

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

# SERVICE

## CALLS - EDIT A CALL

**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 Compatibility<sup>1</sup>. 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 <u>Call Centre Mode</u> notes.

You may need to **edit** a call, if the main detail, such as the Call Description, is incorrect. The call needs to be **saved** after editing.

A call can be edited in order to view the selected call details and to log call information, such as, book technician time, log part and service requests, raise invoices, etc.

Ribbon Select Service > Calls



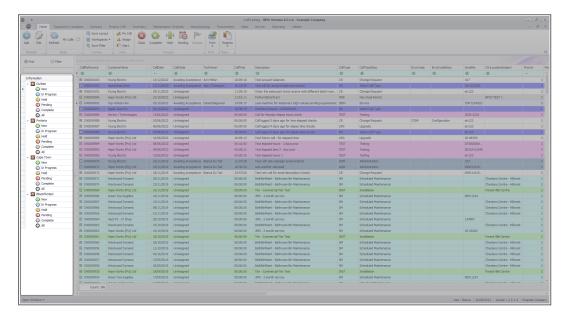
• The **Call Listing** screen will be displayed.

<sup>1</sup>BPO2 v2.5.1.3 or higher



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aintain a State	# Format	Work a	Proce	50	a Print a Repo									
Find O Filter	CalReference	CustomerName	CalDate	CalState	Technician	CalTime	Description	Callype	CallTypeDesc	ErrorCode	ErrorCodeDesc	SeriaNo	Ctrit.ocationSubject	Priprite
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formation	E CN0001003	Young Bectric	13/12/2022	Awaiting Acceptance		10:09:10	Test account balances	CR	Change Request	-	-	107	-	
Durban	E CN0001002	Samanthas Diner	13/12/2022	Awaiting Acceptance		16:18:30	Test call for account balances manual.	DR	Select Call Type			19-12/1202		_
New New	E CN0001002	Young Electric		Awaring Acceptance	Mary Inompson	11:29:19	Order the same part twice receive with different batch num-		Change Request			19-12/1202 sin123		
In Progress			29/11/2022									sin123		
Hold	E CN0000996	Hope Works (Pty) Ltd	31/10/2022	UnAssigned		11:01:11	ForRentalContract	NDR	New Deal Rental				BPO2 TEST 1	
Pending	E CN0000992	Top Vehicle Hire	25/10/2022		Daniel Balgowen	14:09:17	Loan machine for temporary high volume printing requirement		Service			TOP 1234OLD		
Complete	E CN0000991	Apple Juice Inc	24/10/2022	UnAssigned		16:38:15	Contract Closure - CO0000054	DR	Select Call Type					
O A1	E CN0000989	Derton / Technologies	13/06/2022	UnAssigned		09:00:00	Call for Monday elapse hours check	TEST	Testing			2020-2222		
💿 Pretoria	E CN0000988	Young Electric	03/06/2022	UnAssigned		05:00:00	Call logged 5 days ago for time elapsed checks	CR	Change Request	CONF	Configuration	sin123		
New	E CN0000987	Young Electric	06/06/2022	UnAssigned		05:00:00	Call logged 4 days ago for elapse time checks	UPG	Upgrade			sin 123		
In Progress	CN0000986	Young Electric	07/06/2022	UnAssigned		05:00:00	Call logged 3 days ago for elapse time checks	DR	Select Call Type			sin123	1	
(b) Hold	E CN0000985	Hope Works (Pty) Ltd	10/06/2022	UnAssigned		16:09:13	Test future call - for elapsed time	LIPG	Upprade			20-98765		
Pending	E CN0000984	Hope Works (Pty) Ltd	08/06/2022	UnAssigned		05:10:00	Test elapsed hours - 2 days prior	TEST	Testing			AT5000000		
Complete	E CN0000983	Hope Works (Pty) Ltd	09/06/2022	UnAssigned		05:08:31	Test elepsed time 2 - day prior	TEST	Testing			SIN32413546		
() AI	E CN0000982	Young Electric	10/06/2022	UnAssigned		05:00:35	Test elapsed hours 1	TEST	Testing			sin123		
Cape Town	E CN0000932					11:24:39		ADM	Administration			107		
New		Young Electric	19/11/2019	Awaiting Acceptance			Test with site manager email entered							
<ul> <li>In Progress</li> </ul>	E CN0000974	Hope Works (Pty) Ltd	18/11/2019	Awaiting Acceptance		16:30:20	test another call email	ADM	Administration			095011015		
Hold	E CN0000972	Hope Works (Pty) Ltd	18/11/2019	Awaiting Acceptance	Bianca Du Toit	15:57:00	Test new call for email description in body	CR	Change Request			095011015		
Pending	E CN0000971	Westwood Dynamic	29/11/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	514	Scheduled Maintenance				Checkers Centre - Hildrest	
Complete	EE CN0000970	Westwood Dynamic	22/11/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	
_ O AI	E CN0000969	Hope Works (Pty) Ltd	16/11/2019	UnAssigned		03:00:00	Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre	
o tioenfontein	E CN0000968	Green Tea Supplies	16/11/2019	UnAssigned		08:00:00	2MS - 2 month service	574	Scheduled Maintenance			NEW 1234		
O New	E CN0000967	Westwood Dynamic	15/11/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hildrest	
In Progress	E CN0000966	Westwood Dynamic	08/11/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	94	Scheduled Maintenance				Checkers Centre - Hilcrest	
() Hold	E CN0000965	Westwood Dynamic	01/11/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	54	Scheduled Maintenance				Checkers Centre - Hildrest	
Pending     Complete	E CN0000964	Hack PC - IT Shop	26/10/2019	UnAssigned		03:00:00	2M5 - 2 month service	SM	Scheduled Maintenance			147807		
O Al	E CN0000963	Westwood Dynamic	25/10/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	54	Scheduled Maintenance				Checkers Centre - Hilcrest	
<b>U</b> <sup>AI</sup>	E CN0000962	Hope Works (Ptv) Ltd	19/10/2019	UnAssigned		08:00:00	2MS - 2 month service	549 SM	Scheduled Maintenance			18-30200	country of the state of the sta	
	E CN0000962					08:00:00	2MS - 2 month service Tex - Commercial Tex Test	DALL N	Installation			18-30200	Forest Hills Centre	
		Hope Works (Pty) Ltd	18/10/2019	UnAssigned										
	EE CN0000960	Westwood Dynamic	18/10/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	
	E CN0000959	Westwood Dynamic	11/10/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hildrest	
	E CN0000958	Westwood Dynamic	04/10/2019	UnAssigned		08:00:00	SathSinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	
	E CN0000957	Westwood Dynamic	27/09/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hildrest	
	E CN0000936	Westwood Dynamic	20/09/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hildrest	
	E CN0000955	Hope Works (Pty) Ltd	18/09/2019	UnAssigned		08:00:00	Tier - Commercial Tier Test	DIST	Installation				Forest Hills Centre	
	E CN0000954	Green Tea Supplies	17/09/2019	UnAssigned		03:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW 1234		
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	Count: 38	4												

- 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.



• Select the **Call** you wish to work with.



Home Equipment / L Compared and the second	Is 🗌 🕄 Save Lay		e Complete Ho	4 🔀 🏲 Ad Pending Release	Print Report	5								
Find O Filter														
	CalReference	CustomerName	CalDate	CaliState	Technician	CalTime	Description	CalType	CallTypeDesc	ErrorCode	ErrorCodeDesc	SeriaNo		Priority
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- Durban	EE CN0001003	Young Electric		Awaiting Acceptance		10:09:10	Test account balances	CR	Change Request			107		
New	CN0001002	Samanthas Diner		Awaiting Acceptance	Mary Thompson	16:18:30	Test call for account balances manual.	DR.	Select Call Type			19-12/1202		
In Progress	E CN0001001	Young Bectric		UnAssigned		11:29:19	Order the same part twice receive with different batch num		Change Request			sin123		
() Hold	E CN0000995	Hope Works (Pty) Ltd	31/10/2022	UnAssigned		11:01:11	ForRentalContract	NDR	New Deal Rental				BPO2 TEST 1	
O Pending	► E CN0000992	Top Vehicle Hire	25/10/2022	Awaiting Acceptance	Daniel Balgowen	14:09:17	Loan machine for temporary high volume printing requirement	SERV	Service			TOP 12340LD		
C Complete	E (N0000991	Apple Juice Inc	24/10/2022	UnAssigned		16:38:15	Contract Closure - C00000054	DR	Select Call Type					
O Al	E CN0000989	Derton / Technologies	13/06/2022	UnAssigned		09:00:00	Call for Monday elapse hours check	TEST	Testing			2020-2222		
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<ul> <li>New</li> </ul>	E CN0000987	Young Electric	06/06/2022	UnAssigned		05:00:00	Call logged 4 days ago for elapse time checks	UPG	Upgrade			sin123		
In Progress	CN0000986	Young Electric	07/06/2022	UnAssigned		05:00:00	Call logged 3 days ago for elapse time checks	DR	Select Call Type			sin 123		
(b) Hold	E CN0000985	Hope Works (Pty) Ltd	10/06/2022	UnAssigned		16:09:13	Test future call - for elapsed time	LIPG	Upprade			20-98765		
Pending	E CN0000984	Hope Works (Pty) Ltd	08/06/2022	UnAssigned		05:10:00	Test elapsed hours - 2 days prior	TEST	Testing			AT5000000		
Complete	E (N0000983	Hope Works (Pty) Ltd		UnAssigned		05:08:31	Test elapsed time 2 - day prior	TEST	Testing			SIN32413546		
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Cape Town	E CN0000975			Awaiting Acceptance	Ramon Do Talk	11:24:39	Test with site manager email entered	ADM	Administration			107		
O New	E CN0000976	Hope Works (Ptv) Ltd				16:30:20	test another call email	ADM	Administration					
In Progress												095011015		
O Hold	E CN0000972	Hope Works (Pty) Ltd		Awaiting Acceptance	Bianca Du Toit	15:57:00	Test new call for email description in body	CR	Change Request			099019015		
Pending     Complete	. E CN0000971	Westwood Dynamic		UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	54	Scheduled Maintenance				Checkers Centre - Hilcrest	
Complete	EE CN0000970	Westwood Dynamic		UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	
- O tioemfontein	E CN0000969	Hope Works (Pty) Ltd		UnAssigned		03:00:00	Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre	
New	E CN0000968	Green Tea Supplies		UnAssigned		03:00:00	2MS - 2 month service	514	Scheduled Maintenance			NEW 1234		
In Progress	E CN0000967	Westwood Dynamic	15/11/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hildrest	
() Hold		Westwood Dynamic	08/11/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	514	Scheduled Maintenance				Checkers Centre - Hilcrest	
Pending	EE CN0000965	Westwood Dynamic	01/11/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	
Complete		Hack PC - IT Shop	26/10/2019	UnAssigned		03:00:00	2MS - 2 month service	SM	Scheduled Maintenance			147807		
O AI	E CN0000963	Westwood Dynamic	25/10/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	524	Scheduled Maintenance				Checkers Centre - Hilcrest	
	E CN0000962	Hope Works (Pty) Ltd	19/10/2019	UnAssigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			18-30200		
	E CN0000961	Hope Works (Pty) Ltd	18/10/2019	UnAssigned		03:00:00	Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre	
	EE CN0000960	Westwood Dynamic	18/10/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hildrest	
	E CN0000959	Westwood Dynamic	11/10/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hildrest	
	E CN0000958	Westwood Dynamic	04/10/2019			08:00:00	BathBinNaint - Bathroom Bin Maintenance	54	Scheduled Maintenance				Checkers Centre - Hilcrest	
	E CN0000957	Westwood Dynamic		UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hildrest	
	E CN0000956	Westwood Dynamic		UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	54	Scheduled Maintenance				Checkers Centre - Hildrest	
	E CN0000955	Hope Works (Pty) Ltd		UnAssigned		08-00-00	Tier - Commercial Tier Test	DIST	Installation				Forest Hills Centre	
	E CN0000954	Green Tea Supplies		UnAssigned		08:00:00	245 - 2 month service	9M	Scheduled Maintenance			NEW 1234	To each ma colligie	
	E CN0000954	oreen rea supplies		University red		00100100	2/10 * 2 month set yee	014	Scheduled Maintenance			menr1234		
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• Click on the **Edit** button.

<ul> <li>Home Equipment /</li> </ul>						Call	Listing - BPO: Version 2.5.1.4 - Example Company							
Home Equipment /	Locations Contract	Finance / HR Envent	ory Maintenance	/ Projects Manufac	turing Procureme	nt Sales	Service Reporting Utilities							
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mation	E CN0001003	Young Bectric		Awaiting Acceptance	Arin Milton	10:09:10	Test account balances	CR	Change Request			107		
Durban	E CN0001002	Samanthas Diner	12/12/2022	Awaiting Acceptance		16:18:30	Test call for account balances manual.	DR	Select Cal Type			19-12/1202		
O New	E CN0001001	Young Electric		UnAssigned	Hary monpoort	11:29:19	Order the same part twice receive with different batch num		Change Request			sin123		
<ul> <li>In Progress</li> </ul>								NDR				80125		
🕑 Hold	E CN0000996	Hope Works (Pty) Ltd		UnAssigned		11:01:11	ForRentalContract		New Deal Rental				BPO2 TEST 1	
Pending	► CN0000992	Top Vehicle Hire		Amaiting Acceptance		14:09:17	Loan machine for temporary high volume printing requirement		Service			TOP 12340LD		
Complete	E CN0000991	Apple Juice Inc		UnAssigned		16:38:15	Contract Closure - CO0000054	DR	Select Call Type					
O Al	E CN0000989	Derton / Technologies		UnAssigned		09:00:00	Call for Monday elapse hours check	TEST	Testing			2020-2222		
Pretoria	E CN0000988	Young Electric		UnAssigned		05:00:00	Call logged 5 days ago for time elapsed checks	CR	Change Request	CONF	Configuration	sin123		
O New	E CN0000987	Young Electric		UnAssigned		05:00:00	Call logged 4 days ago for elapse time checks	UPG	Upgrade			sin 123		
In Progress     Hold	■ CN0000986	Young Electric	07/06/2022			05:00:00	Call logged 3 days ago for elapse time checks	DR	Select Call Type			sin 123		
Pending	E CN0000985	Hope Works (Pty) Ltd	10/06/2022	UnAssigned		16:09:13	Test future call - for elapsed time	LIPG	Upgrade			20-98765		
Complete	E CN0000984	Hope Works (Pty) Ltd	08/06/2022	UnAssigned		05:10:00	Test elapsed hours - 2 days prior	TEST	Testing			AT5000000		
Q Al	E CN0000983	Hope Works (Pty) Ltd	09/06/2022	UnAssigned		05:08:31	Test elapsed time 2 - day prior	TEST	Testing			SIN32413546		
Cape Town	E CN0000982	Young Electric	10/06/2022	UnAssigned		05:00:35	Test elapsed hours 1	TEST	Testing			sin123		
O New	E CN0000975	Young Electric	19/11/2019	Awaiting Acceptance	Bianca Du Toit	11:24:39	Test with site manager email entered	ADM	Administration			107		
In Progress	E CN0000974	Hope Works (Pty) Ltd	18/11/2019	Amaiting Acceptance	Bianca Du Toit	16:30:20	test another call email	ADM	Administration			095011015		
() Hold	E CN0000972	Hope Works (Pty) Ltd	18/11/2019	Awaiting Acceptance	Bianca Du Toit	15:57:00	Test new call for email description in body	CR	Change Request			095011015.		
Pending	E CN0000971	Westwood Dynamic	29/11/2019	UnAssigned		03:00:00	BathSinMaint - Bathroom Bin Maintenance	54	Scheduled Maintenance				Checkers Centre - Hilcrest	
O Complete	EE CN0000970	Westwood Dynamic	22/11/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hildrest	
O AI	E CN0000969	Hope Works (Pty) Ltd	16/11/2019	Unitssigned		03:00:00	Tier - Commercial Tier Test	DIST	Installation				Forest Hills Centre	
5 tioemfontein	E CN0000968	Green Tea Supplies		UnAssigned		08:00:00	2MS - 2 month service	54	Scheduled Meintenance			NEW 1234		
New	E CN0000967	Westwood Dynamic		UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hildrest	
In Progress	E CN0000965	Westwood Dynamic		UnAssigned		08:00:00	BathBinNeint - Bathroom Bin Meintenance	54	Scheduled Maintenance				Checkers Centre - Hildrest	
() Hold	E CN0000965	Westwood Dynamic Westwood Dynamic	01/11/2019			03:00:00	BathBinMaint - Bathroom Bin Maintenance	54	Scheduled Maintenance				Checkers Centre - Hildrest	
Pending	E CN0000965	Hack PC - IT Shop		UnAssigned		03:00:00	BathbriMant - Bathroom Bin Mantenance 2MS - 2 month service	574	Scheduled Maintenance Scheduled Maintenance			147807	constants centre - mildrest	
O Complete	E CN0000964	Westwood Dynamic				03:00:00	2MS - 2 Month service BathBinMaint - Bathroom Bin Maintenance	514	Scheduled Maintenance			14/807	Checkers Centre - Hilcrest	
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	E CN0000962	Hope Works (Pty) Ltd		UnAssigned		03:00:00			Scheduled Maintenance			18-30200		
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	E CN0000959	Westwood Dynamic		UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hildrest	
	E CN0000958	Westwood Dynamic		UnAssigned		03:00:00	BathBinNaint - Bathroom Bin Maintenance	514	Scheduled Maintenance				Checkers Centre - Hildrest	
	E CN0000957	Westwood Dynamic		UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	
	E CN0000936	Westwood Dynamic		UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	
	E CN0000955	Hope Works (Pty) Ltd	18/09/2019	UnAssigned		03:00:00	Tier - Commercial Tier Test	DIST	Installation				Forest Hills Centre	
	E CN0000954	Green Tea Supplies	17/09/2019	UnAssigned		03:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW 1234		
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	Count: 386													

• The **Call maintenance: Call ref. -** [call ref number] screen will be displayed.



Home Equipment	- /1 C	Dana (UD		Malakasa				BPO: Version 2.5.1.4 - Example Company					- 8
	t / Locations Cont	act Finance / HR	Inventory	-		anufacturing	Procurement	it Sales Service Reporting Utilities					- 0
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e Back Close Comp	plete Assign Hold	Pending Release	Reinstate	Save Layou		int Note							
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	Contact	Tim Matthews	. م		Serial No		132413546						
nctions	Contact No.	000 102 4557			Prior Call Referen								
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	Call Date Time Priority	07/06/2023 • 1	11:21:29	•	Prior Calls :	CalDate	CalTme	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc	Seria
	Call Date Time Priority SLA	07/06/2023 • 1 3 \$	11:21:29	<ul> <li>▼</li> </ul>		CaliDate 07/06/2023		Description Machine repair required	CallType PR	CallTypeDesc Parts Requirement		ErrorCodeDesc Faulty	
ssignments	Call Date Time Priority	07/06/2023 • 1 3 \$	11:21:29	•	CalReference CN0001006 CN0000983	07/06/2023	11:21:29 06:08:31	Machine repair required Test elapsed time 2 - day prior	PR DR	Parts Requirement Select Call Type			SIN3 SIN3
ssignments	Call Date Time Priority SLA	07/06/2023 • 1 3 \$	11:21:29	•	CalReference CN0001006 CN0000983 CN0000981	07/06/2023 09/06/2022 11/12/2019	11:21:29 06:08:31 09:55:00	Machine repair required Test elapsed time 2 - day prior test placing call on hold	PR DR ADM	Parts Requirement Select Call Type Administration	FA		SIN3 SIN3 SIN3
kssignments	Call Date Time Priority SLA Date Required Order No	07/06/2023 • 1 3 • • 07/06/2023 •	11:21:29	•	CalReference CN0001006 CN0000983 CN0000981 CN0000978	07/06/2023 09/06/2022 11/12/2019 21/11/2019	11:21:29 06:08:31 09:55:00 11:07:42	Machine repair required Test elapsed time 2 - day prior test placing call on hold Driver Connect - full set of toners required	PR DR ADM PR	Parts Requirement Select Call Type Administration Parts Requirement	FA		SIN3 SIN3 SIN3 SIN3
ssignments old History	Call Date Time Priority SLA Date Required Order No Logged By	07/06/2023 • 1 3 • • 07/06/2023 •	11:21:29	•	CalReference CN0001006 CN000983 CN000981 CN000978 CN000980	07/06/2023 09/06/2022 11/12/2019 21/11/2019 21/11/2019	11:21:29 06:08:31 09:55:00 11:07:42 12:16:47	Machine repair required Test elopsed time 2 - day prior test placing call on hold Driver Connect - full set of toners required Driver Connect - offline test	PR DR ADM PR TON	Parts Requirement Select Call Type Administration Parts Requirement Toner Required	FA		SIN3 SIN3 SIN3 SIN3 SIN3 SIN3
ssignments old History	Call Date Time Priority SLA Date Required Order No	07/06/2023 • 1 3 • • 07/06/2023 •	11:21:29	•	CalReference CN0001006 CN0000983 CN0000981 CN0000978 CN0000980 CN0000980	07/06/2023 09/06/2022 11/12/2019 21/11/2019 21/11/2019 15/10/2019	11:21:29 06:08:31 09:55:00 11:07:42 12:16:47 15:05:26	Machine repair required Test depaed time 2 - day prior test placing call on hold Driver Connect - full set of forers required Driver Connect - offline test It seems like call notes are not saving for call request	PR DR ADM PR TON DR	Parts Requirement Select Call Type Administration Parts Requirement Toner Required Select Call Type	FA		SIN3 SIN3 SIN3 SIN3 SIN3 SIN3 SIN3
ssignments Iold History	Call Date Time Priority SLA Date Required Order No Logged By Status	07/06/2023 • 1 3 • • 07/06/2023 •	11:21:29	•	CalReference CN0001006 CN000983 CN000981 CN000978 CN000980 CN000980 CN000980 CN0000832 CN0000819	07/06/2023 09/06/2022 11/12/2019 21/11/2019 21/11/2019 15/10/2019 17/05/2019	11:21:29 06:08:31 09:55:00 11:07:42 12:16:47 15:05:26 13:38:48	Machine repair required Test elegated time 2 - day prior test placing call on hold Driver Connect - full set of former required Driver Connect - office test It seems like call notes are not saving for call request Fest auto scheduling in No	PR DR ADM PR TON DR DR	Parts Requirement Select Call Type Administration Parts Requirement Toner Required Select Call Type Select Call Type	FA		SIN3 SIN3 SIN3 SIN3 SIN3 SIN3 SIN3 SIN3
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ssignments kold History ending History	Call Date Time Priority SLA Date Required Order No Logged By Status	07/06/2023 • 1 3 • • 07/06/2023 •	11:21:29	•	CalReference CN0001006 CN0000983 CN0000981 CN0000981 CN0000980 CN0000980 CN0000832 CN0000832	07/06/2023 09/06/2022 11/12/2019 21/11/2019 21/11/2019 15/10/2019 17/05/2019 14/05/2019	11:21:29 06:08:31 09:55:00 11:07:42 12:16:47 15:05:26 13:38:48 13:51:04 13:44:52	Machine repair required Test elapored time 2 - day prior test placing call on hold Once: Connect - full set of funces required Once: Connect - offen test It seems like call notes are not saving for call request Test sub octeduling is No Create a call for involory and attempt to credit against a doo	PR DR ADM PR TON DR DR td ADM	Parts Requirement Select Call Type Administration Parts Requirement Toner Required Select Call Type Administration	FA		SIN3 SIN3 SIN3 SIN3 SIN3 SIN3 SIN3 SIN3
ssignments kold History ending History	Call Date Time Priority SLA Date Required Order No Logged By Status	07/06/2023 • 1 3 • • 07/06/2023 •	11:21:29		CalReference CN0001006 CN0000983 CN0000981 CN0000978 CN0000978 CN0000980 CN0000819 CN0000816 CN0000816	07/06/2023 09/06/2022 11/12/2019 21/11/2019 21/11/2019 15/10/2019 17/05/2019 14/05/2019 10/01/2019	11:21:29 06:08:31 09:55:00 11:07:42 12:16:47 15:05:26 13:38:48 13:51:04 13:51:04 13:44:52 16:28:30	Nachime repair required Test elapord time 2-day prior test planotig all an hold Driver Connect - full ast of toners required Driver Connect - offine test t seems like call notes are not saving for call request Test sub schedungs lok Create as all for invicing and attempt to credit against a dor Contract 3.8 arebut phesis	PR DR ADM PR TON DR DR td ADM DR	Parts Requirement Select Call Type Administration Parts Requirement Toner Required Select Call Type Select Call Type Administration Select Call Type	FA		SIN3           SIN3
Losgraments Hold History Herding History	Call Date Time Priority SLA Date Required Order No Logged By Status	07/06/2023 • 1 3 • • 07/06/2023 •	11:21:29		CalReference CN0001006 CN0000983 CN0000981 CN0000980 CN0000980 CN0000980 CN0000819 CN0000816 CN0000816 CN0000816	07/06/2023 09/06/2022 11/12/2019 21/11/2019 21/11/2019 15/10/2019 17/05/2019 14/05/2019 10/01/2019 18/09/2018	11:21:29 06:08:31 09:55:00 11:07:42 12:16:47 15:05:26 13:38:48 13:51:04 13:51:04 13:44:52 16:28:30 16:44:03	Nothine repair required First leaves time - dwp room test placing call in hold Direk: Connet diffee test Leaves Tile call the set of human sequend Direk: Connet diffee test Leaves Tile call index and cost wing for call request Test auto scheduling is to Context call for working and attered to credit against a dor Context CSA setup checks Test call for takid corter sport	PR DR ADM PR TON DR DR d ADM DR INST	Parts Requirement Select Call Type Administration Parts Requirement Toner Required Select Call Type Select Call Type Administration Select Call Type Installation	FA		51N3 51N3 51N3 51N3 51N3 51N3 51N3 51N3
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### **CALL DETAILS**

• Update the Call Details as required. Note that when **Editing** only certain fields can be updated.

							BPO: Version 2.5.1.4 - Example Company					- 8
Home Equipment	t / Locations Cont	ract Finance / HR	Inventory	Maintenance / Projects	Manufacturing	Procuremen	it Sales Service Reporting Utilities					- 8
Back Close Comp	plete Assign Hold	Pending Release	Reinstate S	iave Layout Workspace	s Print Note							
(S # C				- Relates To :								
r text to search P	Customer	Hope Works (Ptv) Ltd	+ م			leferenceNo						
text to search P				b Casial bia		IN32413546						
nctions	Contact	Tim Matthews	م		Reference							
	Contact No.	089 123 4567		Call Regu	est Reference							
Nork Orders 2	Address		0	Contract	No C	00000049						
	Address		~ ··· ·	Location								
				Project R	eference							
				Quote Re								
Vork In Progress	Call Type	Parts Requirement	•	<ul> <li>Invoice R</li> </ul>								
	Error Code	Faulty	-	Order Re	ference							
Notes	Description	Machine repair required		•								
	Call Date Time	07/06/2023 💌	11:21:29									
		07/06/2023 💌		Prior Calls : ·								
	Call Date Time	07/06/2023 💌		Prior Calls : CalRefer	ence CalDate	CallTime	Description	CallType	CalTypeDesc	ErrorCode	ErrorCodeDesc	
kssignments	Call Date Time Priority SLA	07/06/2023 •		Prior Calls : CalRefer CN00010	ence CalDate 06 07/06/202	3 11:21:29	Machine repair required	PR	Parts Requirement		ErrorCodeDesc Faulty	SIN
ssignments	Call Date Time Priority SLA Date Required	07/06/2023 •		Prior Calls : CalRefer CN00010 CN00009	ence CalDate 06 07/06/202 83 09/06/202	3 11:21:29 2 06:08:31	Machine repair required Test elapsed time 2 - day prior	PR DR	Parts Requirement Select Call Type			SIN: SIN:
kssignments	Call Date Time Priority SLA	07/06/2023 •		Prior Calls : CallRefer CN000010 CN00009 CN00009	ence CalDate 06 07/06/202 83 09/06/202 81 11/12/201	3         11:21:29           2         06:08:31           9         09:55:00	Machine repair required Test elapsed time 2 - day prior test placing call on hold	PR DR ADM	Parts Requirement Select Call Type Administration	FA		SIN: SIN: SIN:
kssignments	Call Date Time Priority SLA Date Required	07/06/2023 • 3 • • 07/06/2023 •		Prior Calls : CalRefer CN00010 CN00009 CN00009 CN00009	ence CallDate 06 07/06/202 83 09/06/202 81 11/12/201 78 21/11/201	3         11:21:29           2         06:08:31           9         09:55:00           9         11:07:42	Machine repair required Test elapsed time 2 - day prior test placing call on hold Driver Connect - full set of toners required	PR DR ADM PR	Parts Requirement Select Call Type Administration Parts Requirement	FA		SIN: SIN: SIN: SIN:
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koogeneente koolgeneente koolgetekkong mandragetekkong 20 Sille baho 1	Call Date Time Priority SLA Date Required Order No Logged By Status	07/06/2023		Prior Calls : Callacter Collacter Collocation Colloca	ence         CalDate           06         07/06/202           83         09/06/202           81         11/12/201           80         21/11/201           80         21/11/201           82         15/10/201           19         17/05/201           16         14/05/201           100         10/01/201           97         18/09/201           91         06/09/201           63         06/07/201	3         11:21:29           2         06:08:31           9         09:55:00           9         11:07:42           9         12:16:47           9         15:05:26           9         13:31:48           9         13:44:52           8         16:28:30           8         16:44:03	Mohim repair required Test slaped the 2-day prior test placed the 2-day prior betwee connect - days and former negated Driver Connect - days and former negated Driver Connect - days and testing for call request a series like all drives and testing for cell signed a dosed Critera of like the device of the days of the days Test of like back order report Visik order to back orders	PR DR ADM PR TON DR DR DR DR DR DR INST INSP	Parts Requirement Select Call Type Administration Parts Requirement Toner Required Select Call Type Select Call Type Administration Select Call Type Installation Inspection	FA		Seria SIN3 SIN3 SIN3 SIN3 SIN3 SIN3 SIN3 SIN3
koogeneente koolgeneente koolgetekkong mandragetekkong 20 Sille baho 1	Call Date Time Priority SLA Date Required Order No Logged By Status	07/06/2023		Prior Calls :: CallRefer ▶ CN00009 CN00009 CN00009 CN00009 CN00008 CN00008 CN00008 CN00008 CN00008	ence         CallDate           06         07/06/202           83         09/06/202           81         11/12/201           80         21/11/201           80         21/11/201           80         21/11/201           91         17/05/201           19         17/05/201           106         10/01/201           97         18/09/201           91         06/09/201           63         06/07/201           63         06/07/201           64         01/02/201	3         11:21:29           2         06:08:31           9         09:55:00           9         11:07:42           9         12:16:47           9         15:05:26           9         13:31:48           9         13:44:52           8         16:28:30           8         13:29:02	Northine repair required Test elapoiet and a 2- day prior test placing and an hold Diver Connect - diffee test test places and test of brans required Diver Connect - diffee test test and be address are not aving for call request Test and an bad concel and attempt to credit against a dosed Connect S.J. exits directly or credit against a dosed Test call for bad core report Wick order to test requering purchase orders Test call for bad core report Test call for bad core reports Test call for bad core procesang	PR DR ADM PR TON DR DR DR DR INST INSP INSP	Parts Requirement Select Call Type Administration Parts Requirement Toner Required Select Call Type Administration Select Call Type Instaliation Inspection Inspection	FA		SING SING SING SING SING SING SING SING
Assignments Hold History	Call Date Time Priority SLA Date Required Order No Logged By Status	07/06/2023		Prer Calls : Calificefer P (200009 C/00009 C/00009 C/00009 C/00009 C/00009 C/00009 C/00009 C/00009 C/00009 C/00009 C/00007 C/00007 C/00007 C/00007	ence         CallDate           06         07/06/302           38         09/06/302           81         11/12/201           78         21/11/201           90         21/11/201           19         17/05/201           15         14/05/201           08         10/01/201           97         18/09/201           16         66/09/201           53         06/07/201           650         01/02/201           58         29/01/201	3         11:21:29           2         06:08:31           9         09:55:00           9         11:07:42           9         12:16:47           9         15:05:26           9         13:38:48           9         13:51:04           9         13:44:52           8         16:28:30           8         16:44:03           8         13:29:02           8         13:23:17	Mohim repair required Test aligned ther 2- day prior test placed time 2- day prior test placed time 3- days of the test Drive Connect - driften test test alises alread aligned to the test test alises alread aligned to test alises alread aligned to Christic 13.4 are test and the test test alises alread aligned to Christic 13.4 are test and the test test aligned to take aligned to test takes aligned to test	PR DR ADM PR TON DR DR DR DR DR DR INST INSP INSP INST	Parts Requirement Select Call Type Administration Parts Requirement Toner Requirement Select Call Type Select Call Type Installation Inspection Inspection Inspection Inspection	FA		SIN3 SIN3 SIN3 SIN3 SIN3 SIN3 SIN3 SIN3



### **CALL METER READING**

• If the asset has meters linked, then the Meters frame will automatically expand to display the Meter reading data grid.

- ¢							Call m	aintenance	- BPO: Versio	n 2.5.1.4 - Exampl	e Company					_ 8 x
	forme Equipr	ent / Locations	Contract	Finance / HR	Inventory	Maintenand	ce / Projects Ma	nufacturing	Procuremen	t Sales Serv	vice Reporting Utilities	s				_ & ×
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TO KET	Togread						Order Reference									
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							Prior Calls : CallReference	CalDate	CallTime	Description		CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc	SerialNo
			SLA 0.00				CN0000983	09/06/2022		Test elapsed time	2 - day prior	TEST	Testing	ErrorCode	ErrorCodeDesc	SIN3 A
Hold Hist	ary	Date Requ	ired 07/06/20	23 👻			CN0000981	11/12/2019		test placing call or		ADM	Administration			SIN3
		Orde	r No				CN0000978	21/11/2019			full set of toners required	PR	Parts Requirement			SIN3
		Lanna	By Bianca				CN0000980	21/11/2019		Driver Connect - o		TON	Toner Required			SIN3
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- Type in the meter reading(s), if required.
  - It is good practice to get the meter reading when logging a call, and is mandatory for requesting parts that are yield controlled.
  - If this is a service related call, then you may only get the readings when the technician returns from the call, at which point you can edit and update the readings.
- You can also add a comment for each meter reading.
- When the meter reading has been updated, **hide** the frame by clicking outside the frame.



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• When you are done, click on **Save**.

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#### **Related References**

- Introduction to Work Orders
- Add a Call
- Calls Edit Buttons

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