

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

## SERVICE

### CALLS – MOVE TO PENDING

**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 [Call Centre Mode](#) notes.

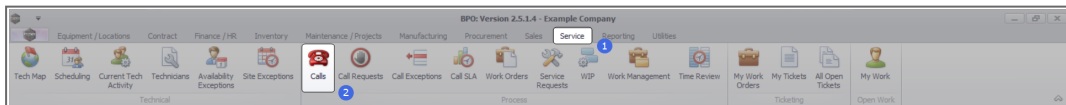
A call can be placed in a **Pending** status by the Call Centre.

Pending differs from Hold, in that work will be stopped to resolve a **company** issue e.g. there is no stock available to complete the work. The [SLA Monitor](#) will continue to run. Refer to [Calls - Release a Call](#) for information on how to release a call from pending.



Using [Tech Connect](#), the call will be placed in the **Pending** status when the technician selects [End Work](#) on his device, with the [Resolution Action](#) as **Unresolved**.

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



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

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

CallReference	CustomerName	CallDate	CallState	Technician	CallTime	Description	CallType	CallTypeDesc	Error Code	Error Code Desc	SerialNo	ChkLocationSubject	Priority
BN0001003	Young Electric	13/12/2022	Awaiting Acceptance	Ash Hilson	09:09:10	Test account balances	CR	Change Request			107		3
BN0001002	Salem's Denier	12/12/2022	Awaiting Acceptance	Mary Thompson	06:18:30	Test call for account balances manual.	SR	Select Call Type			19-12/202		3
BN0001001	Young Electric	29/11/2022	Unassigned		11:29:19	Order the same part twice receive with different batch num.	CR	Change Request			19-12/202		3
BN0000996	Hope Works (Pty) Ltd	24/10/2022	Unassigned		13:11:11	Printer/Barcode	IGR	New Deal Rental			AT200000	BPOZ TEST 1	3
BN0000992	Top Vehicle Hire	25/10/2022	Awaiting Acceptance	Daniel Belgoven	14:59:17	Loan machine for temporary high volume printing requirement	SERV	Service			TOP1234OLD		3
BN0000991	Asda Java Inc	24/10/2022	Unassigned		06:58:15	Contact Closure - C0000054	SR	Select Call Type					3
BN0000989	Denton / Technologies	13/04/2022	Unassigned		09:00:00	Call for Monday elapsed hours check	TEST	Testing			2020-2222		3
BN0000988	Young Electric	03/06/2022	Unassigned		06:00:00	Call logged 5 days ago for time elapsed checks	CR	Change Request	CONF	Configuration	19-12/202		3
BN0000987	Young Electric	06/04/2022	Unassigned		06:00:00	Call logged 4 days ago for elasse time checks	UPG	Upgrade			19-12/202		3
BN0000986	Young Electric	07/06/2022	Unassigned		06:00:00	Call logged 5 days ago for elasse time checks	SR	Select Call Type			19-12/202		3
BN0000985	Hope Works (Pty) Ltd	18/04/2022	Unassigned		06:00:00	Test future call - for elapsed time	UPG	Upgrade			20-46765		3
BN0000984	Hope Works (Pty) Ltd	08/04/2022	Unassigned		06:10:00	Test elapsed hours - 2 days prior	TEST	Testing			AT200000		3
BN0000983	Hope Works (Pty) Ltd	08/04/2022	Unassigned		06:08:31	Test elapsed time 2 - day prior	TEST	Testing			SN23413546		3
BN0000982	Young Electric	18/04/2022	Unassigned		06:00:00	Test elapsed hours 1	TEST	Testing			19-12/202		3
BN0000976	Young Electric	18/11/2019	Awaiting Acceptance	Bianca Du Toit	11:24:28	Test with our manager email entered	ACM	Administration			107		3
BN0000974	Hope Works (Pty) Ltd	18/11/2019	Awaiting Acceptance	Bianca Du Toit	16:30:20	test another call email	ACM	Administration			095010155		3
BN0000972	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			095010155		3
BN0000971	Westwood Dynamic	29/11/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H/West	2
BN0000970	Westwood Dynamic	22/11/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H/West	2
BN0000969	Hope Works (Pty) Ltd	16/11/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	INAT	Installation				Forest Hills Centre	2
BN0000968	Green Tea Supplies	16/11/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW1234		2
BN0000967	Westwood Dynamic	15/11/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H/West	2
BN0000966	Westwood Dynamic	08/11/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H/West	2
BN0000965	Westwood Dynamic	02/11/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H/West	2
BN0000964	H&M PC - IT Shop	26/10/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			147807		2
BN0000963	Westwood Dynamic	21/10/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H/West	2
BN0000962	Hope Works (Pty) Ltd	19/10/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			19-30200		2
BN0000961	Hope Works (Pty) Ltd	18/10/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	INAT	Installation				Forest Hills Centre	2
BN0000960	Westwood Dynamic	18/10/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H/West	2
BN0000959	Westwood Dynamic	11/10/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H/West	2
BN0000958	Westwood Dynamic	04/10/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H/West	2
BN0000957	Westwood Dynamic	27/09/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H/West	2
BN0000956	Westwood Dynamic	20/09/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H/West	2
BN0000955	Hope Works (Pty) Ltd	18/09/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	INAT	Installation				Forest Hills Centre	2
BN0000954	Green Tea Supplies	17/09/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW1234		2

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

CallReference	CustomerName	CallDate	CallState	Technician	CallTime	Description	CallType	CallTypeDesc	Error Code	Error Code Desc	SerialNo	ChkLocationSubject	Priority
BN0001003	Young Electric	13/12/2022	Awaiting Acceptance	Ash Hilson	09:09:10	Test account balances	CR	Change Request			107		3
BN0001002	Salem's Denier	12/12/2022	Awaiting Acceptance	Mary Thompson	06:18:30	Test call for account balances manual.	SR	Select Call Type			19-12/202		3
BN0001001	Young Electric	29/11/2022	Unassigned		11:29:19	Order the same part twice receive with different batch num.	CR	Change Request			19-12/202		3
BN0000996	Hope Works (Pty) Ltd	24/10/2022	Unassigned		13:11:11	Printer/Barcode	IGR	New Deal Rental			AT200000	BPOZ TEST 1	3
BN0000992	Top Vehicle Hire	25/10/2022	Awaiting Acceptance	Daniel Belgoven	14:59:17	Loan machine for temporary high volume printing requirement	SERV	Service			TOP1234OLD		3
BN0000991	Asda Java Inc	24/10/2022	Unassigned		06:58:15	Contact Closure - C0000054	SR	Select Call Type					3
BN0000989	Denton / Technologies	13/04/2022	Unassigned		09:00:00	Call for Monday elapsed hours check	TEST	Testing			2020-2222		3
BN0000988	Young Electric	03/06/2022	Unassigned		06:00:00	Call logged 5 days ago for time elapsed checks	CR	Change Request	CONF	Configuration	19-12/202		3
BN0000987	Young Electric	06/04/2022	Unassigned		06:00:00	Call logged 4 days ago for elasse time checks	UPG	Upgrade			19-12/202		3
BN0000986	Young Electric	07/06/2022	Unassigned		06:00:00	Call logged 5 days ago for elasse time checks	SR	Select Call Type			19-12/202		3
BN0000985	Hope Works (Pty) Ltd	18/04/2022	Unassigned		06:10:00	Test future call - for elapsed time	UPG	Upgrade			20-46765		3
BN0000984	Hope Works (Pty) Ltd	08/04/2022	Unassigned		06:10:00	Test elapsed hours - 2 days prior	TEST	Testing			AT200000		3
BN0000983	Hope Works (Pty) Ltd	08/04/2022	Unassigned		06:08:31	Test elapsed time 2 - day prior	TEST	Testing			SN23413546		3
BN0000982	Young Electric	18/04/2022	Unassigned		06:00:00	Test elapsed hours 1	TEST	Testing			19-12/202		3
BN0000976	Young Electric	18/11/2019	Awaiting Acceptance	Bianca Du Toit	11:24:28	Test with our manager email entered	ACM	Administration			107		3
BN0000974	Hope Works (Pty) Ltd	18/11/2019	Awaiting Acceptance	Bianca Du Toit	16:30:20	test another call email	ACM	Administration			095010155		3
BN0000972	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			095010155		3
BN0000971	Westwood Dynamic	29/11/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H/West	2
BN0000970	Westwood Dynamic	22/11/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H/West	2
BN0000969	Hope Works (Pty) Ltd	16/11/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	INAT	Installation				Forest Hills Centre	2
BN0000968	Green Tea Supplies	16/11/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW1234		2
BN0000967	Westwood Dynamic	15/11/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H/West	2
BN0000966	Westwood Dynamic	08/11/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H/West	2
BN0000965	Westwood Dynamic	02/11/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H/West	2
BN0000964	H&M PC - IT Shop	26/10/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			147807		2
BN0000963	Westwood Dynamic	21/10/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H/West	2
BN0000962	Hope Works (Pty) Ltd	19/10/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			19-30200		2
BN0000961	Hope Works (Pty) Ltd	18/10/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	INAT	Installation				Forest Hills Centre	2
BN0000960	Westwood Dynamic	18/10/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H/West	2
BN0000959	Westwood Dynamic	11/10/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H/West	2
BN0000958	Westwood Dynamic	04/10/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H/West	2
BN0000957	Westwood Dynamic	27/09/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H/West	2
BN0000956	Westwood Dynamic	20/09/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - H/West	2
BN0000955	Hope Works (Pty) Ltd	18/09/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	INAT	Installation				Forest Hills Centre	2
BN0000954	Green Tea Supplies	17/09/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW1234		2



Note that call must be in either the **New**, **In Progress** or **Complete** status to be moved to **Pending**.

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

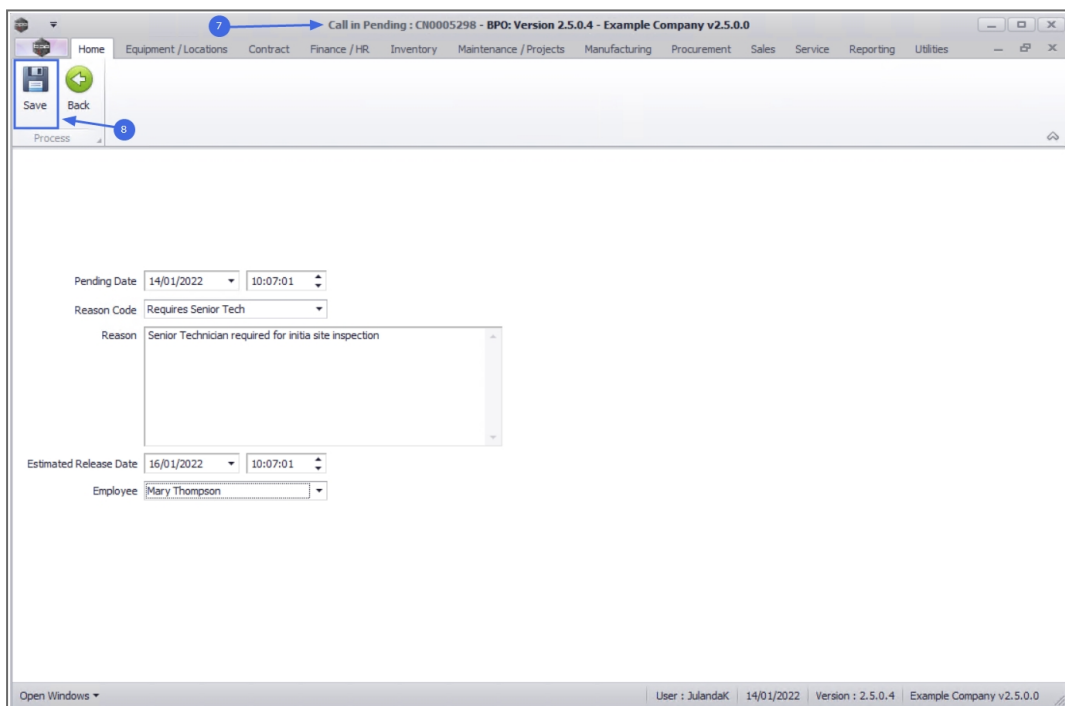
CallRef	CustomerName	CallDate	CallTime	Technician	CallTime	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc	SerialNo	ChkLocationSubject	Priority
CH0001003	Young Electric	13/12/2022	10:00:00	Ash Milan	10:00:00	Test account balances	CR	Change Request			107		3
CH0001002	Selenites Drive	12/12/2022	05:18:30	Wendy Thompson	05:18:30	Test call for account balances manual	CR	Select Call Type			107		3
CH0001001	Young Electric	20/11/2022	11:20:19		11:20:19	Order the same part twice receive with different batch num.	CR	Change Request			107		3
CH0000996	Hope Works Pty Ltd	21/10/2019	11:00:00		11:00:00	SubNetMaint - Bathroo Bin Maintenance	SM	Scheduled Maintenance					2
CH0000992	Top Vehicle Hire	20/10/2022	14:09:17	Daniel Edgewood	14:09:17	Loan machine for temporary high volume printing requirement	SRV	Service			TOP1234567		3
CH0000991	Abell, Just Inc	20/10/2022	09:08:15		09:08:15	Contract closure (00000001)	SR	Select Call Type					3
CH0000989	Derbyn / Technologies	13/06/2022	09:00:00		09:00:00	Call for Monday closed hours check	TEST	Testing			2020-2222		3
CH0000988	Young Electric	05/06/2022	06:00:00		06:00:00	Call logged 5 days ago for time elapsed checks	CR	Change Request	CONF	Configuration	sm123		3
CH0000987	Young Electric	06/06/2022	06:00:00		06:00:00	Call logged 4 days ago for elapsed time checks	LPG	Upgrade			sm123		3
CH0000986	Young Electric	07/06/2022	06:00:00		06:00:00	Call logged 3 days ago for elapsed time checks	SR	Select Call Type			sm123		3
CH0000985	Hope Works Pty Ltd	02/06/2022	06:00:00		06:00:00	Test failure call for elapsed time	LPG	Upgrade			20-80765		3
CH0000984	Hope Works Pty Ltd	08/06/2022	06:00:00		06:00:00	Test elapsed hours - 2 days prior	TEST	Testing			AT5000000		3
CH0000983	Hope Works Pty Ltd	08/06/2022	06:00:00		06:00:00	Test elapsed time 2 - day prior	TEST	Testing			SN12345678		3
CH0000982	Young Electric	08/06/2022	06:00:00		06:00:00	Test elapsed hours 1	TEST	Testing			sm123		3
CH0000978	Young Electric	18/11/2019	11:00:19		11:00:19	Test with sms message email ordered	ADM	Administration			107		3
CH0000974	Hope Works Pty Ltd	08/11/2019	06:30:20		06:30:20	Test another call email	ADM	Administration			050012345		3
CH0000972	Hope Works Pty Ltd	18/11/2019	18:17:00		18:17:00	Test new call for email description in body	CR	Change Request			050012345		3
CH0000971	Westwood Dynamic	08/11/2019	08:00:00		08:00:00	SubNetMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2
CH0000970	Westwood Dynamic	02/11/2019	08:00:00		08:00:00	SubNetMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2
CH0000969	Hope Works Pty Ltd	06/11/2019	08:00:00		08:00:00	Tier - Commercial Tier Test	INBT	Installation				Forest Hills Centre	2
CH0000968	Green Tea Supplies	16/11/2019	08:00:00		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW1234		2
CH0000967	Westwood Dynamic	11/11/2019	08:00:00		08:00:00	SubNetMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2
CH0000966	Westwood Dynamic	08/11/2019	08:00:00		08:00:00	SubNetMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2
CH0000965	Westwood Dynamic	02/11/2019	08:00:00		08:00:00	SubNetMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2
CH0000964	Hook PC - IT Shop	26/10/2019	08:00:00		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			147607		2
CH0000963	Westwood Dynamic	21/10/2019	08:00:00		08:00:00	SubNetMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2
CH0000962	Hope Works Pty Ltd	19/10/2019	08:00:00		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			18-30300		2
CH0000961	Hope Works Pty Ltd	18/10/2019	08:00:00		08:00:00	Tier - Commercial Tier Test	INBT	Installation				Forest Hills Centre	2
CH0000960	Westwood Dynamic	08/10/2019	08:00:00		08:00:00	SubNetMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2
CH0000959	Westwood Dynamic	11/10/2019	08:00:00		08:00:00	SubNetMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2
CH0000958	Westwood Dynamic	04/10/2019	08:00:00		08:00:00	SubNetMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2
CH0000957	Westwood Dynamic	27/09/2019	08:00:00		08:00:00	SubNetMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2
CH0000956	Westwood Dynamic	20/09/2019	08:00:00		08:00:00	SubNetMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloast	2
CH0000955	Hope Works Pty Ltd	18/09/2019	08:00:00		08:00:00	Tier - Commercial Tier Test	INBT	Installation				Forest Hills Centre	2
CH0000954	Green Tea Supplies	17/09/2019	08:00:00		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW1234		2

- Click on the **Pending** button.

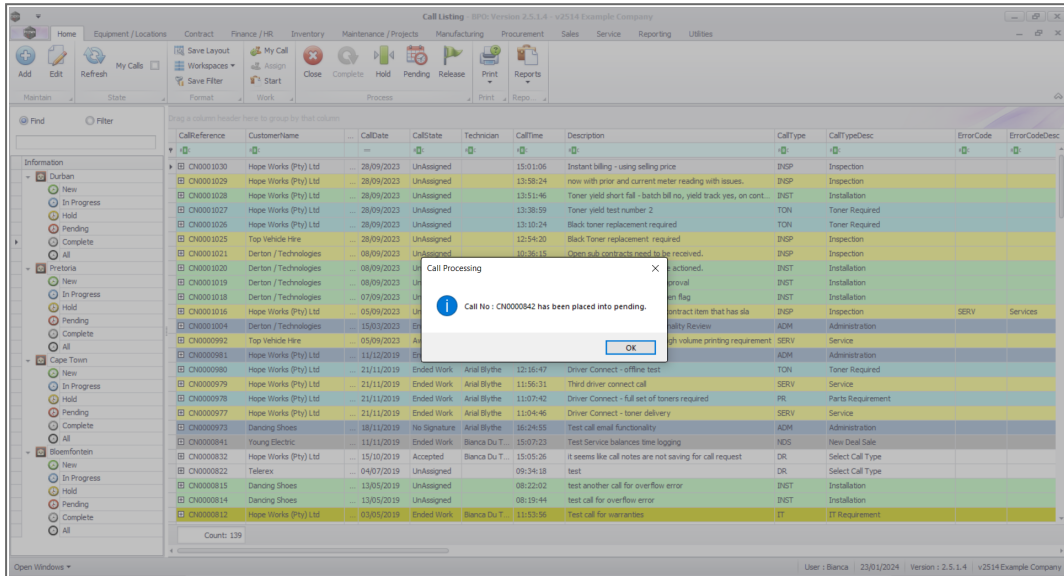
- The **Call in Pending: [call ref. number]** screen will be displayed.
  - **Pending Date:** The current date and time will display.
    - **Date:** Type in or click on the down **arrow** to use the calendar function to select an alternative date, if required.
    - **Time:** Type in or use the **arrow** indicators to select an alternative time, if required.
  - **Reason Code:** Click on the down **arrow** to select a reason code from the drop-down list.

 Refer to [Call Pending Reason Code](#) to configure reason codes, if necessary.

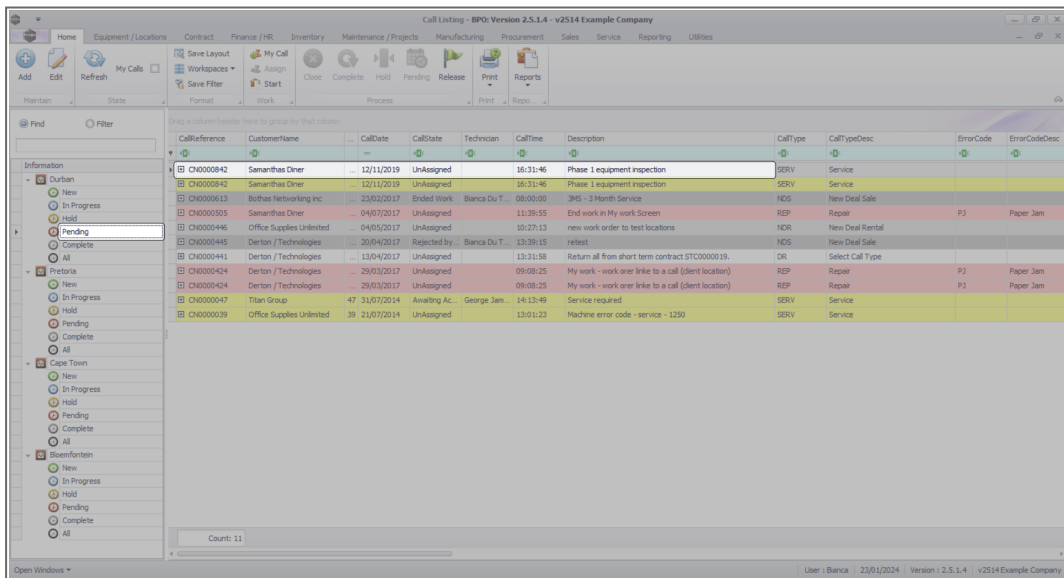
- **Reason:** Type in the details as to the reason for having to placed the call in the Pending status.
- **Estimated Release Date:** The estimated release date will auto populate with a system generated date, usually 2 days after the Pending Date.
  - **Date:** Type in or click on the down **arrow** to use the calendar function to select an alternative date, if required.
  - **Time:** Type in or use the **arrow** indicators to select an alternative time, if required.
- **Employee:** The employee currently logged on to the system will be displayed in this field. Click on the down **arrow** to select an alternative name, if required.
- When you have finished adding details to this screen, click on **Save**.



- You will return to the **Call Listing** screen.
- When you receive the **Call Processing** message to confirm that;
  - **Call No: CN[ref. number] has been placed into Pending.**
- Click on **OK**.



- The Call can no longer be viewed in the current list. Change the **Status** to **Pending**, to view the Call.



## Related Topics

- [Calls - Release a Call](#)

MNU.122.007