

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

SERVICE

CALLS - HOLD HISTORY

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 Compatibility¹. 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.

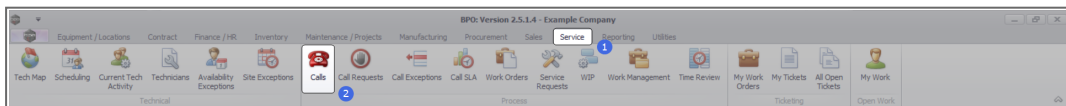
A call can be placed on **Hold** manually in the call centre. If a call is placed on hold, no further processing can be performed until it has been released. The hold history is generate when the call is **Placed on Hold** and **Released from Hold**.

There can be many reasons to place a call on Hold, but these reasons are based on a delay from the client's side, for example:

- Awaiting client quote confirmation
- Awaiting client response
- Client unreachable
- Account in arrears

The Call Hold History can be viewed from the **Call Maintenance** screen.

Ribbon Select **Service > Calls**



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

¹BPO2 v2.5.1.3 or higher

CallReference	CustomerName	CallDate	CallState	Technician	CallTime	Description	CallType	CallTypeDesc	Error Code	Error Code Desc	SerialNo	ChkLocation/Subject	Priority
EN0001003	Young Electric	13/12/2022	Awaiting Acceptance	Ash Hilson	09:09:10	Test account balances	CR	Change Request			107		3
EN0001002	Salematic Driver	12/12/2022	Awaiting Acceptance	Mary Thompson	06:18:30	Test call for account balances manual.	SR	Select Call Type			19-12/202		3
EN0001001	Young Electric	20/11/2022	Unassigned		11:29:19	Order the same part twice receive with different batch num.	CR	Change Request			en123		3
EN0000996	Hope Works (Pty) Ltd	24/10/2022	Unassigned		11:01:11	Printer/Barcode	IGR	New/Def Rental				BPO2 TEST 1	3
EN0000992	Top Vehicle Hire	20/10/2022	Awaiting Acceptance	Daniel Belgoven	14:05:17	Loan machine for temporary high volume printing requirement	SRV	Service			TOP1234OLD		3
EN0000991	Asda Java Inc	24/10/2022	Unassigned		05:38:15	Contact Closure - C0000054	SR	Select Call Type					3
EN0000989	Deton / Technologies	13/04/2022	Unassigned		09:00:00	Call for Monday elapse hours check	TEST	Testing			2020-2222		3
EN0000988	Young Electric	03/06/2022	Unassigned		06:00:00	Call logged 5 days ago for time elapsed checks	CR	Change Request	CONF	Configuration	en123		3
EN0000987	Young Electric	06/06/2022	Unassigned		06:00:00	Call logged 4 days ago for elapse time checks	UPG	Upgrade			en123		3
EN0000986	Young Electric	07/06/2022	Unassigned		06:00:00	Call logged 3 days ago for elapse time checks	SR	Select Call Type			en123		3
EN0000985	Hope Works (Pty) Ltd	08/06/2022	Unassigned		06:00:00	Test future call - for elapsed time	UPG	Upgrade			20-46765		3
EN0000984	Hope Works (Pty) Ltd	06/06/2022	Unassigned		06:00:00	Test elapsed hours - 2 days prior	TEST	Testing			AT2000000		3
EN0000983	Hope Works (Pty) Ltd	06/06/2022	Unassigned		06:00:00	Test elapsed time 2 - day prior	TEST	Testing			SN232415946		3
EN0000982	Young Electric	18/06/2022	Unassigned		06:00:00	Test elapsed hours 1	TEST	Testing			en123		3
EN0000976	Young Electric	18/11/2019	Awaiting Acceptance	Bianca Du Toit	11:24:28	Test with our message email entered	ACH	Administration			107		3
EN0000974	Hope Works (Pty) Ltd	18/11/2019	Awaiting Acceptance	Bianca Du Toit	06:30:20	test another call email	ACH	Administration			095010155		3
EN0000972	Hope Works (Pty) Ltd	18/11/2019	Awaiting Acceptance	Bianca Du Toit	15:07:00	Test new call for email description in body	CR	Change Request			095010155		3
EN0000971	Westwood Dynamic	20/11/2019	Unassigned		08:00:00	SubBtMant - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hlwest	2
EN0000970	Westwood Dynamic	22/11/2019	Unassigned		08:00:00	SubBtMant - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hlwest	2
EN0000969	Hope Works (Pty) Ltd	16/11/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	INAT	Installation				Forest Hills Centre	2
EN0000968	Green Tea Supplies	16/11/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW1234		2
EN0000967	Westwood Dynamic	15/11/2019	Unassigned		08:00:00	SubBtMant - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hlwest	2
EN0000966	Westwood Dynamic	08/11/2019	Unassigned		08:00:00	SubBtMant - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hlwest	2
EN0000965	Westwood Dynamic	02/11/2019	Unassigned		08:00:00	SubBtMant - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hlwest	2
EN0000964	Red PC - IT Shop	26/10/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			147807		2
EN0000963	Westwood Dynamic	20/10/2019	Unassigned		08:00:00	SubBtMant - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hlwest	2
EN0000962	Hope Works (Pty) Ltd	19/10/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			18-30200		2
EN0000961	Hope Works (Pty) Ltd	18/10/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	INAT	Installation				Forest Hills Centre	2
EN0000960	Westwood Dynamic	18/10/2019	Unassigned		08:00:00	SubBtMant - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hlwest	2
EN0000959	Westwood Dynamic	11/10/2019	Unassigned		08:00:00	SubBtMant - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hlwest	2
EN0000958	Westwood Dynamic	04/10/2019	Unassigned		08:00:00	SubBtMant - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hlwest	2
EN0000957	Westwood Dynamic	27/09/2019	Unassigned		08:00:00	SubBtMant - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hlwest	2
EN0000956	Westwood Dynamic	20/09/2019	Unassigned		08:00:00	SubBtMant - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hlwest	2
EN0000955	Hope Works (Pty) Ltd	18/09/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	INAT	Installation				Forest Hills Centre	2
EN0000954	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.

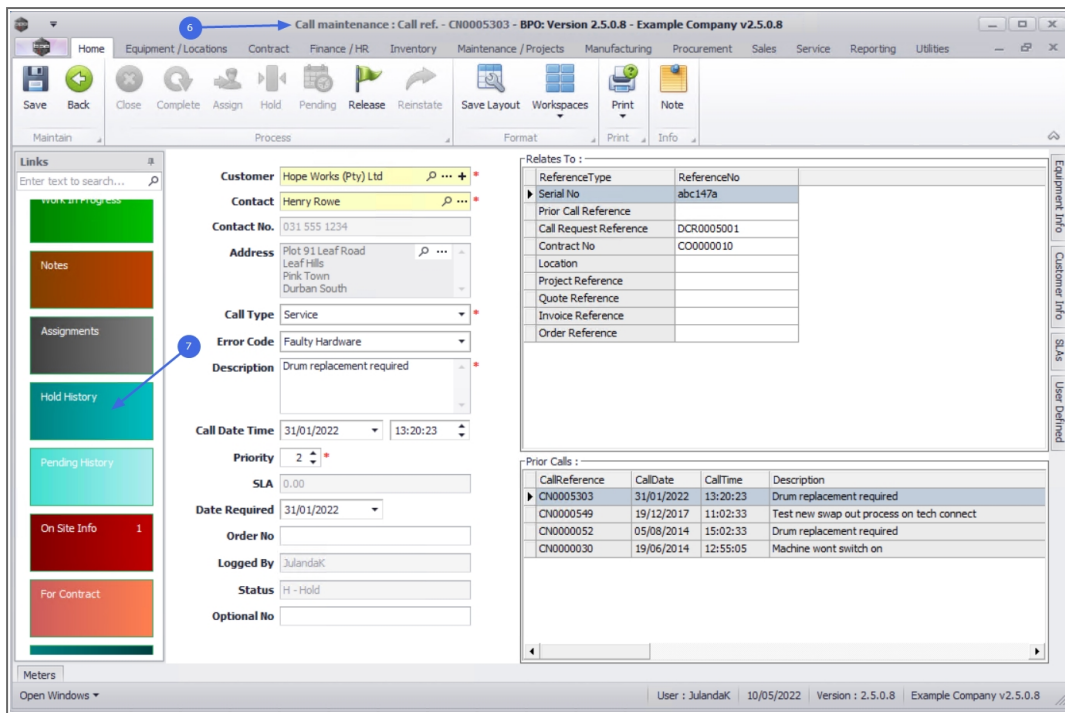
- Select the **Call** you wish to work with.

CallReference	CustomerName	CallDate	CallTime	Technician	Description	CallType	CallDesc	ErrorCode	ErrorCodeDesc	SerialNo	ChkLocationSubject	Priority
BI CH001003	Young Electric	12/12/2022	20:59:10	Awaiting Acceptance - Ann Hilson	Test account balance	CR	Change Request			107		3
BI CH001002	Sherwood Drive	12/12/2022	06:38:20	Awaiting Acceptance - Nery Thompson	Test call for account balance manual	DR	Select Call Type			107		3
BI CH001001	Young Electric	20/11/2022	11:29:19	Unassigned	Order the same part twice receive with different batch num.	CR	Change Request			an123		3
BI CH000992	Top Vehicle Hire	20/10/2022	14:58:17	Awaiting Acceptance - Daniel Edgewood	Loan machine for temporary high volume printing requirement	SRV	Service			TOP123456		3
BI CH000991	Apple Juice Inc	24/03/2022	05:36:15	Unassigned	Contact Closure - C0000055	DR	Select Call Type					3
BI CH000989	Derton / Technologies	13/04/2022	09:00:00	Unassigned	Call for Monday elapse hours check	TEST	Testing			2020-2222		3
BI CH000988	Young Electric	02/06/2022	06:00:00	Unassigned	Call logged 5 days ago for time elapsed checks	CR	Change Request	CONF	Configuration			3
BI CH000987	Young Electric	06/06/2022	06:00:00	Unassigned	Call logged 4 days ago for elapse time checks	LPG	Upgrade			an123		3
BI CH000986	Young Electric	07/06/2022	06:00:00	Unassigned	Call logged 3 days ago for elapse time checks	DR	Select Call Type			an123		3
BI CH000985	Hope Works (Pty) Ltd	18/06/2022	05:09:13	Unassigned	Test future call - for elapsed time	LPG	Upgrade			20-86765		3
BI CH000984	Hope Works (Pty) Ltd	06/06/2022	06:00:00	Unassigned	Test elapsed hours - 2 day prior	TEST	Testing			47200000		3
BI CH000983	Hope Works (Pty) Ltd	06/06/2022	06:00:00	Unassigned	Test elapsed time 2 - day prior	TEST	Testing			SN23141596		3
BI CH000982	Young Electric	18/06/2022	06:00:00	Unassigned	Test elapsed hours 1	TEST	Testing			an123		3
BI CH000981	Young Electric	18/11/2019	13:24:29	Awaiting Acceptance - Bianca Du Toit	Test with site manager email entered	ADM	Administration			107		3
BI CH000980	Hope Works (Pty) Ltd	18/11/2019	06:30:20	Awaiting Acceptance - Bianca Du Toit	Test another call email	ADM	Administration			059319151		3
BI CH000979	Hope Works (Pty) Ltd	18/11/2019	15:57:00	Awaiting Acceptance - Bianca Du Toit	Test new call for email description in body	CR	Change Request			059319151		3
BI CH000978	Westwood Dynamic	29/11/2019	08:00:00	Unassigned	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilo-test	2
BI CH000977	Westwood Dynamic	22/11/2019	08:00:00	Unassigned	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilo-test	2
BI CH000999	Hope Works (Pty) Ltd	16/11/2019	08:00:00	Unassigned	Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre	2
BI CH000988	Green Tea Supplies	16/11/2019	08:00:00	Unassigned	2MS - 2 month service	SM	Scheduled Maintenance			NEW1234		2
BI CH000987	Westwood Dynamic	15/11/2019	08:00:00	Unassigned	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilo-test	2
BI CH000986	Westwood Dynamic	08/11/2019	08:00:00	Unassigned	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilo-test	2
BI CH000985	Westwood Dynamic	02/11/2019	08:00:00	Unassigned	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilo-test	2
BI CH000984	HOCK PC - IT Shop	26/10/2019	08:00:00	Unassigned	2MS - 2 month service	SM	Scheduled Maintenance			14787		2
BI CH000983	Westwood Dynamic	25/10/2019	08:00:00	Unassigned	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilo-test	2
BI CH000982	Hope Works (Pty) Ltd	19/10/2019	08:00:00	Unassigned	2MS - 2 month service	SM	Scheduled Maintenance			18-30300		2
BI CH000981	Hope Works (Pty) Ltd	18/10/2019	08:00:00	Unassigned	Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre	2
BI CH000980	Westwood Dynamic	18/10/2019	08:00:00	Unassigned	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilo-test	2
BI CH000979	Westwood Dynamic	11/10/2019	08:00:00	Unassigned	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilo-test	2
BI CH000978	Westwood Dynamic	04/10/2019	08:00:00	Unassigned	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilo-test	2
BI CH000987	Westwood Dynamic	27/09/2019	08:00:00	Unassigned	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilo-test	2
BI CH000986	Westwood Dynamic	20/09/2019	08:00:00	Unassigned	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilo-test	2
BI CH000985	Hope Works (Pty) Ltd	18/09/2019	08:00:00	Unassigned	Tier - Commercial Tier Test	INST	Installation				Checkers Centre - Hilo-test	2
BI CH000984	Green Tea Supplies	17/09/2019	08:00:00	Unassigned	2MS - 2 month service	SM	Scheduled Maintenance			NEW1234		2

- Click on the **Edit** button.

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BI CH000996	Hope Works (Pty) Ltd	24/10/2022	14:58:17	Awaiting Acceptance - Daniel Edgewood	Loan machine for temporary high volume printing requirement	SRV	Service			TOP123456		3
BI CH000991	Apple Juice Inc	24/03/2022	05:36:15	Unassigned	Contact Closure - C0000055	DR	Select Call Type					3
BI CH000989	Derton / Technologies	13/04/2022	09:00:00	Unassigned	Call for Monday elapse hours check	TEST	Testing			2020-2222		3
BI CH000988	Young Electric	02/06/2022	06:00:00	Unassigned	Call logged 5 days ago for time elapsed checks	CR	Change Request	CONF	Configuration			3
BI CH000987	Young Electric	06/06/2022	06:00:00	Unassigned	Call logged 4 days ago for elapse time checks	LPG	Upgrade			an123		3
BI CH000986	Young Electric	07/06/2022	06:00:00	Unassigned	Call logged 3 days ago for elapse time checks	DR	Select Call Type			an123		3
BI CH000985	Hope Works (Pty) Ltd	18/06/2022	05:09:13	Unassigned	Test future call - for elapsed time	LPG	Upgrade			20-86765		3
BI CH000984	Hope Works (Pty) Ltd	06/06/2022	06:00:00	Unassigned	Test elapsed hours - 2 day prior	TEST	Testing			47200000		3
BI CH000983	Hope Works (Pty) Ltd	06/06/2022	06:00:00	Unassigned	Test elapsed time 2 - day prior	TEST	Testing			SN23141596		3
BI CH000982	Young Electric	18/06/2022	06:00:00	Unassigned	Test elapsed hours 1	TEST	Testing			an123		3
BI CH000981	Young Electric	18/11/2019	13:24:29	Awaiting Acceptance - Bianca Du Toit	Test with site manager email entered	ADM	Administration			107		3
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BI CH000979	Hope Works (Pty) Ltd	18/11/2019	15:57:00	Awaiting Acceptance - Bianca Du Toit	Test new call for email description in body	CR	Change Request			059319151		3
BI CH000978	Westwood Dynamic	29/11/2019	08:00:00	Unassigned	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilo-test	2
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BI CH000999	Hope Works (Pty) Ltd	16/11/2019	08:00:00	Unassigned	Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre	2
BI CH000988	Green Tea Supplies	16/11/2019	08:00:00	Unassigned	2MS - 2 month service	SM	Scheduled Maintenance			NEW1234		2
BI CH000987	Westwood Dynamic	15/11/2019	08:00:00	Unassigned	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilo-test	2
BI CH000986	Westwood Dynamic	08/11/2019	08:00:00	Unassigned	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilo-test	2
BI CH000985	Westwood Dynamic	02/11/2019	08:00:00	Unassigned	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilo-test	2
BI CH000984	HOCK PC - IT Shop	26/10/2019	08:00:00	Unassigned	2MS - 2 month service	SM	Scheduled Maintenance			14787		2
BI CH000983	Westwood Dynamic	25/10/2019	08:00:00	Unassigned	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilo-test	2
BI CH000982	Hope Works (Pty) Ltd	19/10/2019	08:00:00	Unassigned	2MS - 2 month service	SM	Scheduled Maintenance			18-30300		2
BI CH000981	Hope Works (Pty) Ltd	18/10/2019	08:00:00	Unassigned	Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre	2
BI CH000980	Westwood Dynamic	18/10/2019	08:00:00	Unassigned	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilo-test	2
BI CH000979	Westwood Dynamic	11/10/2019	08:00:00	Unassigned	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilo-test	2
BI CH000978	Westwood Dynamic	04/10/2019	08:00:00	Unassigned	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilo-test	2
BI CH000987	Westwood Dynamic	27/09/2019	08:00:00	Unassigned	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilo-test	2
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BI CH000985	Hope Works (Pty) Ltd	18/09/2019	08:00:00	Unassigned	Tier - Commercial Tier Test	INST	Installation				Checkers Centre - Hilo-test	2
BI CH000984	Green Tea Supplies	17/09/2019	08:00:00	Unassigned	2MS - 2 month service	SM	Scheduled Maintenance			NEW1234		2

- The **Call maintenance: Call ref. - [call ref. number]** screen will be displayed.
- Click on the **Hold History** tile.



CALL HOLD HISTORY

- The **Hold Events Listing for Call, Ref no: - [call ref. number]** screen will be displayed.
- Here you can **view** the Hold History for this call.
- Click on **Back** to return to the **Call maintenance** screen.

HoldDate	HoldTime	HoldReasonCode	HoldReasonCodeDesc	HoldReason	EstReleaseDate	EstReleaseTime	ReleaseDate	ReleaseTime	EmployeeName
10/05/2022	14:59:12	AC	Awaiting Client Confirmation	Manager to aut...	12/05/2022	14:59:12	01/01/1900	00:00:00	Julanda Kessler

Related Topics

- [Calls - Release a Call](#)
- [Calls - Place on Hold](#)

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