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

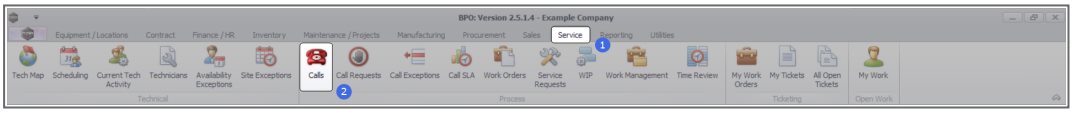
SERVICE

CALLS - ITEMS ISSUED HISTORY REPORT

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[1]. 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.

The **Items Issued History Report** displays all part issues and returns against a serial number or functional location that is linked to the call.

Ribbon Select **Service > Calls**



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

[1]BPO2 v2.5.1.3 or higher

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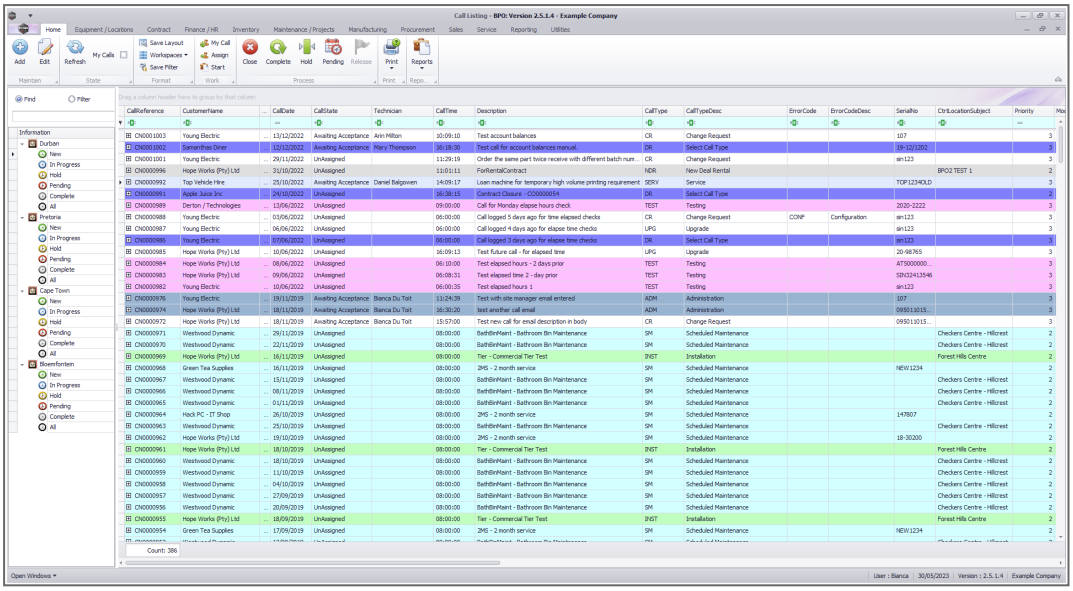
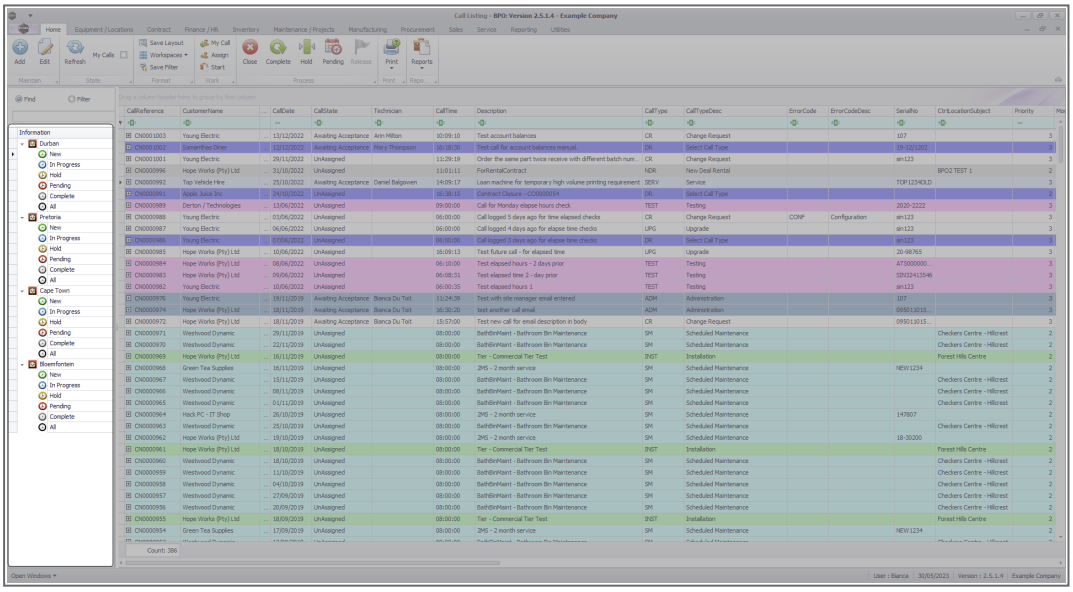


- The Calls are listed by **Site** and will display calls for the first Site listed.
- Click on the relevant **Site** for the calls you wish to view.



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

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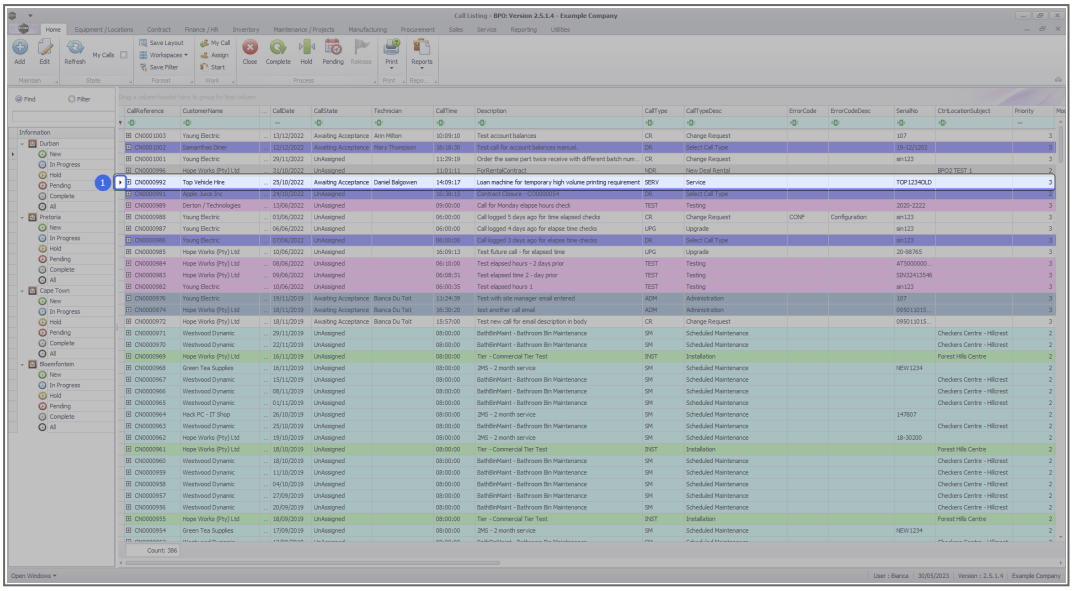
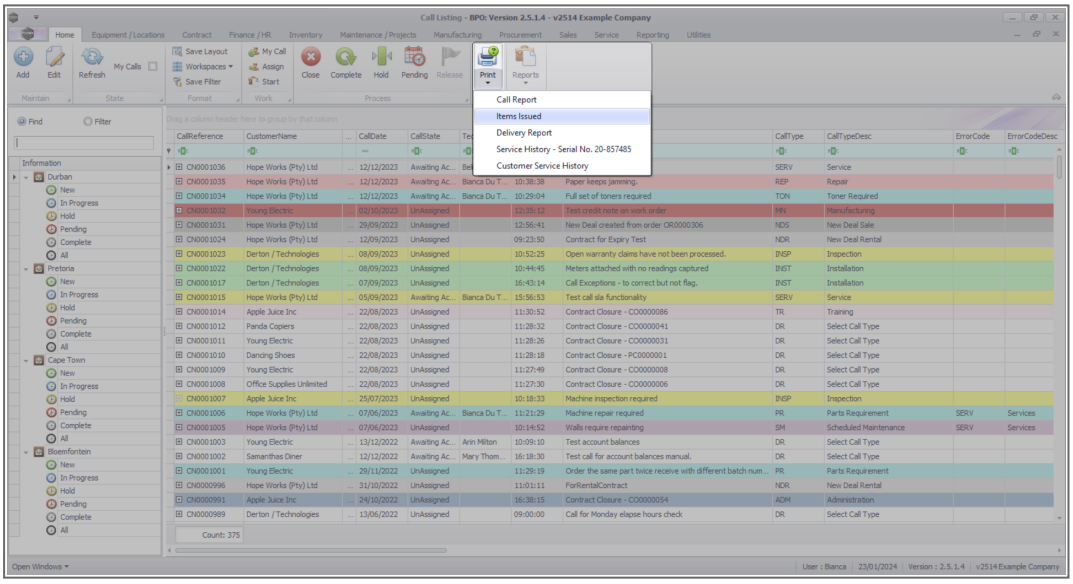


- Click on the **Print** button to display a list of **Report Options**.
- Click on **Items Issued**.



- When you receive the **Report Generation** message to confirm;
    - **Do you want to print the items issued report CN** [number]**?**
- Click on **Yes**.

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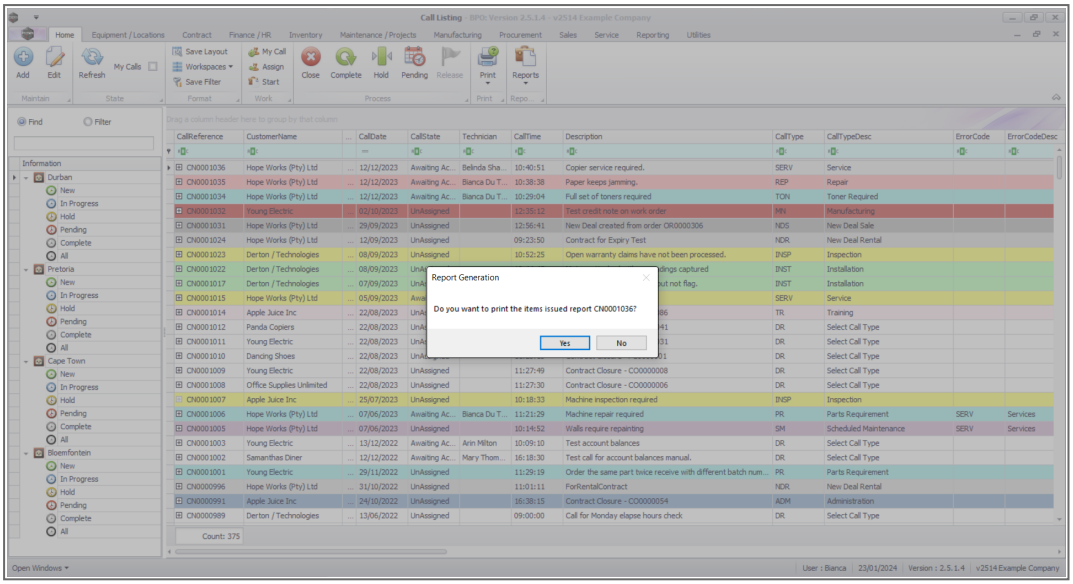

- The selected Report will display in the Reports **Preview** screen.
- From this screen you can make cosmetic changes to the document, as well as **Save**, **Zoom**, **Add a Watermark**, **Export** or **Email** the Call Report.
- Close the **Preview** screen when done.

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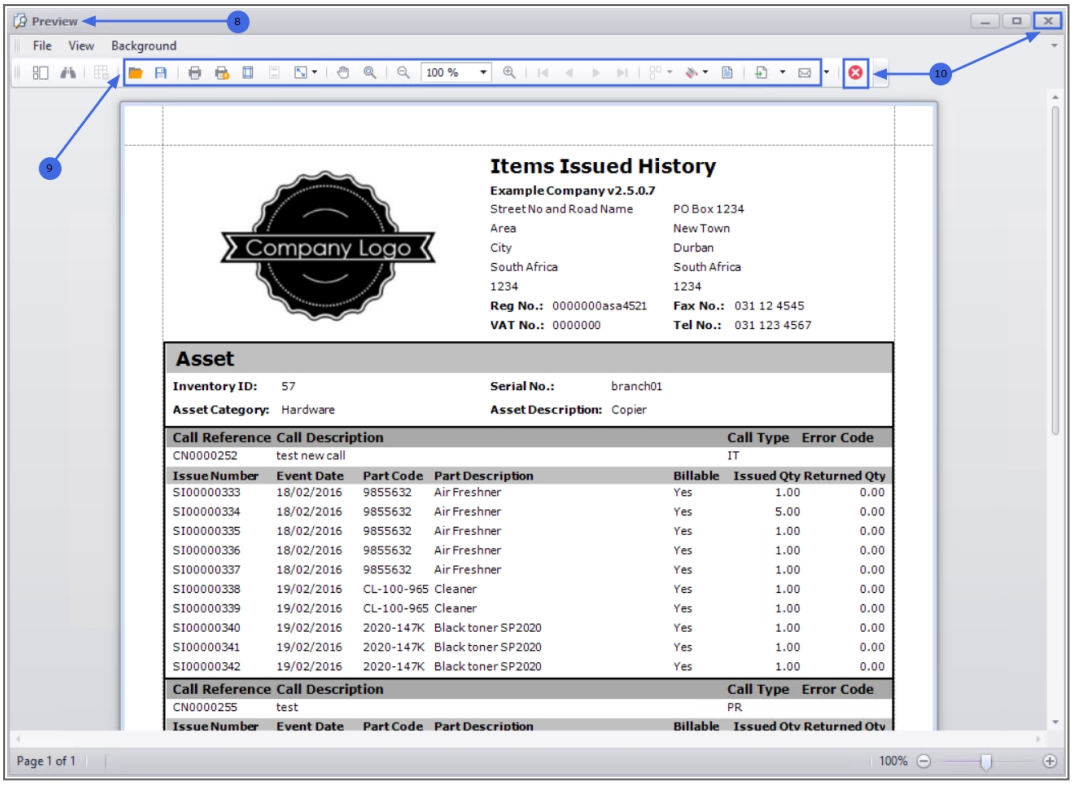

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