

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

SERVICE

INTRODUCTION TO CALL CLOSURE EXCEPTIONS

The **Call Closure Exceptions** screen is a new screen (in BPO2)¹ that displays the list of Close Call Exceptions returned by the (Auto Close Call Service)², with the corrective action. You can easily access the call, as well as the call related functions and transaction tiles. These exceptions can then be processed on BPO, and once flagged as processed, the call can then either be closed manually or left to be auto closed by the Close Call Service.

The Call Closure Exceptions List

- New part requests requires approval (where approval is required).
- Open part requests need to be actioned.
- Open sub contracts need to be received.
- Invoices need to be printed.
- Credit notes need to be authorised.
- Loan unit out against the call.
- Non billable serialized stock issues.
- Meters attached with no readings captured (where meter reading required is yes)
- Open warranty claims have not been processed.
- Unreviewed hours (where TimeReview flag is Yes)
- Items to Invoice:

¹BPO2 v2.5.1.3 or higher, ²v3.0.0.1



- Part requests
- Travel
- Warranties
- Sub-contracts
- Services
- Work expense
- Labour

THE CALL CLOSURE EXCEPTIONS LISTING SCREEN

Ribbon Select Service > Call Exceptions



• The **Closure Exceptions Listing** screen will be displayed, listing all Completed calls with completed work orders that have closure exceptions.

|) v. | | | | | | | | Closu | e Excepti | ons - BPO: Version 2.5.1.4 - v2514 Example Company | | | | | _ 6 | 8 |
|----------|-------------|-------------|-------------|--------------|------------|-----------------------|------------|--------------|--------------|--|--------------|----------|--------------|----------------|-----|---|
| ۵. | Home Eq | uipment / L | ocations | Contra | ct Financ | e / HR Inventory | Maintenano | e / Projects | Manufact | uring Procurement Sales Service Reporting | Utilities | | | | _ é | 8 |
| | | | | - | | | 42. 1 | 💐 Save Layo | ıt | | | | | | | |
| | | | | <u>نا</u> | - | Durban 💌 | 9 | Workspace | s v | | | | | | | |
| ave | Close Invo | ce Credi | Issue | WIP | Flag Items | | Refresh | Save Filter | | | | | | | | |
| int | | | rocess | | | State | | Format | | | | | | | | |
| iks | | | | | | | 4 | Tormat | - | | | | | | | |
| | t to search | * Dray | | | | | | | | | | | | | | |
| UEF UEAU | c to bear a | ~ (| alReference | e Cus | tomerCode | CustomerName | CallDate | CallTime | CallType | CalDesc | StatusDesc | Priority | Action | DateRequired + | | |
| uncti | ions | T | DC . | * D ¢ | | -O: | - | - | ۲ ۵ ۲ | (0) | * 0 : | - | * 0 : | - | | |
| | | e e | CN000100 | H DER | 2001 | Derton / Technologies | 15/03/2023 | 01/01/1900 | ADM | Call SLA Hours Functionality Review | Complete | | 3 | 15/03/2023 | | |
| | | E | CN000098 | 1 HOP | P001 | Hope Works (Pty) Ltd | 11/12/2019 | 01/01/1900 | ADM | test placing call on hold | Complete | | 3 | 11/12/2019 | | |
| | | Œ | CN000098 | 0 HOP | P001 | Hope Works (Pty) Ltd | 21/11/2019 | 01/01/1900 | TON | Driver Connect - offline test | Complete | | 3 | 21/11/2019 | | |
| | | E | CN000097 | 9 HOP | P001 | Hope Works (Pty) Ltd | 21/11/2019 | 01/01/1900 | SERV | Third driver connect call | Complete | | 3 | 21/11/2019 | | |
| | | Œ | CN000097 | 18 HOP | P001 | Hope Works (Pty) Ltd | 21/11/2019 | 01/01/1900 | PR | Driver Connect - full set of toners required | Complete | | 3 | 21/11/2019 | | |
| | | E | CN000097 | 7 HOP | P001 | Hope Works (Pty) Ltd | 21/11/2019 | 01/01/1900 | SERV | Driver Connect - toner delivery | Complete | | 3 | 21/11/2019 | | |
| | | Œ | CN000097 | 3 DAM | N002 | Dancing Shoes | 18/11/2019 | 01/01/1900 | ADM | Test call email functionality | Complete | | 3 | 18/11/2019 | | |
| Notes | 5 | E | CN000084 | 1 YES | 001 | Young Electric | 11/11/2019 | 01/01/1900 | NDS | Test Service balances time logging | Complete | | 3 | 11/11/2019 | | |
| | | E | CN000083 | 2 HOP | P001 | Hope Works (Pty) Ltd | 15/10/2019 | 01/01/1900 | DR | it seems like call notes are not saving for call request | Complete | | 3 | 15/10/2019 | | |
| | | E | CN000082 | 2 TEL | 005 | Telerex | 04/07/2019 | 01/01/1900 | DR | test | Complete | | 2 | 11/07/2019 | | |
| Accion | nments 1 | E | CN000081 | 5 DAM | N002 | Dancing Shoes | 13/05/2019 | 01/01/1900 | INST | test another call for overflow error | Complete | | 3 | 13/05/2019 | | |
| ~y | | E | CN000081 | 4 DAM | V002 | Dancing Shoes | 13/05/2019 | 01/01/1900 | INST | test call for overflow error | Complete | | 3 | 13/05/2019 | | |
| | | E | CN000081 | 2 HOP | P001 | Hope Works (Pty) Ltd | 03/05/2019 | 01/01/1900 | π | Test call for warranties | Complete | | 3 | 03/05/2019 | | |
| | | E | CN000079 | 3 HOP | P001 | Hope Works (Pty) Ltd | 11/09/2018 | 01/01/1900 | TON | Toner replacement requirement | Complete | | 3 | 11/09/2018 | | |
| | | Œ | CN000078 | 1 HOP | P001 | Hope Works (Pty) Ltd | 25/07/2018 | 01/01/1900 | REP | Copier not switching on | Complete | | 3 | 25/07/2018 | | |
| | | E | CN000077 | 2 HOP | P001 | Hope Works (Pty) Ltd | 12/07/2018 | 01/01/1900 | REP | Client equipment not functioning - to send out a loan unit | Complete | | 3 | 12/07/2018 | | |
| | | Œ | CN000077 | 1 HOP | P001 | Hope Works (Pty) Ltd | 11/07/2018 | 01/01/1900 | DR | Test all billable items. | Complete | | 3 | 11/07/2018 | | |
| | | E | CN000077 | 0 HOP | P001 | Hope Works (Pty) Ltd | 11/07/2018 | 01/01/1900 | INST | Auto Invoicing Next Level | Complete | | 1 | 11/07/2018 | | |
| | | Œ | CN000076 | 6 HOP | P001 | Hope Works (Pty) Ltd | 10/07/2018 | 01/01/1900 | INST | Test call for auto invoicing | Complete | | 3 | 10/07/2018 | | |
| | | E | CN000076 | 5 DER | 8001 | Derton / Technologies | 10/07/2018 | 01/01/1900 | INSP | Auto call invoice test | Complete | | 3 | 10/07/2018 | | |
| On Sit | te Info | E | CN000076 | 4 APP | 0001 | Apple Juice Inc | 10/07/2018 | 01/01/1900 | INST | New Call for testing invoicing from Auto Call Invoice. | Complete | | 3 | 10/07/2018 | | |
| | | E | CN000076 | 3 HOP | P001 | Hope Works (Pty) Ltd | 06/07/2018 | 01/01/1900 | INSP | Test call for auto invoice processing | Complete | | 3 | 06/07/2018 | | |
| | | E | CN000075 | 3 APP | 90001 | Apple Juice Inc | 13/06/2018 | 01/01/1900 | INSP | Test stock over issue - auto approve part requests off | Complete | | 3 | 13/06/2018 | | |
| For O | ontract | E | CN000055 | 2 HOP | P001 | Hope Works (Pty) Ltd | 08/01/2018 | 01/01/1900 | DR | Test swap outs for tech connect | Complete | | 3 | 08/01/2018 | | |
| | | Œ | CN000054 | 19 HOP | P001 | Hope Works (Pty) Ltd | 19/12/2013 | 01/01/1900 | INST | Test new swap out process on tech connect | Complete | | 3 | 19/12/2017 | | |
| | | E | CN000053 | 4 GDE | 30001 | Good Books | 14/09/2013 | 01/01/1900 | Π | Test call for the WebPortal back order report | Complete | | 2 | 14/09/2017 | | |



QUICK CALL ACCESS

• You can double click on a call to view the Call Details.

For a detailed handling of this topic refer to Service - Closure Exceptions - View Call Details

RIBBON ACTION BUTTONS

MAINTAIN ACTION BUTTON

 From the Closure Exception Screen you can Save Comments or note whether the Processed for each Closure Exception item.
 Refer to <u>Add a Comment</u> or Calls - Edit a Call

| - | | | | | Closur | e Exceptio | ns - BPO: Version 2.5.1.4 - v2514 Example Company | | | | | |
|-----------------|--------------------------|------------------------|-----------------------|------------------|-------------------------|---------------|---|-------------|----------|--------|--------------|--|
| Home Equips | ent / Locations Contract | Finance / HR | R Inventory | Maintenance | / Projects | Manufact. | ring Procurement Sales Service Reporting | Utilities | | | | |
| | Credit Issue WIP F | | urban 👻 | Refresh | Save Layou Workspace | | | | | | | |
| | | | | X | Save Filter | | | | | | | |
| | | | | | | | | | | | | |
| | | | | | | | | | | | | |
| ۹ ۹ | CalReference Custor | nerCode Cust | tomerName | CalDate | CalTime | CalType | CalDesc | StatusDesc | Priority | Action | DateRequired | |
| | Y (0: 0: | -0: | | - | - | 10: | 0: | -0: | - | (0) | - | |
| Save | + E CN0001004 DER00 | 01 Dert | ton / Technologies | 15/03/2023 | 01/01/1900 | ADM | Call Closure Exception Functionality Review | Complete | | 3 | 15/03/2023 | |
| 1 | Closure Exception | s | | | | | | | | | | |
| | | CalReference | Description | | | | | ClosureType | Commen | | | |
| int 💵 | v 🗉 | (D) | -O- | | | | | 10: | ×0: | | | |
| ork In Progress | IV | CN0001004 | There are still in | voices which n | eed to be prin | ted. Please | action these items before closing. | SINV | Items In | voiced | | |
| | | CN0001004 | There are non b | llable serialise | d stock issues | . These item | s need to either be billed or the items capitalised before issuing. | INBP | | | | |
| | | CN0001004 | There are still or | notes which n | eed to be aut | horised. Ple | ase action these items before closing. | SCRN | | | | |
| es 🛛 | | CN0001004 | There are still bi | lable part requ | uest items to b | e invoiced. | Please bill these items before dosing. | INVI | | | | |
| | | CN0001004 | There are still bi | lable sub-cont | ract items to l | be invoiced. | Please bill these items before closing. | WOCT | | | | |
| | | CN0001004 | There are still tir | ne records to b | be reviewed. | Please revie | w these items before dosing. | WOTR | | | | |
| signments 1 | | CN0001004 | There are still bi | lable labour ite | ems to be invo | viced. Please | bill these items before closing. | WOLB | | | | |
| | | CN0001004 | | | | | ise bill these items before dosing. | WOEX | | | | |
| | | CN0001004 | | | | | e bill these items before dosing. | WOSV | | | | |
| d History | | CN0001004 | | | | | oned. Please action these items before dosing. | INNP | | | | |
| | | CN0001004 | | | | | ived. Please GRN these items before closing. | PRSR | | | | |
| | | CN0001004 CN0001004 | | - | | | only be closed when the unit(s) is returned. | LUNT | | | | |
| | | | There are soline | ew part reques | sts which need | to be auto | orised or declined. Hease action these items before closing. | РКАР | | | | |
| | E CN0000041 WES00 | | stwood Dynamic | | 01/01/1900 | | Please service machine as per error code | Complete | | 2 | 21/07/2014 | |
| | E CN0000049 SAM00 | | ianthas Diner | | 01/01/1900 | | Machine error | Complete | | 2 | 04/08/2014 | |
| Site Info | CN0000053 OFF00 | | ce Supplies Unlimited | | | | Machine error code - drum | Complete | | 2 | 05/08/2014 | |
| | CN0000054 DAN00 | | ny Storm IT Cafe | 05/08/2014 | | | Service required | Complete | | 2 | 05/08/2014 | |
| | CN0000118 HOP00 | | e Works (Pty) Ltd | | 01/01/1900 | | Setup required | Complete | | 2 | 26/02/2015 | |
| r Contract | | | stwood Dynamic | | 01/01/1900 | | Machine service required | Complete | | 2 | 02/06/2015 | |
| | CN0000255 blanca | | th West Branch | | 01/01/1900 | | test | Complete | | 2 | 14/01/2016 | |
| | E CN0000296 HOP00 | Л Нор | e Works (Pty) Ltd | 29/03/2016 | 01/01/1900 | SERV | Test auto apply task to work order | Complete | | 2 | 29/03/2016 | |

PROCESS ACTION BUTTONS

- Close a call when there are no further outstanding items on the call.
- <u>Invoice</u> all billable items on the call underlying work orders.



- <u>Credit</u> invoices raised against the call or underlying work orders.
- Issue stock against open part requests.
- View Work In Progress Items linked the call underlying work orders.
- Flag Items for closure processing.

| Ψ | | | Closure Ex | cceptions - BPO: Version 2.5.1.4 - v2514 Example Company | / | | | - 2 |
|------------------|--------------------------------|---------------------------|------------------------------------|--|--------------|-----------------|--------------|-----|
| Home Equip | ment / Locations Contract Fina | ance / HR Inventory | Maintenance / Projects Ma | anufacturing Procurement Sales Service Reportin | g Utilities | | | _ 2 |
| | Credit Issue WIP Flag Item | 6 Durban 💌 | Refresh | | | | | |
| t | | 2 2 | | | | | | |
| | | | 205 | × | | Priority Action | DateRequired | |
| unctions | lose Invoice C | redit Issue | WIP Flag | Items | 10: | - 40: | | |
| Work Orders | | | in ing | sure Exception Functionality Review | Complete | 3 | 15/03/2023 | |
| Nork Orbers | | | | | | | | |
| | | Process | | | ClosureType | Comment | | |
| | | | | 4 | 8 0 0 | 4 0 4 | | |
| Work In Progress | I CN0001 | | | . Please action these items before closing. | SINV | Items Invoiced | | |
| | CN0001 | | lable serialised stock issues. The | ese items need to either be billed or the items capitalised before iss | uing, INBP | | | |
| | CN0001 | | | sed. Please action these items before closing. | SCRN | | | |
| Notes | CN0001 | | | voiced. Please bill these items before dosing. | INVI | | | |
| | CN0001 | | | woiced. Please bill these items before closing. | WOCT | | | |
| | CN0001 | | | se review these items before dosing. | WOTR | | | |
| Assignments 1 | CN0001 | | | Please bill these items before closing. | WOLB | | | |
| | CN0001 | | | ed. Please bill these items before dosing. | WOEX | | | |
| | CN0001 | | | d. Please bill these items before dosing. | WOSV | | | |
| Hold History | CN0001 | | | be actioned. Please action these items before dosing. | INNP | | | |
| | CN0001 | | | be received. Please GRN these items before closing. | PRSR | | | |
| | CN0003 | | | call can only be closed when the unit(s) is returned. | LUNT | | | |
| | CN0001 | .004 There are still ne | w part requests which need to b | be authorised or declined. Please action these items before dosing. | PRAP | | | |
| | CN0000041 WES001 | Westwood Dynamic | 21/07/2014 01/01/1900 SER | RV Please service machine as per error code | Complete | 2 | 21/07/2014 | |
| | E CN0000049 SAM001 | Samanthas Diner | 04/08/2014 01/01/1900 REP | P Machine error | Complete | 2 | 04/08/2014 | |
| On Site Info | | Office Supplies Unlimited | 05/08/2014 01/01/1900 SER | RV Machine error code - drum | Complete | 2 | 05/08/2014 | |
| orrorat anno | | Danny Storm IT Cafe | 05/08/2014 01/01/1900 SER | RV Service required | Complete | 2 | 05/08/2014 | |
| | | Hope Works (Pty) Ltd | 26/02/2015 01/01/1900 INS | 5T Setup required | Complete | 2 | 26/02/2015 | |
| | | Westwood Dynamic | 02/06/2015 01/01/1900 SER | RV Machine service required | Complete | 2 | 02/06/2015 | |
| | E CN0000255 biancad | North West Branch | 14/01/2016 01/01/1900 PR | test | Complete | 2 | 14/01/2016 | |
| For Contract | | | | RV Test auto apply task to work order | Complete | | 29/03/2016 | |

STATE ACTION BUTTONS

- The Closure Exceptions listing can be **Refreshed**.
- Calls can be filtered by **Site**.



Service - Introduction to Call Closure Exceptions

|) v | | | | Closure E | cceptions - BPC | : Version 2.5.1.4 - v2514 Example Company | | | | | - 2 3 |
|------------------------|--------------------|----------------|---------------------------|---------------------------|-----------------|--|------------|----------|-------------------------|--------------|-------|
| Home Equip | ment / Locations C | ontract Financ | e / HR Inventory | Maintenance / Projects Ma | anufacturing | Procurement Sales Service Reporting Utili | bes | | | | _ @ : |
| 88 | Credit Issue | VIP Flag Items | burban 🔻 | Refresh | | | | | | | |
| nks a | | | wat or | | 15 | | | | | | |
| inter text to search J | | | Custor | | CT2 | | StatusDesc | Priority | Action | DateRequired | |
| Functions | 9 ID: | ID: | Durbar | n 🔻 | | | ID: | Photicy | | Datekequireu | |
| runcuons | ► E CN0001004 | | Dettor | | Refresh | Exception Functionality Review | Complete | | | | |
| | E CN0000041 | | Westy | | | ce machine as per error code | Complete | 2 | | 21/07/2014 | |
| | E CN0000049 | | Samar | | | or | Complete | 2 | | 04/08/2014 | |
| | E CN0000053 | | Office | State | | ⊿ or code - drum | Complete | | | 05/08/2014 | |
| Work In Progress | E CN0000054 | DAN001 | Danny Storm IT Cafe | 05/08/2014 01/01/1900 SE | | required | Complete | 2 | | 05/08/2014 | |
| | E CN0000118 | HOP001 | Hope Works (Pty) Ltd | 26/02/2015 01/01/1900 INS | | | Complete | 2 | | 26/02/2015 | |
| | E CN0000138 | WES001 | Westwood Dynamic | 02/06/2015 01/01/1900 SE | RV Machine | service required | Complete | | | 02/06/2015 | |
| Notes | E CN0000255 | biancad | North West Branch | 14/01/2016 01/01/1900 PR | test | | Complete | 2 | | 14/01/2016 | |
| | E CN0000296 | HOP001 | Hope Works (Pty) Ltd | 29/03/2016 01/01/1900 SE | RV Test au | to apply task to work order | Complete | 2 | | 29/03/2016 | |
| | E CN0000330 | HOP001 | Hope Works (Pty) Ltd | 09/06/2016 01/01/1900 INS | ST Tier - O | ommercial Tier Test | Complete | 2 | | 09/06/2016 | |
| Assignments 1 | | HOP001 | Hope Works (Pty) Ltd | 09/06/2016 01/01/1900 INS | ST Tier - O | ommercial Tier Test | Complete | 2 | | 09/06/2016 | |
| | ⊞ CN0000339 | HOP001 | Hope Works (Pty) Ltd | 09/06/2016 01/01/1900 INS | ST Tier - C | ommercial Tier Test | Complete | 2 | | 09/06/2016 | |
| | | TIA001 | Titan Group | 22/06/2016 01/01/1900 SE | RV Loan Ur | it required | Complete | 2 | | 22/06/2016 | |
| | ⊞ CN0000370 | HOP001 | Hope Works (Pty) Ltd | 13/09/2016 01/01/1900 RE | P Prior ca | Is list for location | Complete | 2 | | 13/09/2016 | |
| | | HOP001 | Hope Works (Pty) Ltd | 13/09/2016 01/01/1900 RE | P Schedul | ed Maintenance | Complete | 2 | | 13/09/2016 | |
| | ⊞ CN0000373 | HOP001 | Hope Works (Pty) Ltd | 19/09/2016 01/01/1900 RE | P 12345 | | Complete | 2 | | 26/09/2016 | |
| | | YES001 | Young Electric | 18/11/2015 01/01/1900 PR | Check C | iontract Detail record in place after partial non stock return | Complete | 2 | | 18/11/2015 | |
| | ⊞ CN0000425 | HOP001 | Hope Works (Pty) Ltd | 29/03/2017 01/01/1900 INS | ST My wor | k - work order linked to a call.Installation at non client loction | Complete | 2 | | 29/03/2017 | |
| | | HOP001 | Hope Works (Pty) Ltd | 12/04/2017 01/01/1900 SM | TT000 | - Daily - Call per WO | Complete | 2 | WO0001262 : call closed | 12/04/2017 | |
| | ⊞ CN0000447 | OFF001 | Office Supplies Unlimited | 05/05/2017 01/01/1900 SE | RV Test cal | for start and end work on a call vs ticketing | Complete | 2 | | 05/05/2017 | |
| On Site Info | | HOP001 | Hope Works (Pty) Ltd | 17/05/2017 01/01/1900 PR | Error co | de | Complete | 2 | | 17/05/2017 | |
| | | HOP001 | Hope Works (Pty) Ltd | 24/05/2017 01/01/1900 SE | RV Contrac | t Service Test v2.1.0.5 | Complete | 2 | | 24/05/2017 | |
| | E CN0000487 | HOP001 | Hope Works (Pty) Ltd | 01/06/2017 01/01/1900 ND | R New De | al Rental | Complete | 2 | | 08/06/2017 | |
| For Contract | E CN0000488 | OFF001 | Office Supplies Unlimited | 06/06/2017 01/01/1900 INS | ST Test cre | ating a call with the required date field filled in. | Complete | 2 | | 06/06/2017 | |
| | E CN0000490 | HOP001 | Hope Works (Pty) Ltd | 08/06/2017 01/01/1900 ND | S 1234 | | Complete | 2 | | 15/06/2017 | |
| | | ABCXYZ123 | ABC SHoe Co | 08/06/2017 01/01/1900 ND | S 1234 | | Complete | 2 | | 15/06/2017 | |

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.

| Ŧ | | | | | Closu | re Exceptio | ns - BPO: Version 2 | 5.1.4 - v2514 Example Company | | | | | - 2 |
|----------------------|-------------------|----------------|---------------------------|-------------|-------------------------------------|-------------|---------------------------|--|------------|----------|--------------------------|--------------|-----|
| Home Equipme | nt / Locations Co | ontract Financ | ce / HR Inventory | Maintenance | | Manufactu | ring Procurement | t Sales Service Reporting Utilit | ies | | | | - 8 |
| ave Close Invoice | Credit Issue W | IP Flag Items | Durban 👻 | Coffresh a | Save Layo Workspac Save Filte | s • | | | | | | | |
| les a | | | | | 2 | Save l | .ayout | | | | | | |
| ter text to search P | CalReference | CustomerCode | CustomerName | CallDate | | Mandan . | | | StatusDesc | Priority | Action | DateRequired | |
| unctions | 9 ID: | 10: | (D) | | - | WORKS | paces + | | 10: | | 10 C | | |
| | ▶ ⊞ CN0001004 | DER001 | Derton / Technologies | | 0 | C | | n Functionality Review | Complete | | | | |
| | E CN0000041 | WES001 | Westwood Dynamic | 21/07/2014 | 1 | Saver | liter | ne as per error code | Complete | | | 21/07/2014 | |
| | E CN0000049 | SAM001 | Samanthas Diner | 04/08/2014 | | | | | Complete | | | 04/08/2014 | |
| | E CN0000053 | OFF001 | Office Supplies Unlimited | 05/08/2014 | | Forma | at 🔺 | drum | Complete | | | 05/08/2014 | |
| Work In Progress | | DAN001 | Danny Storm IT Cafe | 05/08/2014 | 01/01/1900 | SERV | Service required | | Complete | | | 05/08/2014 | |
| | E CN0000118 | HOP001 | Hope Works (Pty) Ltd | 26/02/2015 | 01/01/1900 | INST | Setup required | | Complete | | | 26/02/2015 | |
| | | WES001 | Westwood Dynamic | 02/06/2015 | 01/01/1900 | SERV | Machine service req | uired | Complete | 2 | | 02/06/2015 | |
| Notes | | biancad | North West Branch | 14/01/2016 | 01/01/1900 | PR | test | | Complete | : | | 14/01/2016 | |
| 100003 | | HOP001 | Hope Works (Pty) Ltd | 29/03/2016 | 01/01/1900 | SERV | Test auto apply task | k to work order | Complete | 2 | | 29/03/2016 | |
| | E CN0000330 | HOP001 | Hope Works (Pty) Ltd | 09/06/2016 | 01/01/1900 | INST | Tier - Commercial Tie | er Test | Complete | : | | 09/06/2016 | |
| | | HOP001 | Hope Works (Pty) Ltd | 09/06/2016 | 01/01/1900 | INST | Tier - Commercial Tie | er Test | Complete | 1 | | 09/06/2016 | |
| Assignments 1 | E CN0000339 | HOP001 | Hope Works (Pty) Ltd | 09/06/2016 | 01/01/1900 | INST | Tier - Commercial Tie | er Test | Complete | : | | 09/06/2016 | |
| | | TIA001 | Titan Group | 22/06/2016 | 01/01/1900 | SERV | Loan Unit required | | Complete | 2 | | 22/06/2016 | |
| | ⊞ CN0000370 | HOP001 | Hope Works (Pty) Ltd | 13/09/2016 | 01/01/1900 | REP | Prior calls list for loca | ation | Complete | | | 13/09/2016 | |
| Hold History | E CN0000372 | HOP001 | Hope Works (Pty) Ltd | 13/09/2016 | 01/01/1900 | REP | Scheduled Maintena | nce | Complete | - | | 13/09/2016 | |
| | | HOP001 | Hope Works (Pty) Ltd | 19/09/2016 | 01/01/1900 | REP | 12345 | | Complete | 3 | | 26/09/2016 | |
| | | YES001 | Young Electric | 18/11/2015 | 01/01/1900 | PR | Check Contract Det | all record in place after partial non stock return | Complete | - | | 18/11/2015 | |
| | ⊞ CN0000425 | HOP001 | Hope Works (Pty) Ltd | 29/03/2017 | 01/01/1900 | INST | My work - work ord | er linked to a call.Installation at non client loction | Complete | 3 | | 29/03/2017 | |
| | | HOP001 | Hope Works (Pty) Ltd | 12/04/2017 | 01/01/1900 | SM | TT0001 - Daily - Ca | ll per WO | Complete | | 2 WO0001262 : call dosed | 12/04/2017 | |
| | | OFF001 | Office Supplies Unlimited | 05/05/2017 | 01/01/1900 | SERV | Test call for start an | d end work on a call vs ticketing | Complete | 2 | | 05/05/2017 | |
| On Site Info | | HOP001 | Hope Works (Pty) Ltd | 17/05/2017 | 01/01/1900 | PR | Error code | | Complete | | | 17/05/2017 | |
| | | HOP001 | Hope Works (Pty) Ltd | 24/05/2017 | 01/01/1900 | SERV | Contract Service Te | st v2.1.0.5 | Complete | - | | 24/05/2017 | |
| | E CN0000487 | HOP001 | Hope Works (Pty) Ltd | 01/06/2017 | 01/01/1900 | NDR | New Deal Rental | | Complete | | | 08/06/2017 | |
| For Contract | | OFF001 | Office Supplies Unlimited | 06/06/2017 | 01/01/1900 | INST | Test creating a call v | with the required date field filled in. | Complete | 2 | | 06/06/2017 | |
| | ⊞ CN0000-490 | HOP001 | Hope Works (Pty) Ltd | 08/06/2017 | 01/01/1900 | NDS | 1234 | | Complete | : | | 15/06/2017 | |
| | | ABCXYZ123 | ABC SHoe Co | 08/06/2017 | 01/01/1900 | NDS | 1234 | | Complete | 1 | | 15/06/2017 | |

Related Topics



- Service Introduction to Call Closure Exceptions
- Service View Call Closure Exception Details
- Service Closure Exceptions View Call Details
- Service Closure Exceptions Invoice Call
- Service Closure Exceptions Credit Call
- Service Closure Exceptions Issue Stock
- Service Closure Exceptions WIP
- Service Closure Exceptions Flag Items

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