

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

SERVICE

INTRODUCTION TO CALL ADMINISTRATION

The Call Administration screen is part of the Extended Call Centre - Version Compatibility¹

Extended Call Centre mode has been introduced, which can be used for larger customer-user bases. When using the **Calls Lite** mode only be primarily used for logging, releasing, and assigning calls and the **Call Administration** screen aids in call processing.

Call Centre Mode

Extended Call Centre - Version Compatibility²

Two screens have been added for <u>SLA Management</u> and <u>Call Closure Excep</u><u>tions</u>. 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 <u>Call Administration</u> 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. ²BPO2 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 ADMINISTRATION SCREEN

Ribbon Select Service > Call Administration



• The Call Administration screen will be displayed.



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Work Orders 1		Samanthas Diner	42 21/07/2014	Awaiting Ac	Belinda Sha	13:59:38	Machine repair needed	REP	Repair			1
	E CN0000044	Office Supplies Unlimited	44 28/07/2014	Awaiting Ac	Belinda Sha	11:34:37	1 black toner for collection	TON	Toner Required			1
	E CN0000047	Titan Group	47 31/07/2014	Awaiting Ac	George Jam	14:13:49	Service required	SERV	Service			1
Work In Progress	E CN0000051	Westwood Dynamic	51 05/08/2014	Awaiting Ac	Belinda Sha	13:00:23	Toner for delivery	TON	Toner Required			1
	CN0000055	Titan Group	57 07/08/2014	Awaiting Ac	Belinda Sha	12:14:38	Toner required	TON	Toner Required			2
	E CN0000056	Young Electric	58 07/08/2014	Awaiting Ac	Belinda Sha	14:14:11	Contract Closure - CO0000021	DR	Select Call Type			
Notes	E CN0000057	Westwood Dynamic	59 08/08/2014	Awaiting Ac	Belinda Sha	11:39:50	Deliver full set of toners	TON	Toner Required			
	E CN0000058	Samanthas Diner	60 08/08/2014	Awaiting Ac	Wesley Har	11:52:16	New machine	NDS	New Deal Sale			
	E CN0000060	Westwood Dynamic	62 08/08/2014	Awaiting Ac	Wesley Har	13:12:15	Machine Rental Deal	NDR	New Deal Rental			
	E CN0000063	Young Electric	65 20/08/2014	Awaiting Ac	Wesley Har	12:26:58	Machine service required	SERV	Service			
Assignments 2		Danny Storm IT Cafe	69 23/09/2014	Awaiting Ac	Daniel Balgo	. 11:23:30	Test BPO fin tran	NDS	New Deal Sale			
	E CN0000069	Danny Storm IT Cafe	71 23/09/2014	Awaiting Ac	Daniel Balgo	. 13:16:20	Toner for delivery	TON	Toner Required			
	E CN0000070	Derton / Technologies	72 23/09/2014	Awaiting Ac	Daniel Balgo	. 13:45:10	Service machine	SERV	Service			
Hold History	E CN0000072	Derton / Technologies	74 25/09/2014	Awaiting Ac	Karlien Jessi	. 11:04:32	Machine service required	SERV	Service			
	E CN0000073	Derton / Technologies	75 25/09/2014	Awaiting Ac	Karlien Jessi	. 11:41:18	test	NDS	New Deal Sale			
	E CN0000075	Derton / Technologies	77 26/09/2014	Awaiting Ac	Karlien Jessi	12:07:35	Service and toner required	SERV	Service			
Pending History	E CN0000084	Titan Group	86 11/11/2014	Awaiting Ac	George Jam	16:17:59	Magenta toner required	TON	Toner Required			
	E CN0000085	Panda Copiers	87 11/11/2014	Awaiting Ac	George Jam.	16:21:59	CO789	NDS	New Deal Sale			
	E CN0000094	Westwood Dynamic	96 08/01/2015	Awaiting Ac	George Jam.	15:07:45	staple unit for rental on current contract	NDR	New Deal Rental			
On Site Info	E CN0000099	Bothas Networking inc	13/01/2015	UnAssigned		16:40:32	test first work order	SERV	Service			
	E CN0000109	Titan Group	26/02/2015	Awaiting Ac	Carolina Su	09:52:00	Test machine	REP	Repair			
	E CN0000125	Derton / Technologies	06/03/2015	Awaiting Ac	Carolina Su	09:37:02	test	REP	Repair			
European and	E CN0000127	Derton / Technologies	06/03/2015	Awaiting Ac	Carolina Su	10:09:53	test	SERV	Service			
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RIBBON ACTION BUTTONS

MAINTAIN ACTION BUTTONS

• From the Call Screen click on **Edit** to be directed to the **Call maintenance** screen. Refer to**Call Administration** - **Edit a Call**

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Work Orders 1	E CN0000042	Samanthas Diner	42 21/07/2014	Awaiting Ac	Belinda Sha	13:59:38	Machine repair needed	REP	Repair			19
	E CN0000044	Office Supplies Unlimited	44 28/07/2014	Awaiting Ac	Belinda Sha	11:34:37	1 black toner for collection	TON	Toner Required			19
	E CN0000047	Titan Group	47 31/07/2014	Awaiting Ac	George Jam	14:13:49	Service required	SERV	Service			19
Work In Progress	E CN0000051	Westwood Dynamic	51 05/08/2014	Awaiting Ac	Belinda Sha	13:00:23	Toner for delivery	TON	Toner Required			14
		Titan Group	57 07/08/2014	Awaiting Ac	Belinda Sha	12:14:38	Toner required	TON	Toner Required			20
	⊞ CN0000056	Young Electric	58 07/08/2014	Awaiting Ac	Belinda Sha	14:14:11	Contract Closure - CO0000021	DR	Select Call Type			
Notes		Westwood Dynamic	59 08/08/2014	Awaiting Ac	Belinda Sha	11:39:50	Deliver full set of toners	TON	Toner Required			19
	CN0000058	Samanthas Diner	60 08/08/2014	Awaiting Ac	Wesley Har	11:52:16	New machine	NDS	New Deal Sale			
	⊞ CN0000060	Westwood Dynamic	62 08/08/2014	Awaiting Ac	Wesley Har	13:12:15	Machine Rental Deal	NDR.	New Deal Rental			
Arrigomente 2		Young Electric	65 20/08/2014	Awaiting Ac	Wesley Har	12:26:58	Machine service required	SERV	Service			SI
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		Danny Storm IT Cafe	71 23/09/2014	Awaiting Ac	Daniel Balgo	13:16:20	Toner for delivery	TON	Toner Required			19
	E CN0000070	Derton / Technologies	72 23/09/2014	Awaiting Ac	Daniel Balgo	13:45:10	Service machine	SERV	Service			19
Hold History	E CN0000072	Derton / Technologies	74 25/09/2014	Awaiting Ac	Karlien Jessi	11:04:32	Machine service required	SERV	Service			ab
		Derton / Technologies	75 25/09/2014	Awaiting Ac	Karlien Jessi	11:41:18	test	NDS	New Deal Sale			
		Derton / Technologies	77 26/09/2014	Awaiting Ac	Karlien Jessi	12:07:35	Service and toner required	SERV	Service			19
		Titan Group	86 11/11/2014	Awaiting Ac	George Jam	16:17:59	Magenta toner required	TON	Toner Required			19
		Panda Copiers	87 11/11/2014	Awaiting Ac	George Jam	16:21:59	CO789	NDS	New Deal Sale			
		Westwood Dynamic	96 08/01/2015	Awaiting Ac	George Jam	15:07:45	staple unit for rental on current contract	NDR	New Deal Rental			
On Site Info	E CN0000099	Bothas Networking inc	13/01/2015	UnAssigned		16:40:32	test first work order	SERV	Service			
	E CN0000109	Titan Group	26/02/2015	Awaiting Ac	Carolina Su	09:52:00	Test machine	REP	Repair			19
	CN0000125	Derton / Technologies	06/03/2015	Awaiting Ac	Carolina Su	09:37:02	test	REP	Repair			19
For Contract	E CN0000127	Derton / Technologies	06/03/2015	Awaiting Ac	Carolina Su	10:09:53	test	SERV	Service			19
		Mary Contrary	27/05/2015	Awaiting Ac	Carolina Su	08:45:05	New customer contact call	DR	Select Call Type			
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STATE ACTION BUTTONS

- Filter the list of calls by **Site** and **Status**
- The call listing can be **Refreshed**.
- Calls can be filtered by selecting **My Calls**. Refer to **Call Admin**istration - **My Calls**

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Work Orders 1		Samanthas Diner	42 21/07/2014	Awaiting Ac	Belinda Sha	13:59:38	Machine repair needed	REP	Repair			19
	E CN0000044	Office Supplies Unlimited	44 28/07/2014	Awaiting Ac	Belinda Sha	11:34:37	1 black toner for collection	TON	Toner Required			19
		Titan Group	47 31/07/2014	Awaiting Ac	George Jam	14:13:49	Service required	SERV	Service			19
Work In Progress		Westwood Dynamic	51 05/08/2014	Awaiting Ac	Belinda Sha	13:00:23	Toner for delivery	TON	Toner Required			14
		Titan Group	57 07/08/2014	Awaiting Ac	Belinda Sha	12:14:38	Toner required	TON	Toner Required			20
	E CN0000056	Young Electric	58 07/08/2014	Awaiting Ac	Belinda Sha	14:14:11	Contract Closure - CO0000021	DR	Select Call Type			
Notes		Westwood Dynamic	59 08/08/2014	Awaiting Ac	Belinda Sha	11:39:50	Deliver full set of toners	TON	Toner Required			19
		Samanthas Diner	60 08/08/2014	Awaiting Ac	Wesley Har	11:52:16	New machine	NDS	New Deal Sale			
		Westwood Dynamic	62 08/08/2014	Awaiting Ac	Wesley Har	13:12:15	Machine Rental Deal	NDR	New Deal Rental			
Arrigomente 2		Young Electric	65 20/08/2014	Awaiting Ac	Wesley Har	12:26:58	Machine service required	SERV	Service			SI
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		Derton / Technologies	72 23/09/2014	Awaiting Ac	Daniel Balgo	13:45:10	Service machine	SERV	Service			19
Hold History		Derton / Technologies	74 25/09/2014	Awaiting Ac	Karlien Jessi	11:04:32	Machine service required	SERV	Service			ab
		Derton / Technologies	75 25/09/2014	Awaiting Ac	Karlien Jessi	11:41:18	test	NDS	New Deal Sale			
		Derton / Technologies	77 26/09/2014	Awaiting Ac	Karlien Jessi	12:07:35	Service and toner required	SERV	Service			19
		Titan Group	86 11/11/2014	Awaiting Ac	George Jam	16:17:59	Magenta toner required	TON	Toner Required			19
		Panda Copiers	87 11/11/2014	Awaiting Ac	George Jam	16:21:59	CO789	NDS	New Deal Sale			
		Westwood Dynamic	96 08/01/2015	Awaiting Ac	George Jam	15:07:45	staple unit for rental on current contract	NDR	New Deal Rental			
On Site Info	E CN0000099	Bothas Networking inc	13/01/2015	UnAssigned		16:40:32	test first work order	SERV	Service			
		Titan Group	26/02/2015	Awaiting Ac	Carolina Su	09:52:00	Test machine	REP	Repair			19
	E CN0000125	Derton / Technologies	06/03/2015	Awaiting Ac	Carolina Su	09:37:02	test	REP	Repair			19
For Contract	E CN0000127	Derton / Technologies	06/03/2015	Awaiting Ac	Carolina Su	10:09:53	test	SERV	Service			19
	E CN0000135	Mary Contrary	27/05/2015	Awaiting Ac	Carolina Su	08:45:05	New customer contact call	DR	Select Call Type			
	Count: 38	1										
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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.



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	E CN0000044	Office Supplies Unlimited	44 28/07/2014	Awaiting Ac	Belinda Sha	11:34:37	1 black toner for collection	TON	Toner Required			19
		Titan Group	47 31/07/2014	Awaiting Ac	George Jam	14:13:49	Service required	SERV	Service			1
Work In Progress		Westwood Dynamic	51 05/08/2014	Awaiting Ac	Belinda Sha	13:00:23	Toner for delivery	TON	Toner Required			1
		Titan Group	57 07/08/2014	Awaiting Ac	Belinda Sha	12:14:38	Toner required	TON	Toner Required			2
	E CN0000056	Young Electric	58 07/08/2014	Awaiting Ac	Belinda Sha	14:14:11	Contract Closure - CO0000021	DR	Select Call Type			
Notes		Westwood Dynamic	59 08/08/2014	Awaiting Ac	Belinda Sha	11:39:50	Deliver full set of toners	TON	Toner Required			1
		Samanthas Diner	60 08/08/2014	Awaiting Ac	Wesley Har	11:52:16	New machine	NDS	New Deal Sale			
		Westwood Dynamic	62 08/08/2014	Awaiting Ac	Wesley Har	13:12:15	Machine Rental Deal	NDR.	New Deal Rental			
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Assignments 2		Danny Storm IT Cafe	69 23/09/2014	Awaiting Ac	Daniel Balgo	11:23:30	Test BPO fin tran	NDS	New Deal Sale			
		Danny Storm IT Cafe	71 23/09/2014	Awaiting Ac	Daniel Balgo	13:16:20	Toner for delivery	TON	Toner Required			3
		Derton / Technologies	72 23/09/2014	Awaiting Ac	Daniel Balgo	13:45:10	Service machine	SERV	Service			1
Hold History		Derton / Technologies	74 25/09/2014	Awaiting Ac	Karlien Jessi	11:04:32	Machine service required	SERV	Service			a
		Derton / Technologies	75 25/09/2014	Awaiting Ac	Karlien Jessi	11:41:18	test	NDS	New Deal Sale			
		Derton / Technologies	77 26/09/2014	Awaiting Ac	Karlien Jessi	12:07:35	Service and toner required	SERV	Service			1
		Titan Group	86 11/11/2014	Awaiting Ac	George Jam	16:17:59	Magenta toner required	TON	Toner Required			1
		Panda Copiers	87 11/11/2014	Awaiting Ac	George Jam	16:21:59	CO789	NDS	New Deal Sale			
		Westwood Dynamic	96 08/01/2015	Awaiting Ac	George Jam	15:07:45	staple unit for rental on current contract	NDR.	New Deal Rental			
On Site Info		Bothas Networking inc	13/01/2015	UnAssigned		16:40:32	test first work order	SERV	Service			
		Titan Group	26/02/2015	Awaiting Ac	Carolina Su	09:52:00	Test machine	REP	Repair			1
		Derton / Technologies	06/03/2015	Awaiting Ac	Carolina Su	09:37:02	test	REP	Repair			1
For Contract		Derton / Technologies	06/03/2015	Awaiting Ac	Carolina Su	10:09:53	test	SERV	Service			1
		Mary Contrary	27/05/2015	Awaiting Ac	Carolina Su	08:45:05	New customer contact call	DR	Select Call Type			
	Count: 38											

WORK ACTION BUTTONS

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

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	▶ E CN0000040	Westwood Dynamic	40 21/07/2014	Awaiting Ac	Belinda Sha	13:26:10	Service machine S/N: 1912-102036	SERV	Service			19
Work Orders 1	E CN0000042	Samanthas Diner	42 21/07/2014	Awaiting Ac	Belinda Sha	13:59:38	Machine repair needed	REP	Repair			19
	E CN0000044	Office Supplies Unlimited	44 28/07/2014	Awaiting Ac	Belinda Sha	11:34:37	1 black toner for collection	TON	Toner Required			19
	E CN0000047	Titan Group	47 31/07/2014	Awaiting Ac	George Jam	14:13:49	Service required	SERV	Service			19
Work In Progress		Westwood Dynamic	51 05/08/2014	Awaiting Ac	Belinda Sha	13:00:23	Toner for delivery	TON	Toner Required			14
		Titan Group	57 07/08/2014	Awaiting Ac	Belinda Sha	12:14:38	Toner required	TON	Toner Required			20
	E CN0000056	Young Electric	58 07/08/2014	Awaiting Ac	Belinda Sha	14:14:11	Contract Closure - CO0000021	DR	Select Call Type			
Notes		Westwood Dynamic	59 08/08/2014	Awaiting Ac	Belinda Sha	11:39:50	Deliver full set of toners	TON	Toner Required			19
		Samanthas Diner	60 08/08/2014	Awaiting Ac	Wesley Har	11:52:16	New machine	NDS	New Deal Sale			
		Westwood Dynamic	62 08/08/2014	Awaiting Ac	Wesley Har	13:12:15	Machine Rental Deal	NDR	New Deal Rental			
Arrigomente 2	E CN0000063	Young Electric	65 20/08/2014	Awaiting Ac	Wesley Har	12:26:58	Machine service required	SERV	Service			SI
Raginana a	CN0000067	Danny Storm IT Cafe	69 23/09/2014	Awaiting Ac	Daniel Balgo	11:23:30	Test BPO fin tran	NDS	New Deal Sale			
		Danny Storm IT Cafe	71 23/09/2014	Awaiting Ac	Daniel Balgo	13:16:20	Toner for delivery	TON	Toner Required			19
		Derton / Technologies	72 23/09/2014	Awaiting Ac	Daniel Balgo	13:45:10	Service machine	SERV	Service			19
Hold History		Derton / Technologies	74 25/09/2014	Awaiting Ac	Karlien Jessi	11:04:32	Machine service required	SERV	Service			ab
		Derton / Technologies	75 25/09/2014	Awaiting Ac	Karlien Jessi	11:41:18	test	NDS	New Deal Sale			
		Derton / Technologies	77 26/09/2014	Awaiting Ac	Karlien Jessi	12:07:35	Service and toner required	SERV	Service			19
		Titan Group	86 11/11/2014	Awaiting Ac	George Jam	16:17:59	Magenta toner required	TON	Toner Required			19
	CN0000085 CN0000085 CN0000085	Panda Copiers	87 11/11/2014	Awaiting Ac	George Jam	16:21:59	CO789	NDS	New Deal Sale			
		Westwood Dynamic	96 08/01/2015	Awaiting Ac	George Jam	15:07:45	staple unit for rental on current contract	NDR	New Deal Rental			
On Site Info	E CN0000099	Bothas Networking inc	13/01/2015	UnAssigned		16:40:32	test first work order	SERV	Service			
	E CN0000109	Titan Group	26/02/2015	Awaiting Ac	Carolina Su	09:52:00	Test machine	REP	Repair			19
	CN0000125	Derton / Technologies	06/03/2015	Awaiting Ac	Carolina Su	09:37:02	test	REP	Repair			19
For Contract	E CN0000127	Derton / Technologies	06/03/2015	Awaiting Ac	Carolina Su	10:09:53	test	SERV	Service			19
		Mary Contrary	27/05/2015	Awaiting Ac	Carolina Su	08:45:05	New customer contact call	DR	Select Call Type			-
	Count: 381											•
Open Windows *									User : Bianca 09/01/2024	Version : 2.5.	1.4 v2514 Example 0	Company

Help v2024.5.0.7/1.0 - Pg 6 - Printed: 04/07/2024



PROCESS ACTION BUTTONS

- <u>Close</u> 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.
- <u>Complete</u> a call once a technician has completed the required work. Outstanding admin work, like updating or Invoicing the call, can still be done.
- <u>Hold</u> 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.
- <u>Pending</u> 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.
- <u>Release</u> 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.
- <u>Reinstate</u> a call that has been closed. The call will move back to New status where it can be re-assigned.

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Home Equip	ment / Locations Cor	ntract Finance / HR I	Inventory Mainte	enance / Project	s Manufact	turing Proc	urement Sales Service Reporting Utilities					8 X
Edit New	Refresh My Calls	Image: Save Layout Image: Save Filter	My Call Assign Start	ose Complete	P∎4 🛔 Hold Per	iding Release	Reinstate Print Reports					
Maint												\diamond
Links #												
Enter text to search ۶	CalReference	CustomerName	CalDate	CallState	Technician	CallTime	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc	Serial
Functions	▼ #□	×0:	-	10¢	·0:	(D)	* D <	10:	(D :	()	(1)	×0 ^
	▶ E CN0000040	Westwood Dynamic	40 21/07/2014	Awaiting Ac	Belinda Sha	13:26:10	Service machine S/N: 1912-102036	SERV	Service			19
Work Orders 1		Samanthas Diner	42 21/07/2014	Awaiting Ac	Belinda Sha	13:59:38	Machine repair needed	REP	Repair			19
	E CN0000044	Office Supplies Unlimited	44 28/07/2014	Awaiting Ac	Belinda Sha	11:34:37	1 black toner for collection	TON	Toner Required			19
	E CN0000047	Titan Group	47 31/07/2014	Awaiting Ac	George Jam	14:13:49	Service required	SERV	Service			19
Work In Progress		Westwood Dynamic	51 05/08/2014	Awaiting Ac	Belinda Sha	13:00:23	Toner for delivery	TON	Toner Required			14
		Titan Group	57 07/08/2014	Awaiting Ac	Belinda Sha	12:14:38	Toner required	TON	Toner Required			20
	E CN0000056	Young Electric	58 07/08/2014	Awaiting Ac	Belinda Sha	14:14:11	Contract Closure - CO0000021	DR	Select Call Type			
Notes		Westwood Dynamic	59 08/08/2014	Awaiting Ac	Belinda Sha	11:39:50	Deliver full set of toners	TON	Toner Required			19
		Samanthas Diner	60 08/08/2014	Awaiting Ac	Wesley Har	11:52:16	New machine	NDS	New Deal Sale			
	⊞ CN0000060	Westwood Dynamic	62 08/08/2014	Awaiting Ac	Wesley Har	13:12:15	Machine Rental Deal	NDR.	New Deal Rental			
Automoto 2	E CN0000063	Young Electric	65 20/08/2014	Awaiting Ac	Wesley Har	12:26:58	Machine service required	SERV	Service			SD
Assignments 2		Danny Storm IT Cafe	69 23/09/2014	Awaiting Ac	Daniel Balgo	11:23:30	Test BPO fin tran	NDS	New Deal Sale			
		Danny Storm IT Cafe	71 23/09/2014	Awaiting Ac	Daniel Balgo	13:16:20	Toner for delivery	TON	Toner Required			19
		Derton / Technologies	72 23/09/2014	Awaiting Ac	Daniel Balgo	13:45:10	Service machine	SERV	Service			19
Hold History		Derton / Technologies	74 25/09/2014	Awaiting Ac	Karlien Jessi	11:04:32	Machine service required	SERV	Service			ab
	CN0000073	Derton / Technologies	75 25/09/2014	Awaiting Ac	Karlien Jessi	11:41:18	test	NDS	New Deal Sale			
		Derton / Technologies	77 26/09/2014	Awaiting Ac	Karlien Jessi	12:07:35	Service and toner required	SERV	Service			19
Pending History		Titan Group	86 11/11/2014	Awaiting Ac	George Jam	16:17:59	Magenta toner required	TON	Toner Required			19
		Panda Copiers	87 11/11/2014	Awaiting Ac	George Jam	16:21:59	CO789	NDS	New Deal Sale			
		Westwood Dynamic	96 08/01/2015	Awaiting Ac	George Jam	15:07:45	staple unit for rental on current contract	NDR.	New Deal Rental			
On Site Info		Bothas Networking inc	13/01/2015	UnAssigned		16:40:32	test first work order	SERV	Service			
		Titan Group	26/02/2015	Awaiting Ac	Carolina Su	09:52:00	Test machine	REP	Repair			19
		Derton / Technologies	06/03/2015	Awaiting Ac	Carolina Su	09:37:02	test	REP	Repair			19
For Contract		Derton / Technologies	06/03/2015	Awaiting Ac	Carolina Su	10:09:53	test	SERV	Service			19
		Mary Contrary	27/05/2015	Awaiting Ac	Carolina Su	08:45:05	New customer contact call	DR	Select Call Type			
	Count: 381											
Open Windows *									Liser : Bianca 09/01/202	4 Version : 2.5.	1.4 v2514 Example	Company
												Long



PRINT

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

\$ •				Ca	II Administra	tion - BPO: Ve	rsion 2.5.1.4	- v2514 Example Company					9 X
Home Equip	ment / Locations Cont	tract Finance / HR I	nventory Mainte	enance / Project	s Manufact	uring Proc	urement S	ales Service Reporting Utilities					8 X
Edit New	Kefresh My Calls	III Save Layout III Workspaces ▼ IIII Save Filter	My Call Assign Start	8 Complete	Hold Per	ding Release	Reinstate	Print Reports					
								Call Report					
Links #								Items Issued					
Enter text to search P	CalReference	CustomerName	CalDate	CallState	Technician	CallTime	Description	Delivery Report	pe	CallTypeDesc	ErrorCode	ErrorCodeDesc	Serial
Functions	▼ #□	×0:		я П с	8 0 0	(0)	(D)	Service History - Serial No. 19-12/1202		(0)	1 0 1	10:	10 ÷
	E CN0000040	Westwood Dynamic	40 21/07/2014	Awaiting Ac	Belinda Sha	13:26:10	Service mach	Customer Service History		Service			19
Work Orders 1	▶ E CN0000042	Samanthas Diner	42 21/07/2014	Awaiting Ac	Belinda Sha	13:59:38	Machine repa	ir needed	REP	Repair			19
		Office Supplies Unlimited	44 28/07/2014	Awaiting Ac	Belinda Sha	11:34:37	1 black toner	for collection	TON	Toner Required			19
	E CN0000047	Titan Group	47 31/07/2014	Awaiting Ac	George Jam	14:13:49	Service requi	red	SERV	Service			19
Work In Progress		Westwood Dynamic	51 05/08/2014	Awaiting Ac	Belinda Sha	13:00:23	Toner for del	ivery	TON	Toner Required			14
		Titan Group	57 07/08/2014	Awaiting Ac	Belinda Sha	12:14:38	Toner require	ed	TON	Toner Required			20
	⊞ CN0000056	Young Electric	58 07/08/2014	Awaiting Ac	Belinda Sha	14:14:11	Contract Clos	sure - CO0000021	DR	Select Call Type			
Notes		Westwood Dynamic	59 08/08/2014	Awaiting Ac	Belinda Sha	11:39:50	Deliver full se	t of toners	TON	Toner Required			19
		Samanthas Diner	60 08/08/2014	Awaiting Ac	Wesley Har	11:52:16	New machine		NDS	New Deal Sale			
		Westwood Dynamic	62 08/08/2014	Awaiting Ac	Wesley Har	13:12:15	Machine Ren	tal Deal	NDR	New Deal Rental			
Arrigomente 1		Young Electric	65 20/08/2014	Awaiting Ac	Wesley Har	12:26:58	Machine serv	ice required	SERV	Service			SD
Raginana i		Danny Storm IT Cafe	69 23/09/2014	Awaiting Ac	Daniel Balgo	11:23:30	Test BPO fin	tran	NDS	New Deal Sale			
	⊞ CN0000069	Danny Storm IT Cafe	71 23/09/2014	Awaiting Ac	Daniel Balgo	13:16:20	Toner for del	ivery	TON	Toner Required			19
		Derton / Technologies	72 23/09/2014	Awaiting Ac	Daniel Balgo	13:45:10	Service mach	ine	SERV	Service			19
Hold History		Derton / Technologies	74 25/09/2014	Awaiting Ac	Karlien Jessi	11:04:32	Machine serv	ice required	SERV	Service			ab
		Derton / Technologies	75 25/09/2014	Awaiting Ac	Karlien Jessi	11:41:18	test		NDS	New Deal Sale			
		Derton / Technologies	77 26/09/2014	Awaiting Ac	Karlien Jessi	12:07:35	Service and t	oner required	SERV	Service			19
		Titan Group	86 11/11/2014	Awaiting Ac	George Jam	16:17:59	Magenta ton	er required	TON	Toner Required			19
	CN0000085 CN0000085	Panda Copiers	87 11/11/2014	Awaiting Ac	George Jam	16:21:59	CO789		NDS	New Deal Sale			
		Westwood Dynamic	96 08/01/2015	Awaiting Ac	George Jam	15:07:45	staple unit fo	r rental on current contract	NDR	New Deal Rental			
On Site Info	E CN0000099	Bothas Networking inc	13/01/2015	UnAssigned		16:40:32	test first wor	k order	SERV	Service			
		Titan Group	26/02/2015	Awaiting Ac	Carolina Su	09:52:00	Test machine		REP	Repair			19
		Derton / Technologies	06/03/2015	Awaiting Ac	Carolina Su	09:37:02	test		REP	Repair			19
For Contract	E CN0000127	Derton / Technologies	06/03/2015	Awaiting Ac	Carolina Su	10:09:53	test		SERV	Service			19
		Mary Contrary	27/05/2015	Awaiting Ac	Carolina Su	08:45:05	New custome	r contact call	DR	Select Call Type			v
	Count: 381												
													÷.
Open Windows 👻										User : Bianca 09/01/20	24 Version : 2.5.	.4 v2514 Example C	tompany

REPORTS

The Reports button will display the system data reports for the Service Centre report.



Service - Introduction to Call Administration

a •				Ca	ll Administra	tion - BPO: Ve	rsion 2.5.1.4 - v2514 E	xampk	Company					8 ×
Home Equipt	ment / Locations Coni	tract Finance / HR I	inventory Mainte	enance / Projects	s Manufact	turing Proc	urement Sales S	ervice	Reporting Utilities					8 ×
Edit New	Refresh My Calls	Save Layout Workspaces Save Filter	My Call Assign Start	3 Complete	Hold Per	🐻 🏴 nding Release	Reinstate	Repor	8					
								Na	ne	Ψ	Description			
Linke 1								7 10			10:			
Enter text to search								1 -	Service Centre		-			
	CalReference	CustomerName	CallDate	CallState	Technician	CallTime	Description		+ Calls			ErrorCode	ErrorCodeDesc	Serial
Functions	₹ 1 <u>0</u> :	* 0 :		1 0 0	* 0 ¢	8 0 0	(D)		 Housekeeping 			10:	* 0 :	* 0 ^
Hinds Onders 1		Westwood Dynamic	40 21/07/2014	Awaiting Ac	Belinda Sha	13:26:10	Service machine 5/N: 19	9	 Performance Troubleshooting 					19
Work Groes 1		Samanthas Diner	42 21/07/2014	Awaiting Ac	Belinda Sha	13:59:38	Machine repair needed		. Inconcurrency					19
	CN0000044	Office Supplies Unlimited	44 28/07/2014	Awaiting Ac	Belinda Sha	11:34:37	1 black toner for collect	8						19
	E CN0000047	Titan Group	47 31/07/2014	Awaiting Ac	George Jam	14:13:49	Service required							19
Work In Progress	E CN0000051	Westwood Dynamic	51 05/08/2014	Awaiting Ac	Beinda Sha	13:00:23	Toner for delivery							14
	E CN0000055	Visuan Group	57 07/08/2014	Awaiting Ac	Delinda Sha	12:14:38	Contract Classes COD							20
	E CN0000057	Wastwood Dunamic	50 08/08/2014	Awaiting Ac	Balinda Cha	11-30-50	Daliver full pat of topart							10
Notes	E CN0000037	Samanthas Diner	60 08/08/2014	Awaiting Ac	Wedey Har	11:57:16	New markine	>						15
	E CN0000050	Westwood Dynamic	62 08/08/2014	Awaiting Ac	Wedey Har		Machine Rental Deal							
	E CN0000063	Young Electric	65 20/08/2014	Awaiting Ac	Wesley Har	12:26:58	Machine service require							SI
Assignments 1	E CN0000067	Danny Storm IT Cafe	69 23/09/2014	Awaiting Ac	Daniel Balgo	11:23:30	Test BPO fin tran	1 =			· ·			
	E CN0000069	Danny Storm IT Cafe	71 23/09/2014	Awaiting Ac	Daniel Balgo	13:16:20	Toner for delivery	1			Edit Elter			19
	E CN0000070	Derton / Technologies	72 23/09/2014	Awaiting Ac	Daniel Balgo	13:45:10	Service machine	<u> </u>		SERV	Service			19
Hold History	E CN0000072	Derton / Technologies	74 25/09/2014	Awaiting Ac	Karlien Jessi	11:04:32	Machine service require	d		SERV	Service			ab
	E CN0000073	Derton / Technologies	75 25/09/2014	Awaiting Ac	Karlien Jessi	11:41:18	test			NDS	New Deal Sale			
	E CN0000075	Derton / Technologies	77 26/09/2014	Awaiting Ac	Karlien Jessi	12:07:35	Service and toner requi	red		SERV	Service			19
	E CN0000084	Titan Group	86 11/11/2014	Awaiting Ac	George Jam	16:17:59	Magenta toner required	ł		TON	Toner Required			19
	CN0000085 CN0000085	Panda Copiers	87 11/11/2014	Awaiting Ac	George Jam	16:21:59	CO789			NDS	New Deal Sale			
	⊞ CN0000094	Westwood Dynamic	96 08/01/2015	Awaiting Ac	George Jam	15:07:45	staple unit for rental on	current	contract	NDR	New Deal Rental			
On Site Info		Bothas Networking inc	13/01/2015	UnAssigned		16:40:32	test first work order			SERV	Service			
		Titan Group	26/02/2015	Awaiting Ac	Carolina Su	09:52:00	Test machine			REP	Repair			19
		Derton / Technologies	06/03/2015	Awaiting Ac	Carolina Su	09:37:02	test			REP	Repair			19
For Contract		Derton / Technologies	06/03/2015	Awaiting Ac	Carolina Su	10:09:53	test			SERV	Service			19
		Mary Contrary	27/05/2015	Awaiting Ac	Carolina Su	08:45:05	New customer contact of	call		DR.	Select Call Type			-
	Count: 381													
Open Windows 🕶											User : Blanca 09/	01/2024 Version : 2.5.	1.4 v2514 Example	Company

Related Topics

- Service Introduction to Call Administration
- Call Administration Edit a Call
- Call Administration My Calls
- Call Administration Assign a Call
- Call Administration Start or End Work
- Call Administration Close a Call
- Call Administration Complete a Call
- Call Administration Hold a Call
- Call Administration Pend a Call
- Call Administration Release a Call
- Call Administration Reinstate a Call

BPO.MNU.124