

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

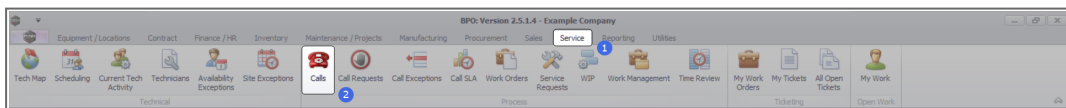
SERVICE

CALLS – CUSTOMER SERVICE 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 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.

When a call has been linked to a Serial Number, then the Customer Service History option will be available for generation. The Customer Service History Report is available on the call listing, call maintain and asset listing screen, this report can be generated from each screen’s respective print button. The report will display all calls relating to a customer, the related asset, along with all parts issued, meter readings and work order information that was captured.

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-Hilben	09:09:10	Test account balances	CR	Change Request			107		3
EN0001002	Sarantsev-Diner	12/12/2022	Awaiting Acceptance	Mary-Thompson	06:18:30	Test call for account balances manual.	SR	Select Call Type			107-12/12/22		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
EN0000998	Hope Works (Pty) Ltd	24/10/2022	Unassigned		13:11:11	Printer/Barcode	IGR	New/Def Rental			AT2000000	BPO2 TEST 1	3
EN0000992	Top Vehicle Hire	20/10/2022	Awaiting Acceptance	Daniel-Belgoven	14:55:17	Loan machine for temporary high volume printing requirement	SERV	Service			TOP1234567		3
EN0000991	Asde-Jaco 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	13/04/2022	Unassigned		06:00:00	Call logged 5 days ago for time elapsed checks	CR	Change Request	CONF	Configuration	en123		3
EN0000987	Young Electric	06/04/2022	Unassigned		06:00:00	Call logged 4 days ago for elapse time checks	UPG	Upgrade			en123		3
EN0000986	Young Electric	07/04/2022	Unassigned		06:00:00	Call logged 5 days ago for elapse time checks	SR	Select Call Type			en123		3
EN0000985	Hope Works (Pty) Ltd	18/04/2022	Unassigned		06:00:00	Test future call - for elapsed time	UPG	Upgrade			20-48765		3
EN0000984	Hope Works (Pty) Ltd	06/04/2022	Unassigned		06:10:00	Test elapsed hours - 2 days prior	TEST	Testing			AT2000000		3
EN0000983	Hope Works (Pty) Ltd	06/04/2022	Unassigned		06:08:31	Test elapsed time 2 - day prior	TEST	Testing			SN23415946		3
EN0000982	Young Electric	18/04/2022	Unassigned		06:00:00	Test elapsed hours 1	TEST	Testing			en123		3
EN0000981	Young Electric	18/11/2019	Awaiting Acceptance	Bianca Du Toit	11:24:28	Test with our manager email entered	ACM	Administration			107		3
EN0000974	Hope Works (Pty) Ltd	18/11/2019	Awaiting Acceptance	Bianca Du Toit	06:30:20	test another call email	ACM	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	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hlorest	2
EN0000970	Westwood Dynamic	22/11/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hlorest	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	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hlorest	2
EN0000966	Westwood Dynamic	08/11/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hlorest	2
EN0000965	Westwood Dynamic	02/11/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hlorest	2
EN0000964	Red POC - IT Shop	20/10/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			147807		2
EN0000963	Westwood Dynamic	20/10/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hlorest	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	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hlorest	2
EN0000959	Westwood Dynamic	11/10/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hlorest	2
EN0000958	Westwood Dynamic	04/10/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hlorest	2
EN0000957	Westwood Dynamic	27/09/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hlorest	2
EN0000956	Westwood Dynamic	20/09/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hlorest	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	CallState	Technician	CallTime	Description	CallType	CallTypeDesc	Error Code	Error Code Desc	SerialNo	ChkLocationSubject	Priority
CHN001003	Young Electric	13/02/2022	Awaiting Acceptance	Aim Milton	09:09:10	Test account balance	CR	Change Request			107		3
CHN001002	Samanthas Diner	12/12/2022	Awaiting Acceptance	Mary Thompson	05:38:20	Test call for account balance manual.	DR	Select Call Type			02-12/202		3
CHN001011	Young Electric	29/11/2022	Unassigned		11:29:19	Order the same part twice receive with different batch num.	CR	Change Request			an123		3
CHN000992	Top Vehicle Hire	25/10/2022	Awaiting Acceptance	Daniel Belgoven	14:58:17	Loan machine for temporary high volume printing requirement.	SERV	Service				TOP123456	3
CHN000991	Apple Juice Inc	24/09/2022	Unassigned		05:38:15	Contract Closure - C00000054	DR	Select Call Type					3
CHN000989	Derton / Technologies	13/06/2022	Unassigned		09:00:00	Call for Monday elapse hours check	TEST	Testing			2020-2222		3
CHN000988	Young Electric	01/06/2022	Unassigned		05:00:00	Call logged 4 days ago for elapse time check	CR	Change Request	CONF	Configuration			3
CHN000987	Young Electric	06/06/2022	Unassigned		05:00:00	Call logged 4 days ago for elapse time check	UPG	Upgrade			an133		3
CHN000986	Young Electric	07/06/2022	Unassigned		05:00:00	Call logged 3 days ago for elapse time check	DR	Select Call Type			an133		3
CHN000985	Hope Works (Pty) Ltd	16/06/2022	Unassigned		05:00:00	Test future call - for elapsed time	UPG	Upgrade			20-8690		3
CHN000984	Hope Works (Pty) Ltd	06/06/2022	Unassigned		05:00:00	Test elapsed hours - 2 day prior	TEST	Testing			87200000		3
CHN000983	Hope Works (Pty) Ltd	06/06/2022	Unassigned		05:00:00	Test elapsed time 2 - day prior	TEST	Testing			SN021412946		3
CHN000982	Young Electric	16/06/2022	Unassigned		05:00:00	Test elapsed hours 1	TEST	Testing			an123		3
CHN000981	Young Electric	08/11/2019	Awaiting Acceptance	Bianca Du Toit	13:24:28	Test with ink manager email entered	ADM	Administration			107		3
CHN000979	Hope Works (Pty) Ltd	18/11/2019	Awaiting Acceptance	Bianca Du Toit	05:30:20	Test another Call email	ADM	Administration			059512931		3
CHN000972	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			059013151		3
CHN000971	Westwood Dynamic	29/11/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hlibest	2
CHN000970	Westwood Dynamic	22/11/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hlibest	2
CHN000969	Hope Works (Pty) Ltd	06/11/2019	Unassigned		08:00:00	Test - Commercial Tier Test	INST	Installation				Forest Hills Centre	2
CHN000968	Green Tea Supplies	16/11/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW1234		2
CHN000967	Westwood Dynamic	15/11/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hlibest	2
CHN000966	Westwood Dynamic	08/11/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hlibest	2
CHN000965	Westwood Dynamic	02/11/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hlibest	2
CHN000964	HOA PC - IT Shop	26/10/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			14787		2
CHN000963	Westwood Dynamic	21/10/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hlibest	2
CHN000962	Hope Works (Pty) Ltd	19/10/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			18-30300		2
CHN000961	Hope Works (Pty) Ltd	18/10/2019	Unassigned		08:00:00	Test - Commercial Tier Test	INST	Installation				Forest Hills Centre	2
CHN000960	Westwood Dynamic	18/10/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hlibest	2
CHN000959	Westwood Dynamic	11/10/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hlibest	2
CHN000958	Westwood Dynamic	04/10/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hlibest	2
CHN000957	Westwood Dynamic	27/09/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hlibest	2
CHN000956	Westwood Dynamic	20/09/2019	Unassigned		08:00:00	Subst/Maint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hlibest	2
CHN000955	Hope Works (Pty) Ltd	18/09/2019	Unassigned		08:00:00	Test - Commercial Tier Test	INST	Installation				Forest Hills Centre	2
CHN000954	Green Tea Supplies	17/09/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW1234		2

- Click on the **Print** button to display a list of **Report Options**.
- Click on **Customer Service History**.

CallReference	CustomerName	CallDate	CallState	Technician	CallTime	Description	CallType	CallTypeDesc	Error Code	Error Code Desc	SerialNo	ChkLocationSubject	Priority
CHN001036	Hope Works (Pty) Ltd	12/12/2023	Awaiting Ac.	Bianca Du Toit	10:38:38	Paper keeps jamming.	REP	Repair					
CHN001035	Hope Works (Pty) Ltd	12/12/2023	Awaiting Ac.	Bianca Du Toit	10:29:04	Full set of toners required.	TDR	Toner Required					
CHN001034	Hope Works (Pty) Ltd	12/12/2023	Awaiting Ac.	Bianca Du Toit	10:28:52	Full set of toners required.	TDR	Toner Required					
CHN001033	Hope Works (Pty) Ltd	29/09/2023	Unassigned		12:56:41	New Deal created from order CR0000306	NDS	New Deal Sale					
CHN001024	Hope Works (Pty) Ltd	12/09/2023	Unassigned		09:23:50	Contract for Expiry Test	NDR	New Deal Rental					
CHN001023	Derton / Technologies	08/09/2023	Unassigned		10:52:25	Open warranty claims have not been processed.	INSP	Inspection					
CHN001022	Derton / Technologies	08/09/2023	Unassigned		10:44:45	Meters attached with no readings captured	INST	Installation					
CHN001017	Derton / Technologies	07/09/2023	Unassigned		16:43:14	Call Exceptions - to correct but not flag.	INST	Installation					
CHN001015	Hope Works (Pty) Ltd	05/09/2023	Awaiting Ac.	Bianca Du Toit	15:56:53	Test call via functionality	SERV	Service					
CHN001014	Apple Juice Inc	22/08/2023	Unassigned		11:30:52	Contract Closure - C00000086	TR	Training					
CHN001012	Panda Copiers	22/08/2023	Unassigned		11:28:32	Contract Closure - C00000041	DR	Select Call Type					
CHN001011	Young Electric	22/08/2023	Unassigned		11:28:26	Contract Closure - C00000031	DR	Select Call Type					
CHN001010	Dancing Shoes	22/08/2023	Unassigned		11:28:18	Contract Closure - PC0000011	DR	Select Call Type					
CHN001009	Young Electric	22/08/2023	Unassigned		11:27:49	Contract Closure - C00000008	DR	Select Call Type					
CHN001008	Office Supplies Unlimited	22/08/2023	Unassigned		11:27:30	Contract Closure - C00000006	DR	Select Call Type					
CHN001007	Apple Juice Inc	25/07/2023	Unassigned		10:18:33	Machine inspection required	INSP	Inspection					
CHN001006	Hope Works (Pty) Ltd	07/06/2023	Awaiting Ac.	Bianca Du Toit	11:21:29	Machine repair required	PR	Parts Requirement	SERV	Services			
CHN001005	Hope Works (Pty) Ltd	07/06/2023	Unassigned		10:14:52	Walls require repainting	SM	Scheduled Maintenance	SERV	Services			
CHN001003	Young Electric	13/12/2022	Awaiting Ac.	Aim Milton	10:09:10	Test account balances	DR	Select Call Type					
CHN001002	Samanthas Diner	12/12/2022	Awaiting Ac.	Mary Thom...	16:18:30	Test call for account balances manual.	DR	Select Call Type					
CHN001001	Young Electric	29/11/2022	Unassigned		11:29:19	Order the same part twice receive with different batch num.	PR	Parts Requirement					
CHN000996	Hope Works (Pty) Ltd	31/10/2022	Unassigned		11:01:11	ForRentalContract	NDR	New Deal Rental					
CHN000991	Apple Juice Inc	24/10/2022	Unassigned		05:38:15	Contract Closure - C00000054	ADM	Administration					
CHN000989	Derton / Technologies	13/06/2022	Unassigned		09:00:00	Call for Monday elapse hours check	DR	Select Call Type					

- When you receive the **Report Generation** message to confirm;
- Do you want to print the **Customer Service History Report** for the equipment on call CN[number]?
- Click on **Yes**.

The screenshot displays the 'Call Listing' software interface. A table lists various customer service calls with columns for CallReference, CustomerName, CallDate, CallState, Technician, CallTime, Description, CallType, CallTypeDesc, ErrorCode, and ErrorCodeDesc. A 'Report Generation' dialog box is open, asking: 'Do you want to print the Customer Service History Report for the equipment on call CN0001036?'. The dialog has 'Yes' and 'No' buttons.

CallReference	CustomerName	CallDate	CallState	Technician	CallTime	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc
CN0001036	Hope Works (Pty) Ltd	12/12/2023	Awaiting Ac.	Rehnda Sho	10:40:51	Copier service required.	SERV	Service		
CN0001035	Hope Works (Pty) Ltd	12/12/2023	Awaiting Ac.	Bianca Du T.	10:38:38	Paper leaves jamming.	REP	Repair		
CN0001034	Hope Works (Pty) Ltd	12/12/2023	Awaiting Ac.	Bianca Du T.	10:29:04	Full set of toners required.	TON	Toner Required		
CN0001032	Young Electric	03/10/2023	UnAssigned		12:05:12	Test credit note on work order	NR	Manufacturing		
CN0001031	Hope Works (Pty) Ltd	29/09/2023	UnAssigned		12:56:41	New Deal created from order OR0000306	NDG	New Deal Sale		
CN0001024	Hope Works (Pty) Ltd	12/09/2023	UnAssigned		09:23:50	Contract for Expiry Test	NDR	New Deal Rental		
CN0001023	Derton / Technologies	08/09/2023	UnAssigned		10:52:25	Open warranty claims have not been processed.	INSP	Inspection		
CN0001022	Derton / Technologies	08/09/2023	UnAssigned			Not captured	INST	Installation		
CN0001017	Derton / Technologies	07/09/2023	UnAssigned			Not captured	INST	Installation		
CN0001015	Hope Works (Pty) Ltd	05/09/2023	UnAssigned			Not captured	SERV	Service		
CN0001014	Apple Juice Inc	22/08/2023	UnAssigned			Not captured	TR	Training		
CN0001012	Panda Copiers	22/08/2023	UnAssigned			Not captured	DR	Select Call Type		
CN0001011	Young Electric	22/08/2023	UnAssigned			Not captured	DR	Select Call Type		
CN0001010	Danding Shoes	22/08/2023	UnAssigned			Not captured	DR	Select Call Type		
CN0001009	Young Electric	22/08/2023	UnAssigned		11:27:49	Contract Closure - C00000008	DR	Select Call Type		
CN0001008	Office Supplies Unlimited	22/08/2023	UnAssigned		11:27:30	Contract Closure - C00000006	DR	Select Call Type		
CN0001007	Apple Juice Inc	25/07/2023	UnAssigned		10:18:33	Machine inspection required	INSP	Inspection		
CN0001006	Hope Works (Pty) Ltd	07/06/2023	Awaiting Ac.	Bianca Du T.	11:21:29	Machine repair required	PR	Parts Requirement	SERV	Services
CN0001005	Hope Works (Pty) Ltd	07/06/2023	UnAssigned		10:14:52	Walls require repainting	SM	Scheduled Maintenance	SERV	Services
CN0001003	Young Electric	13/12/2022	Awaiting Ac.	Avin Milton	10:09:30	Test account balances	DR	Select Call Type		
CN0001002	Sawmiller Street	12/12/2022	Awaiting Ac.	Hary Thom	16:18:30	Test call for account balances manual.	DR	Select Call Type		
CN0001001	Young Electric	29/11/2022	UnAssigned		11:29:19	Order the same part twice receive with different batch num.	PR	Parts Requirement		
CN0000996	Hope Works (Pty) Ltd	31/10/2022	UnAssigned		11:03:11	ForRentContract	NDR	New Deal Rental		
CN0000991	Apple Juice Inc	24/10/2022	UnAssigned		16:38:15	Contract Closure - C00000054	ADM	Administration		
CN0000989	Derton / Technologies	13/06/2022	UnAssigned		09:00:00	Call for Monday elapse hours check	DR	Select Call Type		

- 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.

Customer Service History Report
Example Company v2.5.0.7
 Street No and Road Name PO Box 1234
 Area New Town
 City Durban
 South Africa South Africa
 1234 1234
 Reg No.: 0000000asa4521 Fax No.: 031 12 4545
 VAT No.: 0000000 Tel No.: 031 123 4567

Model:	SP1020	Part Code:	SP1020
Serial No.:	branch01	Part Description:	Copier

Call Information

Call Reference:	CN0005301	Technician:	Julanda Kessler
Call Date:	18/01/2022		
Solution:			

Work Order Information

WO Code:	WO0006253	Contract No.:	
WO Date:	18/01/2022	Close Date:	17/02/2022
Issue:	Replace part - current faulty		

Call Information

Call Reference:	CN0000260	Technician:	
Call Date:	18/01/2016		
Solution:	This call was auto closed by the BPO AutoClose Service		

Work Order Information

WO Code:	WO0000716	Contract No.:	
WO Date:	18/01/2016	Close Date:	19/01/2016
Issue:	Please service as requested		

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