

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

SERVICE

INTRODUCTION TO CALL SLA MANAGEMENT

This is the Service Level Agreement that you have signed with your customer. It is a contract of performance that you have agreed to. For example, if your customer calls with a requirement for a part or service request and your agreed response time to this customer (SLA) is 5 hours then you are required to have the part or technician on site within that time frame. receive compensation of a pre-agreed type (usually also set up in the SLA).

For customers who have penalties against poor SLA performance, real time monitoring is key. This monitoring should not sit in the normal call centre but rather in its own SLA area in BPO. The **Call SLA Management** screen now houses the call SLA elapsed time, enables you to send emails to the customer, assigned technician, or other employee. You can assign another technician if required to complete the job, hold or pend the call.

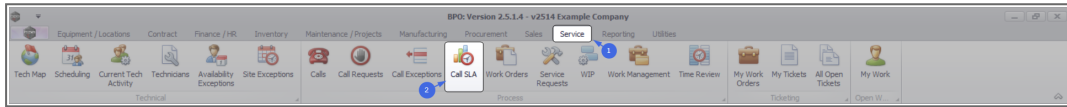
- Email reminders for Customer and assigned Technician attached to the call.
- Call processing options and technician assignment.
- View customer contact details.
- View assigned technician(s) and their and respective contact details.
- The assigned technician will be auto selected and will be shown via text.
- Elapsed hours vs SLA hours.
- Elapsed SLA expressed as a percentage and coloured by value.

- Access to call centre reports.
- SLA monitoring configuration settings displayed on the screen.

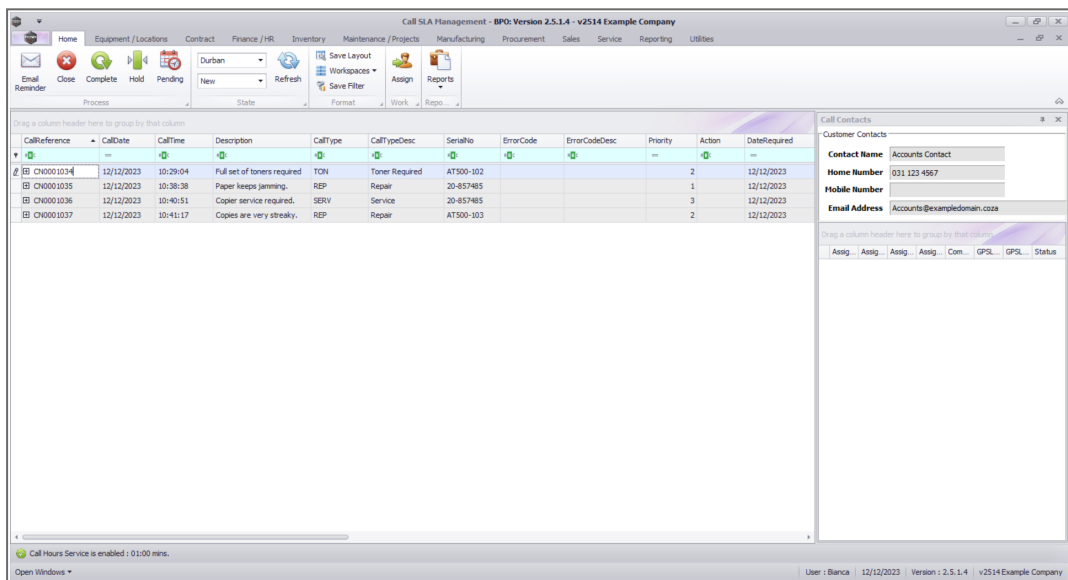
Extended Call Centre - Version Compatibility¹

THE CALL SLA MANAGEMENT LISTING SCREEN

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



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

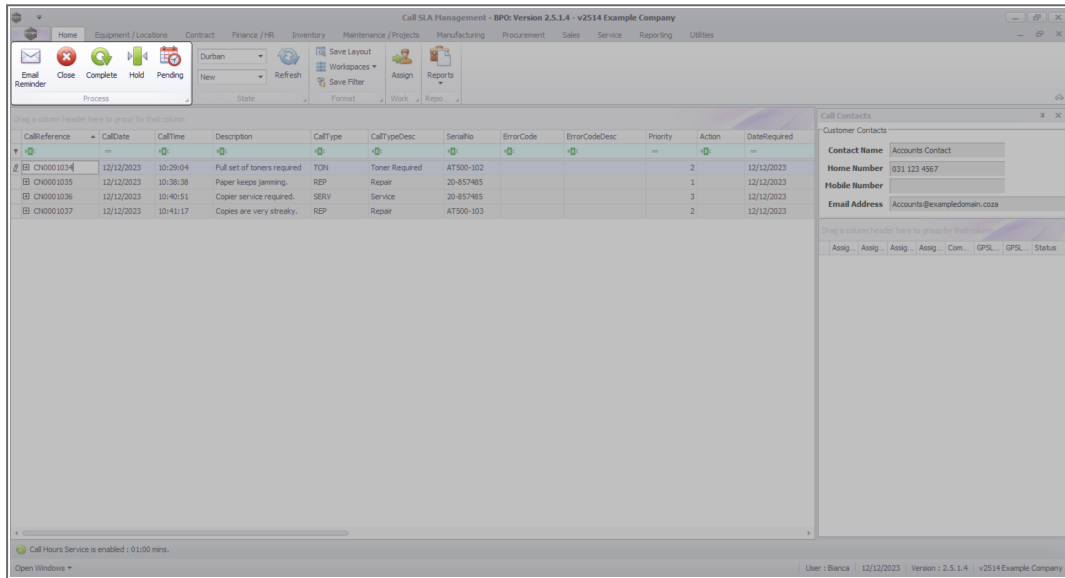


¹BPO2 v2.5.1.3 or higher.

RIBBON ACTION BUTTONS

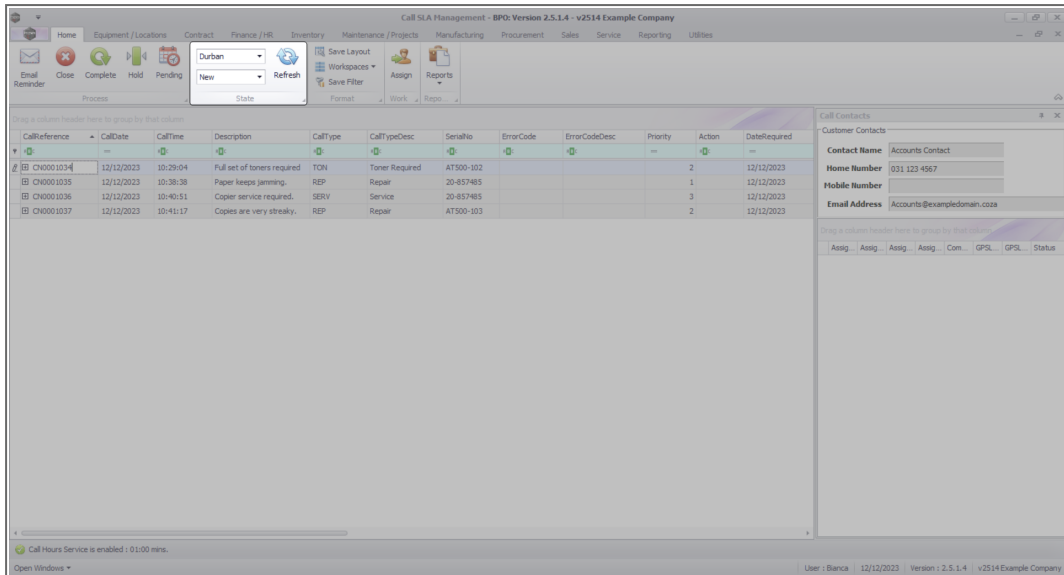
PROCESS ACTION BUTTONS

- Send an [Email Reminder](#)
- [Close](#) the Call
- [Complete](#) the Call
- Place the Call on [Hold](#)
- Place the Call in [Pending](#)



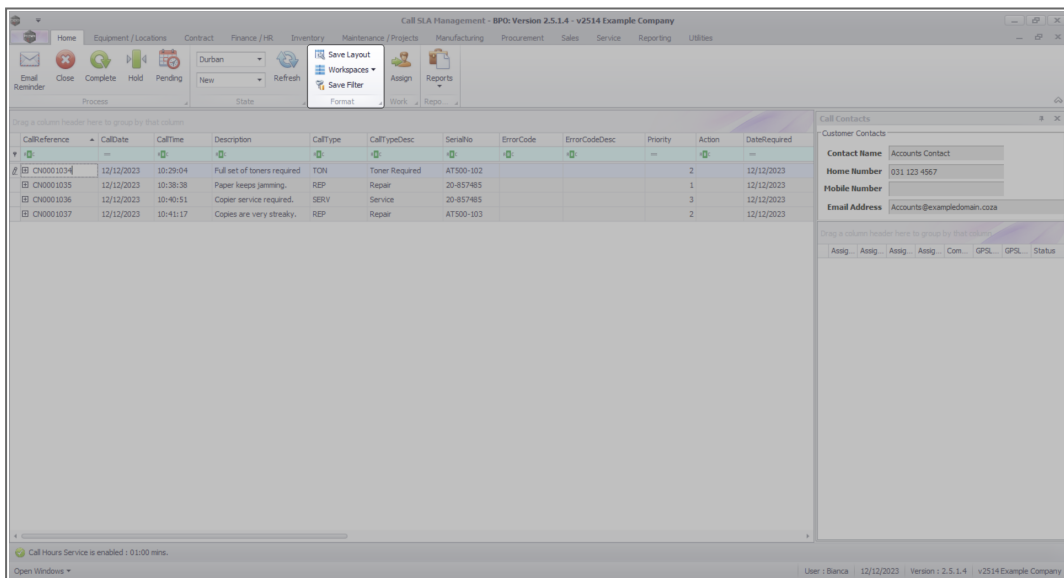
STATE ACTION BUTTONS

- Calls can be filtered by **Site**.
- Calls can be filtered by **Status**.
- The Call SLA Management listing can be **Refreshed**.



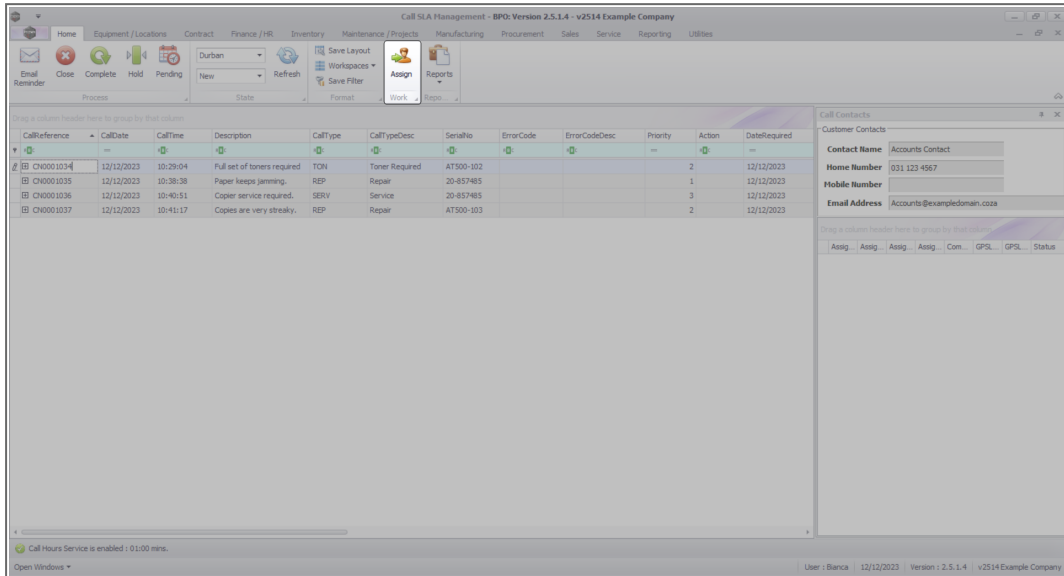
FORMAT BUTTONS

- **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.



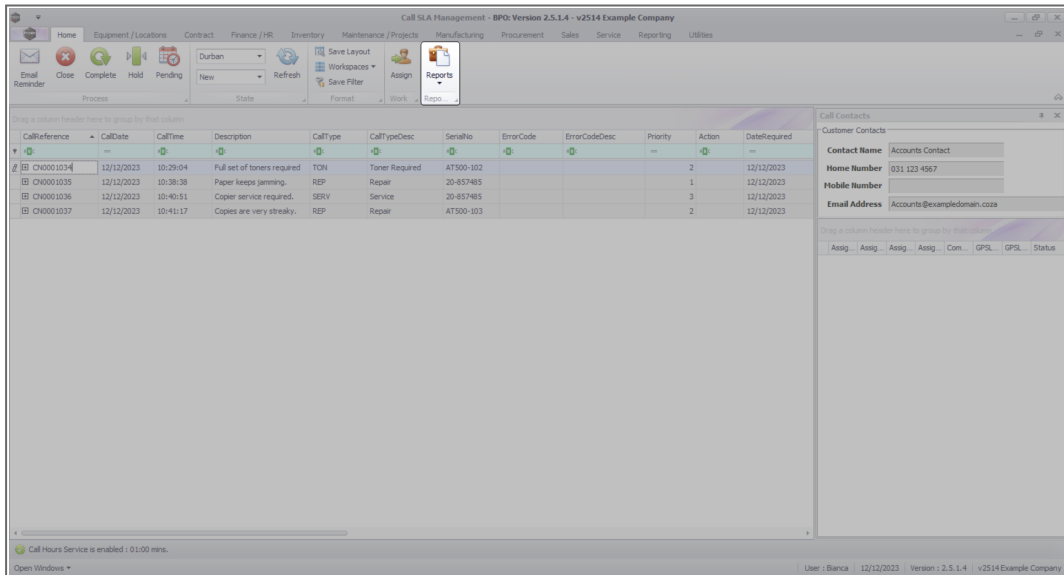
WORK BUTTON

- [Assign](#) a technician.



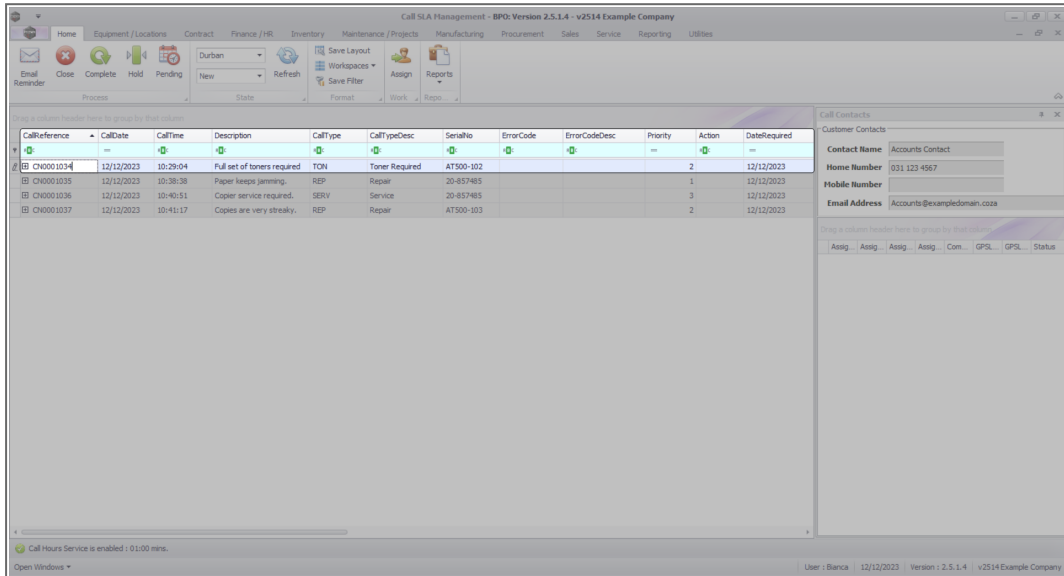
REPORTS BUTTON

- View **Service Centre** related **Reports**.

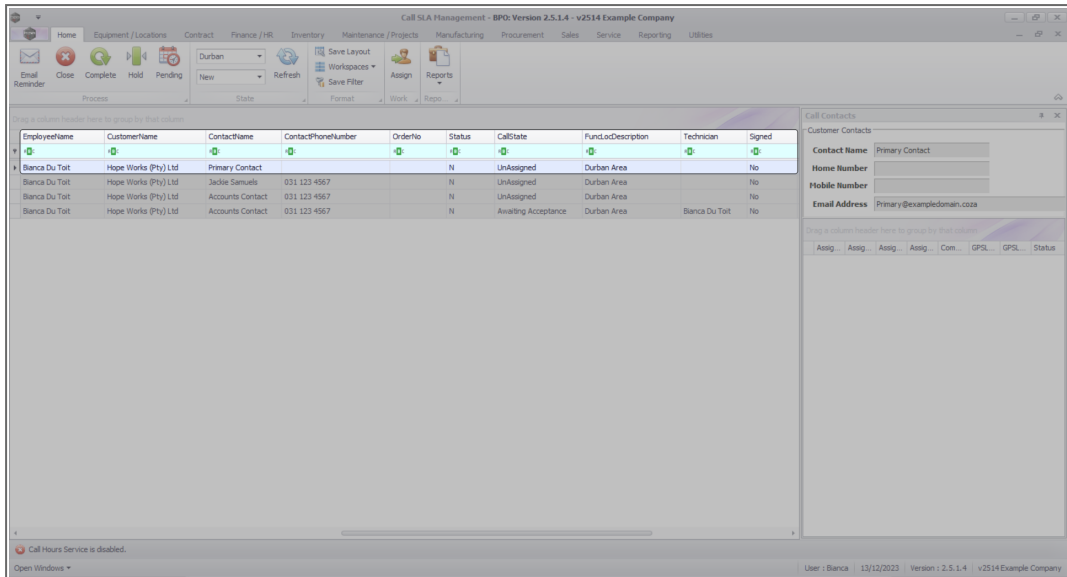


CALL DETAIL

- View the call details, such as: **Call Reference**, **Call Date**, **Call Time**, **Description**, **Call Type**, **Serial Number**, **Error Code**, **Priority**, **Action** and **Date Required**.

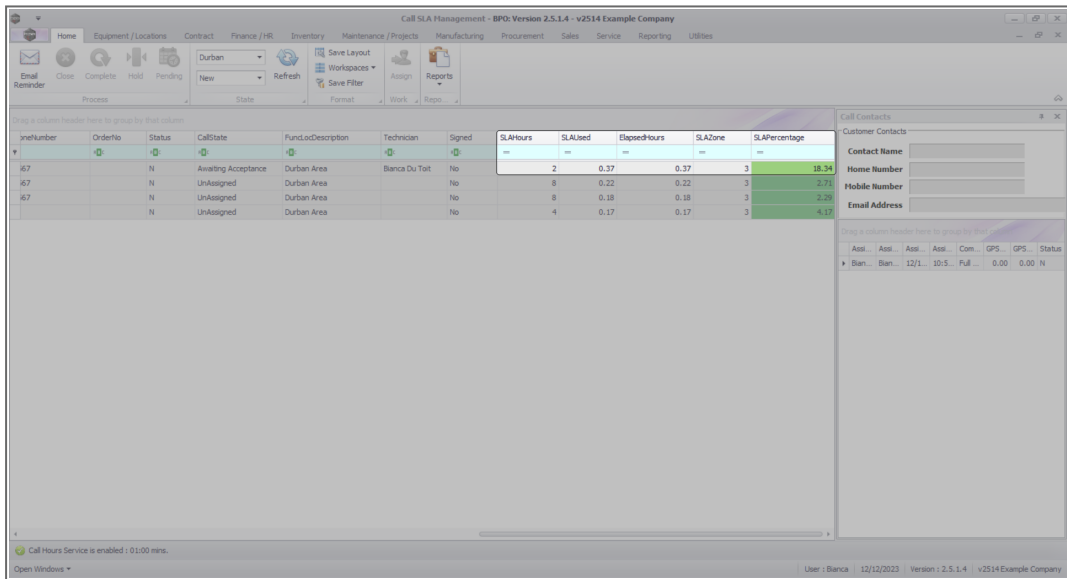


- Scroll to the right to see additional details, such as: **Employee Name** who created the call, **Customer Name**, **Customer Contact**, **Contact Phone Number**, call **Status**, **Call State**, **Functional Location Description**, assigned **Technician** and whether the call has been **Signed** off by the Client.



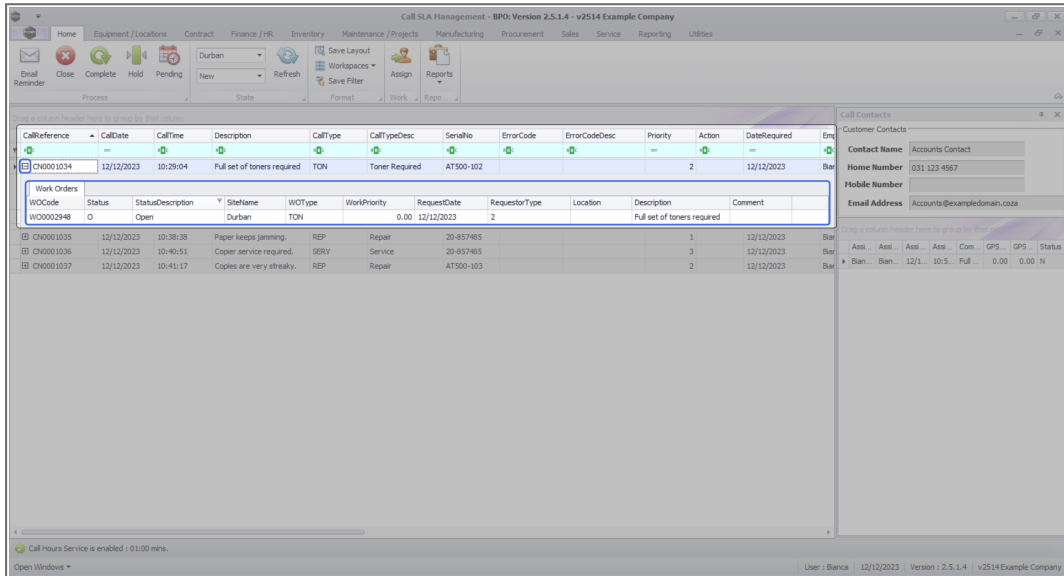
CALL SLA DETAIL

- On scrolling to the very end of the row, you will find the **SLA Hours, SLA Used, Elapsed Hours, SLA Zone** and **SLA Percentage**.



CALL UNDERLYING WORK ORDER

- Click on the plus (+) button in front of the selected call to expand the **Work Orders** sub grid to view the information related to the underlying Work Order(s), such as: **Work Order Code**, work order **Status**, **Site Name**, **Work Order Type**, **Work Priority**, **Request Date**, **Location**, **Description**, **Comment** and **Comment**.



The screenshot displays the 'Call SLA Management' application interface. The main window shows a list of calls. One call, with reference 'CH0001034', is selected and expanded to show a sub-grid of 'Work Orders'. The 'Work Orders' sub-grid contains the following data:

WOCode	Status	StatusDescription	SiteName	WOType	WorkPriority	RequestDate	RequestorType	Location	Description	Comment
WO0002948	O	Open	Durban	TON		0.00 12/12/2023	2		Full set of toners required	

Below the 'Work Orders' sub-grid, a list of other work orders is visible:

WOCode	Status	StatusDescription	SiteName	WOType	WorkPriority	RequestDate	RequestorType	Location	Description	Comment
CH0001035		12/12/2023 10:38:38		REP	Repair	20-857465			Paper keeps jamming.	
CH0001036		12/12/2023 10:40:51		SERV	Service	20-857465			Copier service required.	
CH0001037		12/12/2023 10:41:17		REP	Repair	AT500-103			Copies are very streaky.	

The right-hand pane shows 'Call Contacts' for the selected call, including details for 'Accounts Contact', 'Home Number' (031 123 4567), 'Mobile Number', and 'Email Address' (Accounts@exmpledomain.co.za).

CALL CUSTOMER CONTACTS

- View the customer contact as selected when creating the call, and the **contact numbers** and **email address** for the contact.

The screenshot shows the 'Call SLA Management - BPO: Version 2.5.1.4 - v2514 Example Company' application. The main window displays a table of call records with columns for CallReference, CallDate, CallTime, Description, CallType, CallTypeDesc, SerialNo, ErrorCode, and ErrorCo. The table contains four rows of data:

CallReference	CallDate	CallTime	Description	CallType	CallTypeDesc	SerialNo	ErrorCode	ErrorCo
CH0001034	12/12/2023	10:29:04	Full set of toners required	TGN	Toner Required	AT500-102		
CH0001035	12/12/2023	10:38:38	Paper keeps jamming.	REP	Repair	20-857485		
CH0001036	12/12/2023	10:40:51	Copier service required.	SERV	Service	20-857485		
CH0001037	12/12/2023	10:41:17	Copies are very streaky.	REP	Repair	AT500-103		

On the right side, the 'Call Contacts' panel shows details for 'Accounts Contact':

- Contact Name: Accounts Contact
- Home Number: 031 123 4567
- Mobile Number: [Redacted]
- Email Address: Accounts@example.com.co.za

Below the contact details, there is a table for call assignments:

AssigneeName	AssignorName	AssignDate	AssignTime	Comments	GPSLongitude	GPSLatitude	Status
Blanca Du Toit	Blanca Du Toit	12/12/2023	10:51:47	Full set of to...	0.00	0.00	N

CALL ASSIGNMENT

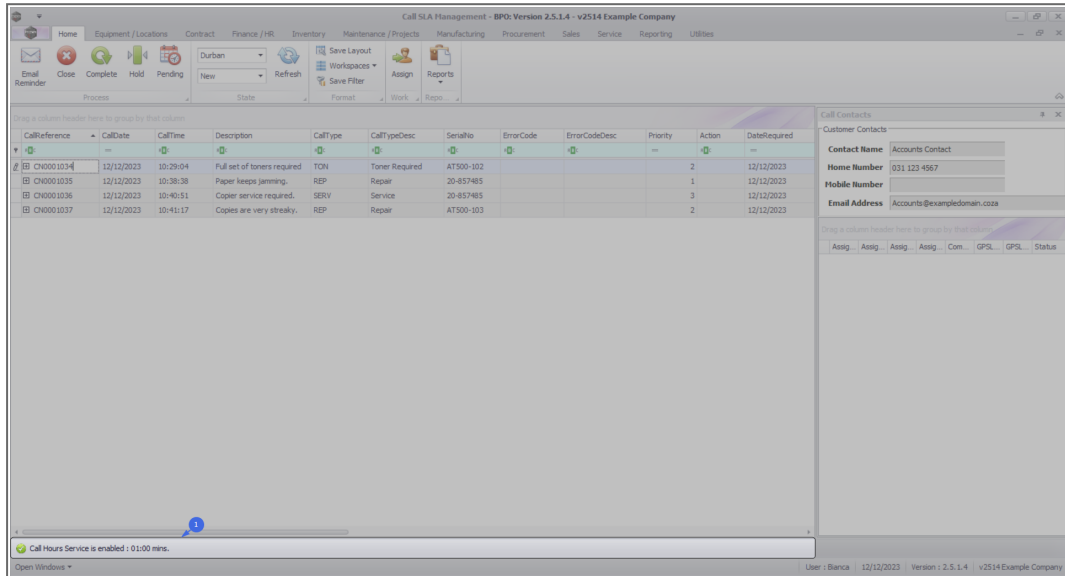
- The technician(s) assigned to the call, with the following details: **Assignee Name, Assignor Name, Assign Date, Assign Time, Comments, GPS Longitude, GPS Latitude, Status.**

This screenshot is identical to the one above, but the 'Call Assignments' table is expanded to show the full details of the assignment for call CH0001034:

AssigneeName	AssignorName	AssignDate	AssignTime	Comments	GPSLongitude	GPSLatitude	Status
Blanca Du Toit	Blanca Du Toit	12/12/2023	10:51:47	Full set of to...	0.00	0.00	N

CALL HOURS SERVICE STATUS

- The [Call Hours Service](#) is a new service that calculates the elapsed SLA Hours for open calls. The [state](#) and interval of the service is displayed at the bottom of the screen for reference.



Related Topics

- [Service - Introduction to Call SLA Management](#)
- [Service - Call SLA Management - Email Reminder](#)
- [Service - Call SLA Management - Close Call](#)
- [Service - Call SLA Management - Complete Call](#)
- [Service - Call SLA Management - Hold a Call](#)
- [Service - Call SLA Management - Pend a Call](#)
- [Service - Call SLA Management - Assign a Call](#)
- [Service - Call SLA Management - Call Hours Service Status](#)
- [Introduction to Call Hours Service](#)

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