Closed call listing has been removed.
- Date range search removed.
- SLA counts have been removed.
- Call processing features removed.
- Search by call reference will now open the call maintain screen if the matched call is closed.
- Underlying work orders and assignments for calls have been removed.

THE CALL LISTING SCREEN

Ribbon Select **Service** > **Calls**



- The **Call Listing** screen will be displayed.

CallReference	CustomerName	CallDate	CallState	Technician	CallTime	Description	CallType	CallTypeDesc	Error Code	Error Code Desc	SerialNo	ChkLocation/Subject	Priority
BN0001003	Young Electric	13/12/2022	Awaiting Acceptance	Ash Hilson	09:09:10	Test account balances	CR	Change Request			107		3
BN0001002	Salematic Driver	12/12/2022	Awaiting Acceptance	Mary Thompson	06:18:30	Test call for account balances manual.	SR	Select Call Type			19-12/202		3
BN0001001	Young Electric	29/11/2022	Unassigned		11:29:19	Order the same part twice receive with different batch num.	CR	Change Request			an123		3
BN0000996	Hope Works (Pty) Ltd	24/10/2022	Unassigned		13:11:11	Printer/Barcode	ICR	New/Def Rental				BPO2/TEST 1	3
BN0000992	Top Vehicle Hire	20/10/2022	Awaiting Acceptance	Daniel Belgoven	14:55:17	Loan machine for temporary high volume printing requirement	SRV	Service				TOP1234OLD	3
BN0000991	Asda Java Inc	24/09/2022	Unassigned		05:38:15	Contact Closure - C0000054	SR	Select Call Type					3
BN0000989	Deton / Technologies	13/04/2022	Unassigned		09:00:00	Call for Monday elapse hours check	TEST	Testing			2020-2222		3
BN0000988	Young Electric	03/06/2022	Unassigned		06:00:00	Call logged 5 days ago for time elapsed checks	CR	Change Request	CONF	Configuration	an123		3
BN0000987	Young Electric	06/06/2022	Unassigned		06:00:00	Call logged 4 days ago for elapse time checks	UPG	Upgrade			an123		3
BN0000986	Young Electric	07/06/2022	Unassigned		06:00:00	Call logged 5 days ago for elapse time checks	SR	Select Call Type			an123		3
BN0000985	Hope Works (Pty) Ltd	08/06/2022	Unassigned		06:00:00	Test future call - for elapsed time	UPG	Upgrade			20-46765		3
BN0000984	Hope Works (Pty) Ltd	08/06/2022	Unassigned		06:00:00	Test elapsed hours - 2 days prior	TEST	Testing			AT200000		3
BN0000983	Hope Works (Pty) Ltd	08/06/2022	Unassigned		06:00:00	Test elapsed time 2 - day prior	TEST	Testing			SN23412346		3
BN0000982	Young Electric	18/06/2022	Unassigned		06:00:00	Test elapsed hours 1	TEST	Testing			an123		3
BN0000976	Young Electric	18/11/2019	Awaiting Acceptance	Bianca Du Toit	11:24:28	Test with our manager email entered	ACH	Administration			107		3
BN0000974	Hope Works (Pty) Ltd	18/11/2019	Awaiting Acceptance	Bianca Du Toit	06:30:20	Test another call email	ACH	Administration			09501015		3
BN0000972	Hope Works (Pty) Ltd	18/11/2019	Awaiting Acceptance	Bianca Du Toit	15:07:00	Test new call for email description in body	CR	Change Request			09501015		3
BN0000971	Westwood Dynamic	29/11/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H/West	2
BN0000970	Westwood Dynamic	22/11/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H/West	2
BN0000969	Hope Works (Pty) Ltd	16/11/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	INAT	Installation				Forest Hills Centre	2
BN0000968	Green Tea Supplies	16/11/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW1234		2
BN0000967	Westwood Dynamic	15/11/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H/West	2
BN0000966	Westwood Dynamic	08/11/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H/West	2
BN0000965	Westwood Dynamic	02/11/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H/West	2
BN0000964	Red PC / IT Shop	26/10/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			147807		2
BN0000963	Westwood Dynamic	20/10/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H/West	2
BN0000962	Hope Works (Pty) Ltd	19/10/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			18-30200		2
BN0000961	Hope Works (Pty) Ltd	18/10/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	INAT	Installation				Forest Hills Centre	2
BN0000960	Westwood Dynamic	18/10/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H/West	2
BN0000959	Westwood Dynamic	11/10/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H/West	2
BN0000958	Westwood Dynamic	04/10/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H/West	2
BN0000957	Westwood Dynamic	27/09/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H/West	2
BN0000956	Westwood Dynamic	20/09/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H/West	2
BN0000955	Hope Works (Pty) Ltd	18/09/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	INAT	Installation				Forest Hills Centre	2
BN0000954	Green Tea Supplies	17/09/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW1234		2

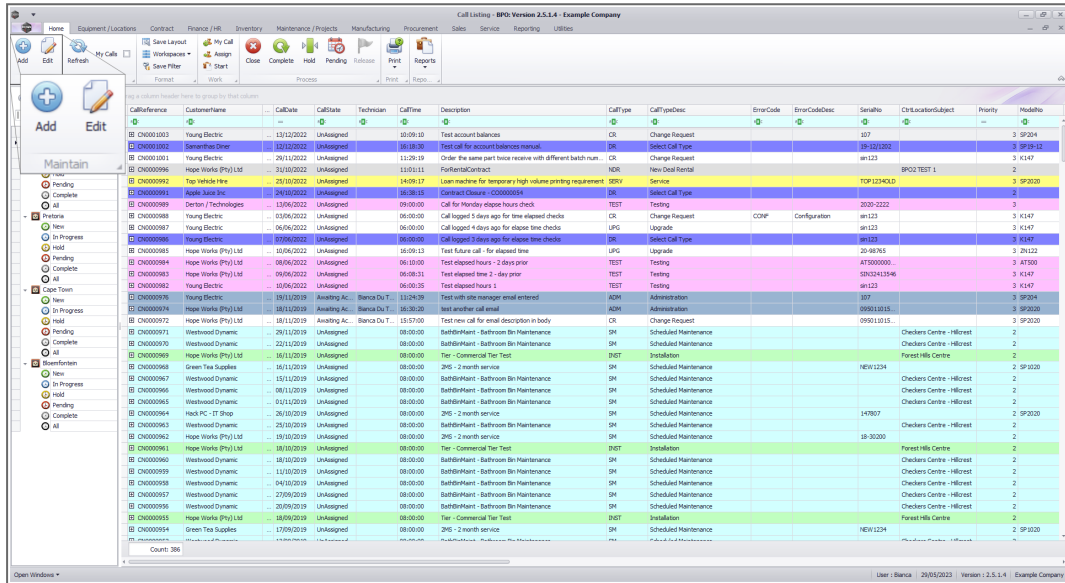
- The Calls are listed by **Site** and will display calls for the first Site listed.
- Click on the relevant **Site** for the calls you wish to view.

CallReference	CustomerName	CallDate	CallState	Technician	CallTime	Description	CallType	CallTypeDesc	Error Code	Error Code Desc	SerialNo	ChkLocation/Subject	Priority
BN0001003	Young Electric	13/12/2022	Awaiting Acceptance	Ash Hilson	09:09:10	Test account balances	CR	Change Request			107		3
BN0001002	Salematic Driver	12/12/2022	Awaiting Acceptance	Mary Thompson	06:18:30	Test call for account balances manual.	SR	Select Call Type			19-12/202		3
BN0001001	Young Electric	29/11/2022	Unassigned		11:29:19	Order the same part twice receive with different batch num.	CR	Change Request			an123		3
BN0000996	Hope Works (Pty) Ltd	24/10/2022	Unassigned		13:11:11	Printer/Barcode	ICR	New/Def Rental				BPO2/TEST 1	3
BN0000992	Top Vehicle Hire	20/10/2022	Awaiting Acceptance	Daniel Belgoven	14:55:17	Loan machine for temporary high volume printing requirement	SRV	Service				TOP1234OLD	3
BN0000991	Asda Java Inc	24/09/2022	Unassigned		05:38:15	Contact Closure - C0000054	SR	Select Call Type					3
BN0000989	Deton / Technologies	13/04/2022	Unassigned		09:00:00	Call for Monday elapse hours check	TEST	Testing			2020-2222		3
BN0000988	Young Electric	03/06/2022	Unassigned		06:00:00	Call logged 5 days ago for time elapsed checks	CR	Change Request	CONF	Configuration	an123		3
BN0000987	Young Electric	06/06/2022	Unassigned		06:00:00	Call logged 4 days ago for elapse time checks	UPG	Upgrade			an123		3
BN0000986	Young Electric	07/06/2022	Unassigned		06:00:00	Call logged 5 days ago for elapse time checks	SR	Select Call Type			an123		3
BN0000985	Hope Works (Pty) Ltd	08/06/2022	Unassigned		06:00:00	Test future call - for elapsed time	UPG	Upgrade			20-46765		3
BN0000984	Hope Works (Pty) Ltd	08/06/2022	Unassigned		06:00:00	Test elapsed hours - 2 days prior	TEST	Testing			AT200000		3
BN0000983	Hope Works (Pty) Ltd	08/06/2022	Unassigned		06:00:00	Test elapsed time 2 - day prior	TEST	Testing			SN23412346		3
BN0000982	Young Electric	18/06/2022	Unassigned		06:00:00	Test elapsed hours 1	TEST	Testing			an123		3
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BN0000971	Westwood Dynamic	29/11/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H/West	2
BN0000970	Westwood Dynamic	22/11/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H/West	2
BN0000969	Hope Works (Pty) Ltd	16/11/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	INAT	Installation				Forest Hills Centre	2
BN0000968	Green Tea Supplies	16/11/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW1234		2
BN0000967	Westwood Dynamic	15/11/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H/West	2
BN0000966	Westwood Dynamic	08/11/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H/West	2
BN0000965	Westwood Dynamic	02/11/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H/West	2
BN0000964	Red PC / IT Shop	26/10/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			147807		2
BN0000963	Westwood Dynamic	20/10/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H/West	2
BN0000962	Hope Works (Pty) Ltd	19/10/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			18-30200		2
BN0000961	Hope Works (Pty) Ltd	18/10/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	INAT	Installation				Forest Hills Centre	2
BN0000960	Westwood Dynamic	18/10/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H/West	2
BN0000959	Westwood Dynamic	11/10/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H/West	2
BN0000958	Westwood Dynamic	04/10/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H/West	2
BN0000957	Westwood Dynamic	27/09/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H/West	2
BN0000956	Westwood Dynamic	20/09/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H/West	2
BN0000955	Hope Works (Pty) Ltd	18/09/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	INAT	Installation				Forest Hills Centre	2
BN0000954	Green Tea Supplies	17/09/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW1234		2

RIBBON ACTION BUTTONS

MAINTAIN ACTION BUTTONS

- From the Call Screen click on **Add** or **Edit** to be directed to the **Call maintenance** screen. Refer to [Calls - Log a Call](#) or [Calls - Edit a Call](#)



STATE ACTION BUTTONS

- The call listing can be **Refreshed**.
- Calls can be filtered by selecting **My Calls**. Refer to [Calls - My Calls](#)

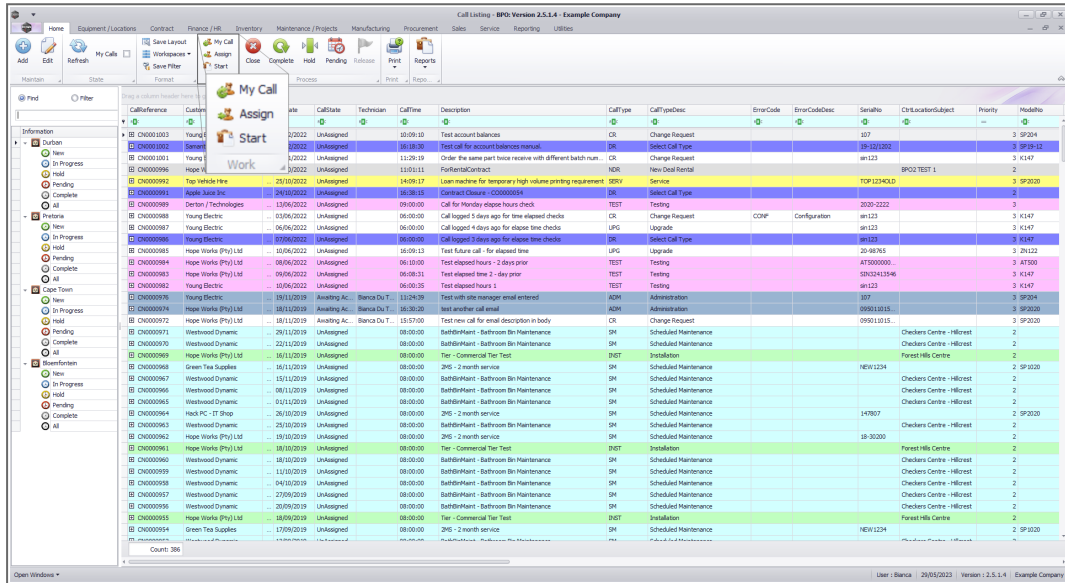
CallNo	CallDate	Technician	CallTime	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc	SerialNo	CtrlLocatorSubject	Priority	ModelNo
131212022	13/12/2022	Unassigned	09:09:10	Test account balances	CR	Charge Request			107		3	SP24
26112022	26/11/2022	Unassigned	11:26:19	Order for same part twice receive with different batch num.	CR	Charge Request			en123		3	K147
21012022	21/01/2022	Unassigned	11:01:11	ForRentContract	NDR	New Deal Rental				BPO2 TEST 1	2	
20102022	20/10/2022	Unassigned	14:09:17	Loan machine for temporary high volume printing requirement	SERV	Service				TOP1214KX3	3	SP2020
24102022	24/10/2022	Unassigned	06:38:45	Contract Closure - C000000494	DR	Select Call Type					2	
13062022	13/06/2022	Unassigned	09:00:00	Call for Monday epage hours check	TEST	Testing			2020-2222		3	SP24
03062022	03/06/2022	Unassigned	06:00:00	Call logged 5 days ago for time elapsed checks	CR	Change Request	CONF	Configuration	en123		3	K147
06062022	06/06/2022	Unassigned	06:00:00	Call logged 4 days ago for epage time checks	LPG	Upgrade			en123		3	K147
07062022	07/06/2022	Unassigned	06:00:00	Call logged 3 days ago for epage time checks	DR	Select Call Type			en123		3	K147
16062022	16/06/2022	Unassigned	06:09:13	Test future call - for elapsed time	LPG	Upgrade			20-98765		3	2N122
08062022	08/06/2022	Unassigned	06:00:00	Test elapsed time - 2 days prior	TEST	Testing			AT8000000		3	AT500
06062022	06/06/2022	Unassigned	06:08:31	Test elapsed time - 2 day prior	TEST	Testing			20N2413546		3	K147
16062022	16/06/2022	Unassigned	06:00:35	Test elapsed hours 1	TEST	Testing			en123		3	K147
18112019	18/11/2019	Awaiting Ac.	11:24:39	Test with site manager email entered	ADM	Administration			107		3	SP24
18112019	18/11/2019	Awaiting Ac.	16:30:30	test another call email	ADM	Administration			69911015		3	SP2020
18112019	18/11/2019	Awaiting Ac.	15:57:00	Test new call for email description in body	CR	Change Request			69911015		3	SP2020
26112019	26/11/2019	Unassigned	08:00:00	Bar/Bat/Bat - Bathroom Bn Maintenance	SM	Scheduled Maintenance				Checkers Centre - H/Forest	2	
26112019	26/11/2019	Unassigned	08:00:00	Bar/Bat/Bat - Bathroom Bn Maintenance	SM	Scheduled Maintenance				Checkers Centre - H/Forest	2	
16112019	16/11/2019	Unassigned	08:00:00	Ter - Commercial Test Test	DIST	Installation				Forest Hills Centre	2	
16112019	16/11/2019	Unassigned	08:00:00	2M6 - 2 month service	SM	Scheduled Maintenance			NEW1234		2	SP2020
16112019	16/11/2019	Unassigned	08:00:00	Bar/Bat/Bat - Bathroom Bn Maintenance	SM	Scheduled Maintenance				Checkers Centre - H/Forest	2	
16112019	16/11/2019	Unassigned	08:00:00	Bar/Bat/Bat - Bathroom Bn Maintenance	SM	Scheduled Maintenance				Checkers Centre - H/Forest	2	
16112019	16/11/2019	Unassigned	08:00:00	Bar/Bat/Bat - Bathroom Bn Maintenance	SM	Scheduled Maintenance				Checkers Centre - H/Forest	2	
16112019	16/11/2019	Unassigned	08:00:00	2M6 - 2 month service	SM	Scheduled Maintenance			147007		2	SP2020
16112019	16/11/2019	Unassigned	08:00:00	Bar/Bat/Bat - Bathroom Bn Maintenance	SM	Scheduled Maintenance				Checkers Centre - H/Forest	2	
16112019	16/11/2019	Unassigned	08:00:00	2M6 - 2 month service	SM	Scheduled Maintenance			18-2020		2	
16112019	16/11/2019	Unassigned	08:00:00	Ter - Commercial Test Test	DIST	Installation				Forest Hills Centre	2	
16112019	16/11/2019	Unassigned	08:00:00	Bar/Bat/Bat - Bathroom Bn Maintenance	SM	Scheduled Maintenance				Checkers Centre - H/Forest	2	
16112019	16/11/2019	Unassigned	08:00:00	Bar/Bat/Bat - Bathroom Bn Maintenance	SM	Scheduled Maintenance				Checkers Centre - H/Forest	2	
16112019	16/11/2019	Unassigned	08:00:00	Bar/Bat/Bat - Bathroom Bn Maintenance	SM	Scheduled Maintenance				Checkers Centre - H/Forest	2	
16112019	16/11/2019	Unassigned	08:00:00	Bar/Bat/Bat - Bathroom Bn Maintenance	SM	Scheduled Maintenance				Checkers Centre - H/Forest	2	
16112019	16/11/2019	Unassigned	08:00:00	Bar/Bat/Bat - Bathroom Bn Maintenance	SM	Scheduled Maintenance				Checkers Centre - H/Forest	2	
16112019	16/11/2019	Unassigned	08:00:00	Ter - Commercial Test Test	DIST	Installation				Forest Hills Centre	2	
16112019	16/11/2019	Unassigned	08:00:00	2M6 - 2 month service	SM	Scheduled Maintenance			NEW1234		2	SP2020

FORMAT BUTTONS

- **Save Layout** - Saves any changes made to the data grid, such as changing column width.
- **Workspaces** - Saves layout preferences.
- **Save Filter** - Saves any applied filters set on the data grid.

WORK ACTION BUTTONS

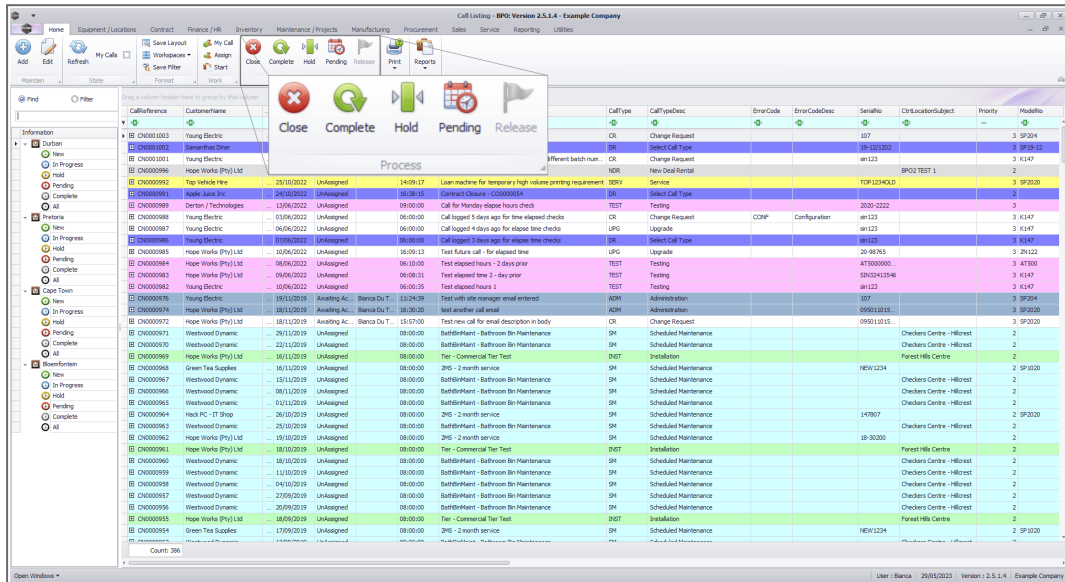
- **My Call** will assign a call to the user who is currently logged onto BPO.
- **Assign** will assign a call to an employee and will move the call to the In Progress status.
- **Start** will begin the Start Work process for the Call.



PROCESS ACTION BUTTONS

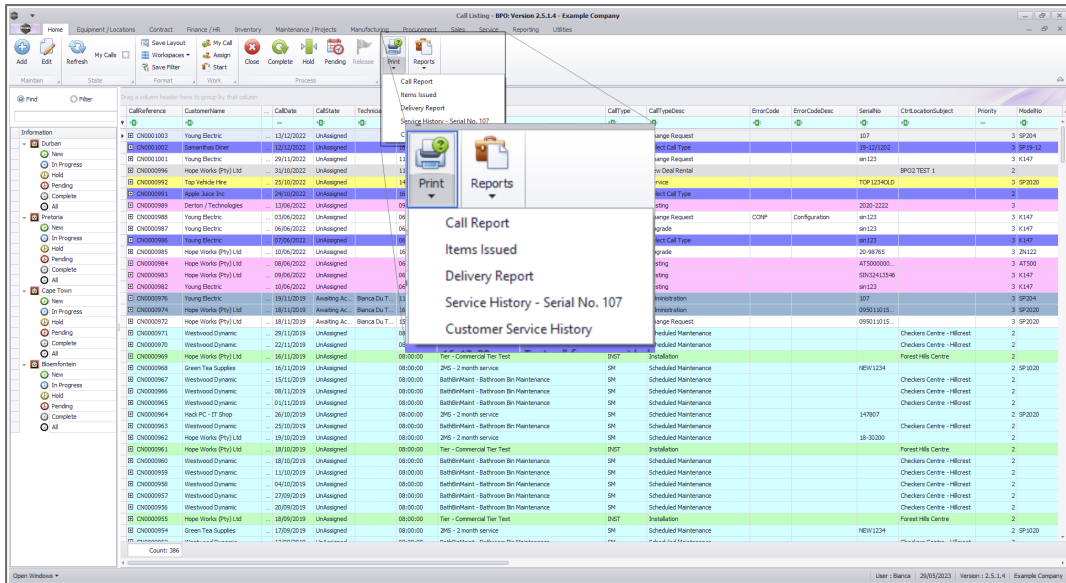
- **Close** a call when there are no further outstanding items on the call. Closed calls can only be viewed in the All status and cannot be re-opened once they have been closed.
- **Complete** a call once a technician has completed the required work. Outstanding admin work, like updating or Invoicing the call, can still be done.
- **Hold** will place a call on hold when work needs to be stopped while a customer issue is being resolved. The SLA monitor will be "paused" until the call has been released from hold.

- **Pending** differs from hold, in that work will be stopped to resolve an internal company issue, such as unavailability of stock. The SLA Monitor will continue to run for calls in this status.
- **Release** a call that has been placed on hold or pending. The call will move back to the New status where it can be re-assigned.



REPORTS

5. The Print action button will display a drop-down menu with report options that can be selected for a call;
 - Call Report
 - Items Issued
 - Delivery Report
 - Service History
 - Customer Service History
 - Work Order Report



THE SITE / STATUS PANEL

This panel shows all the sites that have been configured on the system, with a separate status list for each site.



Note that you do not need to select the site or a status before creating a Call. The system will place the Call in the site where the asset is located.

- **New:** The total number of new Calls logged. These call have not yet been assigned to and accepted by a technician.
- **In Progress:** The total number of Calls that are assigned, or have been accepted by Technicians.
- **Hold:** The total number of Calls placed on Hold due to **client issues**, e.g. a technician may not be able gain access to a site location as the client is unavailable to open the building.



Note that the **SLA Monitor** will be paused for calls in this status.

- **Pending:** The total number of Calls placed in pending due to a company issue, e.g. a technician may not have boot stock to complete a job on site.



Note that the [SLA Monitor](#) will continue to run for calls in this status.

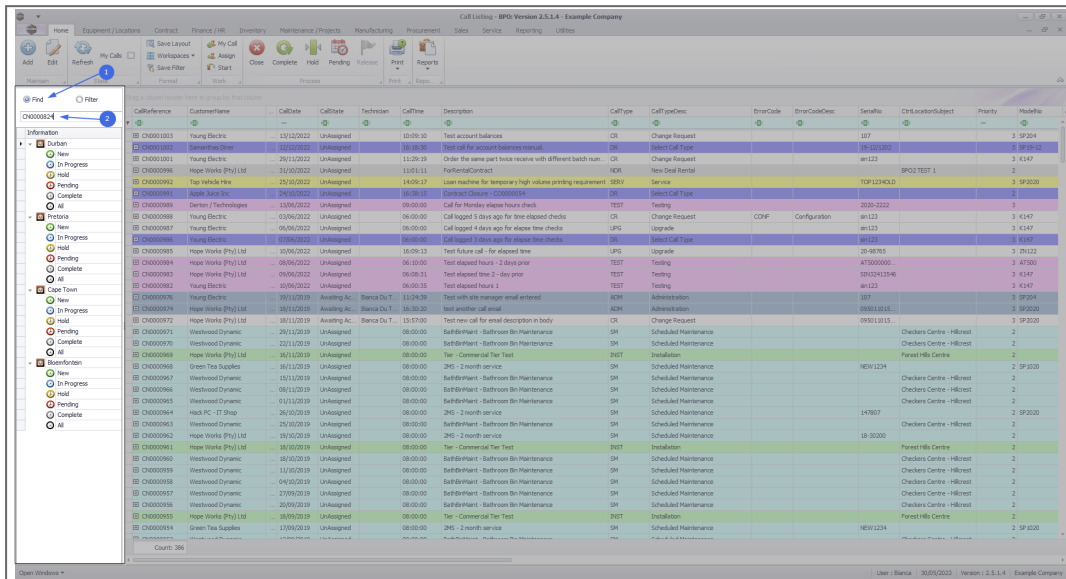
- **Complete:** The total number of Calls where technicians have completed the work required. The service centre can now complete Call updates and invoice the Call, where required.
- **All:** The total number of all the calls for the site is listed, except for closed Calls, for speed enhancements. However, you can use the [Find Call](#) functionality to find a closed call (Search by call reference will now open the call maintain screen if the matched call is closed).

CallReference	CustomerName	CallDate	Technician	CallTime	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc	SerialNo	ChkLocationSubject	Priority	Mobile
CH0001003	Young Electric	13/12/2022	Unassigned	09:09:10	Test account balance	CR	Change Request			107		3	SP204
CH0001002	Seymour Centre	12/12/2022	Unassigned	08:38:26	Test call for account balance request	CR	Change Request			107		3	SP212
CH0001001	Young Electric	20/12/2022	Unassigned	11:29:19	Order the same part twice receive with different batch num.	CR	Change Request			81122		3	K147
CH0000996	Hope Works (Pty) Ltd	21/10/2022	Unassigned	11:01:11	ForRentContract	NDR	New Deal Rental				BPO2/TEST 1	2	
CH0000992	Top Vehicle Hire	20/10/2022	Unassigned	14:09:17	Loan machine for temporary high volume printing requirement	SRV	Service				TOP12/4KLD	3	SP200
CH0000997	Hope Works (Pty) Ltd	19/10/2022	Unassigned	08:38:15	Contract Start: 0800000000	SRV	Service					2	
CH0000989	Defton / Technologies	13/04/2022	Unassigned	09:00:00	Call for Monday elapse hours check	TEST	Testing			3030-2322		3	
CH0000985	Young Electric	03/04/2022	Unassigned	06:00:00	Call logged 5 days ago for time elapsed checks	CR	Change Request	CONF	Configuration	81122		3	K147
CH0000987	Young Electric	06/04/2022	Unassigned	06:00:00	Call logged 4 days ago for elapse time checks	UPG	Upgrade			81122		3	K147
CH0000986	Young Electric	07/04/2022	Unassigned	06:00:00	Call logged 3 days ago for elapse time checks	CR	Change Request			81122		3	K147
CH0000985	Hope Works (Pty) Ltd	10/04/2022	Unassigned	04:09:13	Test future call - for elapsed time	UPG	Upgrade			20-98765		3	2N122
CH0000984	Hope Works (Pty) Ltd	08/04/2022	Unassigned	06:10:00	Test elapsed hours - 2 days prior	TEST	Testing			AT3000000		3	AT300
CH0000983	Hope Works (Pty) Ltd	04/04/2022	Unassigned	06:08:31	Test elapsed time - 2 day prior	TEST	Testing			5023412148		3	K147
CH0000982	Young Electric	10/04/2022	Unassigned	05:00:32	Test elapsed hours 1	TEST	Testing			81122		3	K147
CH0000976	Young Electric	18/11/2019	Awaiting Ac.	11:24:29	Test with into manager email entered	ADM	Administration			107		3	SP204
CH0000978	Hope Works (Pty) Ltd	18/11/2019	Awaiting Ac.	06:30:20	Test another call email	ADM	Administration			0980191015		3	SP200
CH0000972	Hope Works (Pty) Ltd	18/11/2019	Awaiting Ac.	10:57:00	Test new call for email description in body	CR	Change Request			0980191015		3	SP200
CH0000971	Westwood Dynamic	20/11/2019	Unassigned	08:00:00	BathRoom - Bathrooms In Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hlorest	2	
CH0000970	Westwood Dynamic	22/11/2019	Unassigned	08:00:00	BathRoom - Bathrooms In Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hlorest	2	
CH0000969	Hope Works (Pty) Ltd	16/11/2019	Unassigned	08:00:00	Test - Commercial Test Test	NOT	Installation				Forest Hills Centre	2	
CH0000968	Green Tea Supplies	14/11/2019	Unassigned	08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW1234		2	SP200
CH0000967	Westwood Dynamic	14/11/2019	Unassigned	08:00:00	BathRoom - Bathrooms In Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hlorest	2	
CH0000966	Westwood Dynamic	08/11/2019	Unassigned	08:00:00	BathRoom - Bathrooms In Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hlorest	2	
CH0000965	Westwood Dynamic	11/11/2019	Unassigned	08:00:00	BathRoom - Bathrooms In Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hlorest	2	
CH0000964	Hoax PC - IT Shop	20/10/2019	Unassigned	08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			147607		2	SP200
CH0000963	Westwood Dynamic	20/09/2019	Unassigned	08:00:00	BathRoom - Bathrooms In Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hlorest	2	
CH0000962	Hope Works (Pty) Ltd	19/09/2019	Unassigned	08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			28-30200		2	
CH0000961	Hope Works (Pty) Ltd	18/09/2019	Unassigned	08:00:00	Test - Commercial Test Test	NOT	Installation				Forest Hills Centre	2	
CH0000960	Westwood Dynamic	18/09/2019	Unassigned	08:00:00	BathRoom - Bathrooms In Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hlorest	2	
CH0000959	Westwood Dynamic	11/09/2019	Unassigned	08:00:00	BathRoom - Bathrooms In Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hlorest	2	
CH0000958	Westwood Dynamic	14/09/2019	Unassigned	08:00:00	BathRoom - Bathrooms In Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hlorest	2	
CH0000957	Westwood Dynamic	17/09/2019	Unassigned	08:00:00	BathRoom - Bathrooms In Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hlorest	2	
CH0000956	Westwood Dynamic	20/09/2019	Unassigned	08:00:00	BathRoom - Bathrooms In Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hlorest	2	
CH0000955	Hope Works (Pty) Ltd	18/09/2019	Unassigned	08:00:00	Test - Commercial Test Test	NOT	Installation				Forest Hills Centre	2	
CH0000954	Green Tea Supplies	17/09/2019	Unassigned	08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW1234		2	SP200

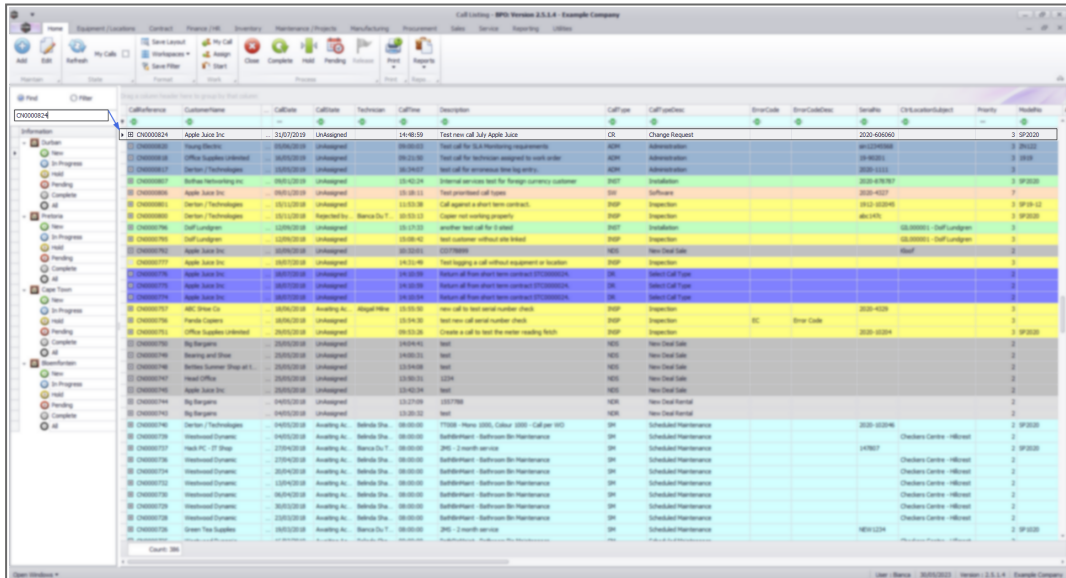
FIND A CALL

You can find any call, regardless of the site or status.

1. Click on the **Find** radio button.
2. Type in the **call number** you wish to locate in the **text box**.
3. Press **Enter**.



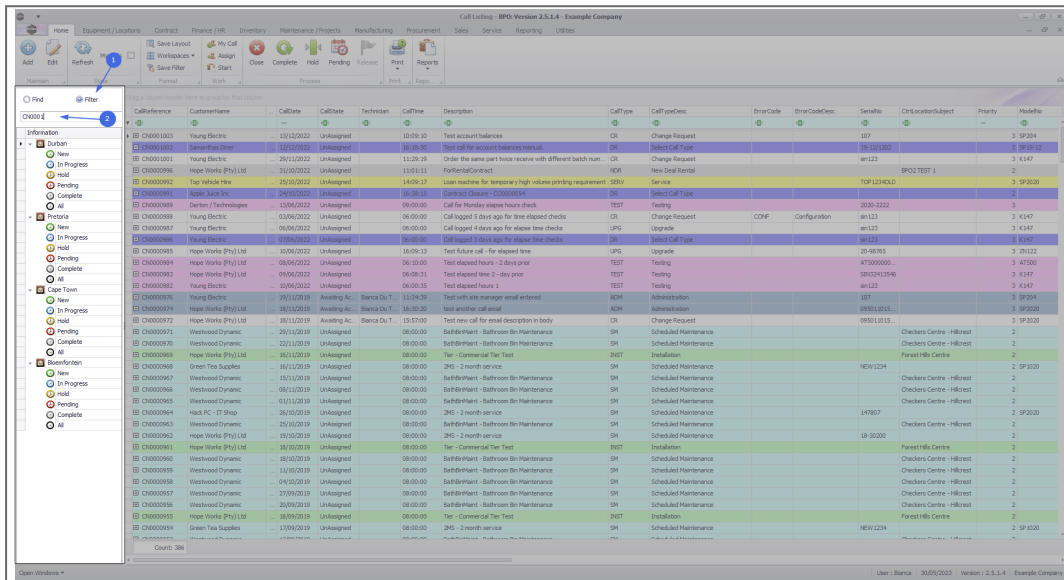
4. The **row** containing the call number you have searched for, will be selected in the call list screen. (Search by call reference will now open the call maintain screen if the matched call is closed).



CALL FILTER

You can filter a range of calls that contains a specific prefix.

1. Click on the **Filter** radio button.
2. Type in the **prefix** you wish to filter the call list by, in the **text box**.
3. Press **Enter**.



4. The call numbers that match the prefix you have specified, will be listed in the call list screen.
5. To **remove** the filter, click on the 'x' in the Call Reference line.

CallReference	CustomerName	CallDate	CallState	Technician	CallTime	Description	CallType	CallTypeDesc	Error Code	Error Code Desc	SerialNo	ChrtLocatorSubject	Priority	ModelNo
CH0001003	Young Electric	13/12/2022	UnAssigned		10:09:10	Test account balances	CR	Change Request			107		3	SP24
CH0001002	Seniorhai Other	12/12/2022	UnAssigned		16:18:30	Test call for account balances manual.	DK	Select Call Type			19-12/2022		3	SP24
CH0001001	Young Electric	29/11/2022	UnAssigned		11:29:19	Order the same part twice receive with different batch num...	CR	Change Request			sp123		3	K147

CALL LIST DATA GRID

1. The data grid displays a list of all the calls within the selected **site**, **status** and **date range**.
2. The calls are colour-coded by **Call Type**.



Note that you can configure the **call types** and **call type colours** as required.

ASSIGNED TECHNICIANS

- The **last assigned technician** for each call, can be viewed in the **Technician** column, as well as the Call State which displays whether the call has been assigned, accepted by the technician, rejected,

CallReference	CustomerName	CallDate	CallTime	Description	CallType	CallTypeDesc	ErrCode	ErrCodeDesc	SerialNo	ChkLocatorSubject
BN0000157	Hope Works Pty Ltd	06/09/2015	15:37:02	Bring laptop help	SRV	Select Call Type				2612246-5
BN0000156	Hope Works Pty Ltd	06/09/2015	09:26:10	test	NCS	New Deal Sale				
BN0000150	Hope Works Pty Ltd	04/09/2015	09:28:10	test	NCS	New Deal Sale				
BN0000149	Hope Works Pty Ltd	03/09/2015	09:28:05	test	NCS	New Deal Sale				
BN0000145	Hope Works Pty Ltd	02/09/2015	17:01:41	test call	SRV	Service			26-812643	
BN0000139	Office Supplies Unlimited	02/06/2015	06:51:46	Test call for vlp transaction	SRV	Service			2020-20302	
BN0000138	Westwood Dynamic	02/06/2015	09:52:46	Machine service required	SRV	Service			19-12-20300	
BN0000137	Westwood Dynamic	02/06/2015	06:50:58	New customer contact call	SRV	Select Call Type			19-12-20301	19-12-20301 - New Centre
BN0000129	Tran Group	06/02/2015	05:13:20	test	RFP	Repair			19-12-1207	
BN0000128	Serenitas Diner	06/02/2015	09:10:47	test	SRV	Service			19-12-20311	
BN0000127	Derbyn / Technologies	06/02/2015	05:09:53	test	SRV	Service			19-12-1245	
BN0000126	Derbyn / Technologies	06/02/2015	09:18:26	test	SRV	Service			19-12-1245	
BN0000125	Derbyn / Technologies	06/02/2015	09:37:02	test	RFP	Repair			19-12-1245	
BN0000121	Hope Works Pty Ltd	26/02/2015	18:11:44	check levels	TON	Toner Required			20-822643	
BN0000118	Hope Works Pty Ltd	26/02/2015	12:23:20	Service required	INST	Installation			20-822643	
BN0000109	Tran Group	26/02/2015	09:52:20	Test machine	RFP	Repair			19-12-1207	
BN0000103	Hope Works Pty Ltd	02/02/2015	15:34:12	Contact Closure - C0000004	CR	Select Call Type				
BN0000099	Bothes Newsstand Inc	13/01/2015	06:40:32	test first work order	SRV	Service				Bothes Shop
BN0000097	Tran Coffee Shop	09/12/2014	11:38:20	Test work order status	TON	Toner Required				Man
BN0000096	Hope Works Pty Ltd	09/12/2014	11:38:20	Test work order status	TON	Toner Required				Man
BN0000094	Hope Works Pty Ltd	09/12/2014	11:37:04	Test locations against calls - work order print	SM	Scheduled Maintenance				Man
BN0000096	Hope Works Pty Ltd	09/12/2014	11:37:04	Test locations against calls - work order print	SM	Scheduled Maintenance				Man
BN0000095	Hope Works Pty Ltd	09/12/2014	11:37:04	Prints sent/linked	RFP	Repair			20-812643	
BN0000094	Westwood Dynamic	06/06/2015	15:07:45	inplace unit for rental on current contract	NCR	New Deal Rental				
BN0000092	Serenitas Diner	04/08/2015	12:06:50	Replace toner	TON	Toner Required			20-14728	
BN0000091	Office Supplies Unlimited	04/08/2015	09:00:00	SRV - 3 Month Service	SM	Scheduled Maintenance			4147-12248	
BN0000088	Tran Group	06/10/2014	09:00:00	SRV - 3 Month Service	SM	Scheduled Maintenance				South Riding Centre - PLS
BN0000085	Panda Covers	07/11/2014	06:21:59	07079	NCS	New Deal Sale				
BN0000084	Tran Group	06/11/2014	06:17:59	Magneta toner required	TON	Toner Required			19-12-1207	
BN0000083	Hope Works Pty Ltd	05/11/2014	06:16:10	CR - C24	NCS	New Deal Sale				
BN0000075	Derbyn / Technologies	07/05/2014	12:07:33	Service and toner required	SRV	Service			19-12-1245	
BN0000073	Derbyn / Technologies	07/05/2014	15:41:18	test	NCS	New Deal Sale				
BN0000072	Derbyn / Technologies	07/05/2014	11:04:22	Machine service required	SRV	Service			20-812643	
BN0000070	Derbyn / Technologies	07/05/2014	13:46:10	Service machine	SRV	Service			19-12-1245	
BN0000069	Danny Storm IT Calls	07/03/2014	13:16:20	Toner for delivery	TON	Toner Required			19-12-20314	

CALL COUNT

Count: at the bottom of the call data grid, will display the number of calls listed in the data grid.

CallReference	CustomerName	CallDate	CallTime	Description	CallType	CallTypeDesc	ErrCode	ErrCodeDesc	SerialNo	ChkLocatorSubject	Priority
BN0000103	Young Electric	13/12/2012	02:09:10	Test account balance	CR	Change Request			107		3
BN0000102	Serenitas Diner	12/12/2012	05:18:30	Test call for account balance manual	SRV	Select Call Type			19-121202		3
BN0000101	Young Electric	29/11/2012	11:29:19	Order the same part twice receive with different batch num.	CR	Change Request			sm123	BP021 T1	3
BN000092	Top Vehicle Hire	29/10/2012	11:02:11	Referral contract	NCR	New Deal Rental					3
BN000092	Top Vehicle Hire	29/10/2012	14:49:17	User vehicle for temporary high volume printing requirements	SRV	Service			TOP123456		3
BN000091	Ashe J&B Inc	24/10/2012	06:38:15	Contact Closure - C0000054	CR	Select Call Type					3
BN000089	Derbyn / Technologies	13/06/2012	09:00:00	Call for Monday elapse hours check	TEST	Testing			2025-222		3
BN000088	Young Electric	05/06/2012	06:00:00	Call logged 4 days ago for time elapsed device	CR	Change Request	CONP	Configuration	sm123		3
BN000087	Young Electric	06/06/2012	06:00:00	Call logged 4 days ago for elapse time checks	UPG	Upgrade			sm123		3
BN000086	Young Electric	07/06/2012	06:00:00	Call logged 3 days ago for elapse time checks	SRV	Select Call Type			sm123		3
BN000085	Hope Works Pty Ltd	06/06/2012	06:00:00	Test elapsed hours - 2 days prior	TEST	Testing			20-8074		3
BN000084	Hope Works Pty Ltd	06/06/2012	06:00:00	Test elapsed hours - 2 days prior	TEST	Testing			47000000		3
BN000083	Young Electric	06/06/2012	06:00:00	Test elapsed time 2 - day prior	TEST	Testing			SM12315146		3
BN000082	Young Electric	06/06/2012	06:00:00	Test elapsed time 1 - day prior	TEST	Testing			sm123		3
BN000078	Young Electric	06/11/2015	13:28:19	Test with test manager email entered	ADM	Administration			107		3
BN000074	Hope Works Pty Ltd	06/11/2015	06:30:20	test another call email	ADM	Administration			95801213		3
BN000072	Hope Works Pty Ltd	18/11/2015	15:17:00	Test new call for email description in body	CR	Change Request			095011015		3
BN000071	Westwood Dynamic	20/11/2015	08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilo test	3
BN000070	Westwood Dynamic	22/11/2015	08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilo test	2
BN000069	Hope Works Pty Ltd	06/11/2015	08:00:00	Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre	2
BN000068	Green Tea Supplies	06/11/2015	08:00:00	SRV - 2 month service	SM	Scheduled Maintenance			NEW1234		2
BN000067	Westwood Dynamic	11/11/2015	08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilo test	2
BN000066	Westwood Dynamic	08/11/2015	08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilo test	2
BN000065	Westwood Dynamic	04/11/2015	08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilo test	2
BN000064	HOPE FC - IT Shop	26/10/2015	08:00:00	SRV - 2 month service	SM	Scheduled Maintenance			17807		2
BN000063	Westwood Dynamic	21/10/2015	08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilo test	2
BN000062	Hope Works Pty Ltd	19/10/2015	08:00:00	SRV - 2 month service	SM	Scheduled Maintenance			18-30300		2
BN000061	Hope Works Pty Ltd	18/10/2015	08:00:00	Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre	2
BN000060	Westwood Dynamic	18/10/2015	08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilo test	2
BN000059	Westwood Dynamic	11/10/2015	08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilo test	2
BN000058	Westwood Dynamic	04/10/2015	08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilo test	2
BN000057	Westwood Dynamic	27/09/2015	08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilo test	2
BN000056	Westwood Dynamic	23/09/2015	08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilo test	1
BN000055	Hope Works Pty Ltd	08/09/2015	08:00:00	Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre	2
BN000054	Green Tea Supplies	17/09/2015	08:00:00	SRV - 2 month service	SM	Scheduled Maintenance			NEW1234		2

CLOSE SCREEN

- Close the screen when done.

Call Listing - BPO Version 2.5.1.4 - Example Company

CallRef	CustomerName	CallDate	CallTime	Technician	CallTime	Description	CallType	CallTypeDesc	ErrCode	ErrCodeDesc	SerialNo	CtrlLocator/Subject	Priority	Modulo
CH001003	Young Electric	13/12/2022	Unassigned		10:20:30	Test account balances	CR	Change Request			1207		3	SP204
CH001002	Seminarha Drive	13/12/2022	Unassigned		10:38:30	Test call for account balances manual	SR	Select Call Type			15-1211802		3	SP1812
CH001001	Young Electric	29/11/2022	Unassigned		11:25:19	Order the same part twice receive with different batch num.	CR	Change Request			sm123		3	K147
CH000996	Hope Works Pty Ltd	31/10/2022	Unassigned		11:51:21	HygieneContract	NSR	Net Cost Record					2	
CH000992	Top Vehicle Hire	23/10/2022	Unassigned		14:05:17	Loan machine for temporary high volume printing requirement	SRV	Service			TOP1234567		3	SP2030
CH000991	Apex Juice Inc	24/09/2022	Unassigned		16:38:43	Contract Closure - C00000001	SR	Select Call Type					2	
CH000989	Denton / Technogen	13/06/2022	Unassigned		09:00:00	Call for Monday evening hours check	TEST	Testing			2025-2222		3	
CH000988	Young Electric	03/06/2022	Unassigned		06:00:00	Call logged 5 days ago for new device checks	CR	Change Request	CRNF	Configuration	sm123		3	K147
CH000987	Young Electric	06/06/2022	Unassigned		06:00:00	Call logged 4 days ago for device line checks	CR	Change Request			sm123		3	K147
CH000985	Hope Works Pty Ltd	07/06/2022	Unassigned		06:00:00	Call logged 3 days ago for device line checks	SR	Select Call Type			sm123		3	K147
CH000983	Hope Works Pty Ltd	08/06/2022	Unassigned		08:00:13	Test fabric call - for elapsed time	UPG	Upgrade			20-90763		3	SP1222
CH000984	Hope Works Pty Ltd	08/06/2022	Unassigned		06:15:50	Test elapsed hours - 2 days prior	TEST	Testing			AT300000		3	AT300
CH000982	Hope Works Pty Ltd	09/06/2022	Unassigned		06:08:31	Test elapsed time - 2 day prior	TEST	Testing			SR124123456		3	K147
CH000981	Young Electric	20/06/2022	Unassigned		06:00:35	Test elapsed hours 1	TEST	Testing			sm123		3	K147
CH000978	Young Electric	08/11/2019	Awaiting AC	Bianca Du T.	11:24:59	Test with site manager email entered	ADM	Administration			sm1		3	SP204
CH000974	Hope Works Pty Ltd	08/11/2019	Awaiting AC	Bianca Du T.	10:30:20	test another call email	ADM	Administration			090011015		3	SP205
CH000972	Hope Works Pty Ltd	08/11/2019	Awaiting AC	Bianca Du T.	10:37:00	Test new call for email description in body	CR	Change Request			090011015		3	SP2030
CH000971	Westwood Dynamic	08/11/2019	Unassigned		08:00:00	BoBtMant - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2	
CH000970	Westwood Dynamic	08/11/2019	Unassigned		08:00:00	BoBtMant - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2	
CH000969	Hope Works Pty Ltd	06/11/2019	Unassigned		08:00:00	Ter - Commercial Test	PTOT	Installation				Forest Hills Centre	2	
CH000968	Green Tea Supplies	06/11/2019	Unassigned		08:00:00	2M5 - 2 month service	SM	Scheduled Maintenance			HEV1224		2	SP1020
CH000967	Westwood Dynamic	06/11/2019	Unassigned		08:00:00	BoBtMant - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2	
CH000966	Westwood Dynamic	06/11/2019	Unassigned		08:00:00	BoBtMant - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2	
CH000965	Westwood Dynamic	06/11/2019	Unassigned		08:00:00	BoBtMant - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2	
CH000964	Head PC - IT Dnp	26/10/2019	Unassigned		08:00:00	2M5 - 2 month service	SM	Scheduled Maintenance			14767		2	SP2030
CH000963	Westwood Dynamic	03/10/2019	Unassigned		08:00:00	BoBtMant - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2	
CH000962	Hope Works Pty Ltd	03/10/2019	Unassigned		08:00:00	2M5 - 2 month service	SM	Scheduled Maintenance			18-3020		2	
CH000961	Hope Works Pty Ltd	03/10/2019	Unassigned		08:00:00	Ter - Commercial Test	PTOT	Installation				Forest Hills Centre	2	
CH000960	Westwood Dynamic	02/10/2019	Unassigned		08:00:00	BoBtMant - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2	
CH000959	Westwood Dynamic	11/05/2019	Unassigned		08:00:00	BoBtMant - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2	
CH000958	Westwood Dynamic	04/02/2019	Unassigned		08:00:00	BoBtMant - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2	
CH000957	Westwood Dynamic	27/09/2019	Unassigned		08:00:00	BoBtMant - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2	
CH000956	Westwood Dynamic	02/09/2019	Unassigned		08:00:00	BoBtMant - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2	
CH000955	Hope Works Pty Ltd	18/07/2019	Unassigned		08:00:00	Ter - Commercial Test	PTOT	Installation				Forest Hills Centre	2	
CH000954	Green Tea Supplies	17/06/2019	Unassigned		08:00:00	2M5 - 2 month service	SM	Scheduled Maintenance			HEV1224		2	SP1020

Count: 366

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