


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

SERVICE

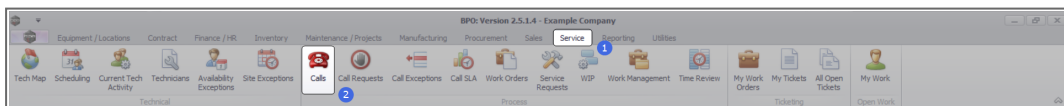
CALLS – FUNCTIONAL LOCATION SERVICE HISTORY REPORT

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 Functional Location, then the **Functional Location Service History Report** will be available for generation, to view customer specific activity done for a location.

This report can also be generated per location from the Customer Location Listing screen.  Refer to "[Customer Location Service History Report](#)" on [page 17](#)

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	ChkLocationSubject	Priority
EN0001003	Young Electric	13/12/2022	Awaiting Acceptance	Ash Hilson	09:09:10	Test account balances	CR	Change Request			107		3
EN0001002	Salemfield Drive	12/12/2022	Awaiting Acceptance	Mary Thompson	06:18:30	Test call for account balances manual.	SR	Select Call Type			107		3
EN0001001	Young Electric	20/11/2022	Unassigned		11:29:19	Order the same part twice receive with different bath num.	CR	Change Request			en123		3
EN0000998	Hope Works (Pty) Ltd	24/10/2022	Unassigned		11:01:11	Printer/Bathroom	SR	New Job Rental				BP02 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	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	12/06/2022	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 5 days ago for elapse time checks	SR	Select Call Type			en123		3
EN0000985	Hope Works (Pty) Ltd	18/06/2022	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			AT000000		3
EN0000983	Hope Works (Pty) Ltd	06/06/2022	Unassigned		06:00:00	Test elapsed time 2 - day prior	TEST	Testing			SN12413546		3
EN0000982	Young Electric	18/06/2022	Unassigned		06:00:00	Test elapsed hours 1	TEST	Testing			en123		3
EN0000980	Young Electric	18/11/2019	Awaiting Acceptance	Bianca Du Toit	11:24:28	Test with our manager email entered	ADM	Administration			107		3
EN0000978	Hope Works (Pty) Ltd	18/11/2019	Awaiting Acceptance	Bianca Du Toit	06:30:20	Test another call email	ADM	Administration			09501015		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			09501015		3
EN0000971	Westwood Dynamic	20/11/2019	Unassigned		08:00:00	SubBtMant - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloest	2
EN0000970	Westwood Dynamic	22/11/2019	Unassigned		08:00:00	SubBtMant - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloest	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 - Hiloest	2
EN0000966	Westwood Dynamic	08/11/2019	Unassigned		08:00:00	SubBtMant - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloest	2
EN0000965	Westwood Dynamic	02/11/2019	Unassigned		08:00:00	SubBtMant - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloest	2
EN0000964	HOAC PT 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 - Hiloest	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 - Hiloest	2
EN0000959	Westwood Dynamic	11/10/2019	Unassigned		08:00:00	SubBtMant - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloest	2
EN0000958	Westwood Dynamic	04/10/2019	Unassigned		08:00:00	SubBtMant - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloest	2
EN0000957	Westwood Dynamic	27/09/2019	Unassigned		08:00:00	SubBtMant - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloest	2
EN0000956	Westwood Dynamic	20/09/2019	Unassigned		08:00:00	SubBtMant - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloest	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.

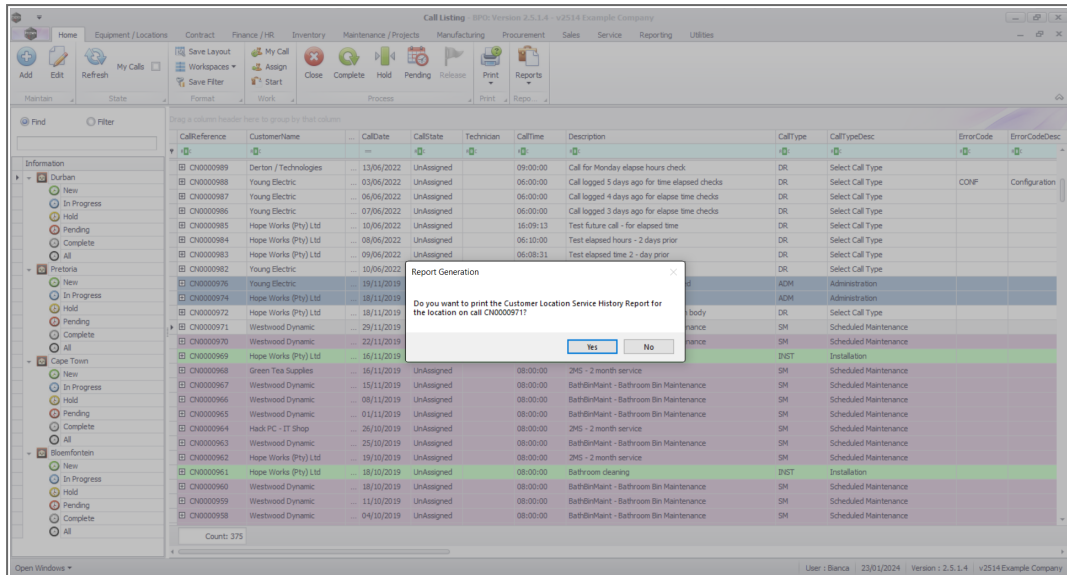
- Select the **Call** you wish to work with.

CallReference	CustomerName	CallDate	CallTime	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc	SerialNo	ChkLocationSubject	Priority
CH0001003	Young Electric	13/02/2022	09:09:10	Test account balance	CR	Change Request			107		3
CH0001002	Silverleaf Drive	12/02/2022	Awaiting Acceptance	Nary Thompson	DR	Select Call Type			02-10/202		3
CH0001001	Young Electric	20/12/2022	Unassigned	11:29:19	Order the same part twice receive with different batch num.	CR	Change Request		an123		3
CH0000999	Top Vehicle Hire	20/10/2022	Unassigned	14:58:17	Loan machine for temporary high volume printing requirement	SRV	Service			TOP1234567	3
CH0000991	Derton / Technologies	13/06/2022	Unassigned	09:00:00	Call for Monday elapse hours check	DR	Select Call Type				3
CH0000989	Young Electric	03/06/2022	Unassigned	06:00:00	Call logged 5 days ago for time elapsed checks	DR	Select Call Type	CONF	Configuration	2020-2222	3
CH0000987	Young Electric	06/06/2022	Unassigned	06:00:00	Call logged 4 days ago for elapse time checks	DR	Select Call Type			an123	3
CH0000986	Hope Works (Pty) Ltd	10/06/2022	Unassigned	15:09:13	Test future call - for elapsed time	DR	Select Call Type			an123	3
CH0000985	Hope Works (Pty) Ltd	10/06/2022	Unassigned	06:08:31	Test elapsed time 2 - day prior	DR	Select Call Type			an123	3
CH0000984	Hope Works (Pty) Ltd	08/06/2022	Unassigned	06:10:00	Test elapsed hours 1	DR	Select Call Type			an123	3
CH0000983	Hope Works (Pty) Ltd	09/06/2022	Unassigned	06:08:31	Test elapsed time 2 - day prior	DR	Select Call Type			an123	3
CH0000982	Young Electric	10/06/2022	Unassigned	06:00:35	Test elapsed hours 1	DR	Select Call Type			an123	3
CH0000978	Young Electric	19/11/2019	Awaiting Ac.	Bianca Du T.	ADM	Administration			107		3
CH0000974	Hope Works (Pty) Ltd	18/11/2019	Awaiting Ac.	Bianca Du T.	ADM	Administration			095012345		3
CH0000972	Hope Works (Pty) Ltd	18/11/2019	Awaiting Ac.	Bianca Du T.	DR	Select Call Type					3
CH0000971	Westwood Dynamic	29/11/2019	Unassigned	08:00:00	Test new call for email description in body	DR	Change Request			095012345	2
CH0000968	Green Tea Supplies	16/11/2019	Unassigned	08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW1234	2
CH0000967	Westwood Dynamic	15/11/2019	Unassigned	08:00:00	BathRoom - Bathroom Bin Maintenance	SM	Scheduled Maintenance				2
CH0000966	Westwood Dynamic	08/11/2019	Unassigned	08:00:00	BathRoom - Bathroom Bin Maintenance	SM	Scheduled Maintenance				2
CH0000965	Westwood Dynamic	01/11/2019	Unassigned	08:00:00	BathRoom - Bathroom Bin Maintenance	SM	Scheduled Maintenance				2
CH0000964	Hack PC - IT Shop	26/10/2019	Unassigned	08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			147807	2
CH0000963	Westwood Dynamic	23/10/2019	Unassigned	08:00:00	BathRoom - Bathroom Bin Maintenance	SM	Scheduled Maintenance				2
CH0000962	Hope Works (Pty) Ltd	19/10/2019	Unassigned	08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			18-30300	2
CH0000961	Hope Works (Pty) Ltd	18/10/2019	Unassigned	08:00:00	2MS - 2 month service	SM	Scheduled Maintenance				2
CH0000960	Westwood Dynamic	18/10/2019	Unassigned	08:00:00	Tier - Commercial Tier Test	INST	Installation			Forest Hills Centre	2
CH0000959	Westwood Dynamic	11/10/2019	Unassigned	08:00:00	BathRoom - Bathroom Bin Maintenance	SM	Scheduled Maintenance				2
CH0000958	Westwood Dynamic	04/10/2019	Unassigned	08:00:00	BathRoom - Bathroom Bin Maintenance	SM	Scheduled Maintenance				2
CH0000957	Westwood Dynamic	27/09/2019	Unassigned	08:00:00	BathRoom - Bathroom Bin Maintenance	SM	Scheduled Maintenance				2
CH0000956	Westwood Dynamic	20/09/2019	Unassigned	08:00:00	BathRoom - Bathroom Bin Maintenance	SM	Scheduled Maintenance				2
CH0000955	Hope Works (Pty) Ltd	18/09/2019	Unassigned	08:00:00	Tier - Commercial Tier Test	INST	Installation			Forest Hills Centre	2
CH0000954	Green Tea Supplies	17/08/2019	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 **Functional Location Service History**.

CallReference	CustomerName	CallDate	CallTime	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc	SerialNo	ChkLocationSubject	Priority
CH0000989	Derton / Technologies	13/06/2022	Unassigned	09:00:00	Call for Monday elapse hours check	DR	Select Call Type				3
CH0000988	Young Electric	03/06/2022	Unassigned	06:00:00	Call logged 5 days ago for time elapsed checks	DR	Select Call Type	CONF	Configuration		3
CH0000987	Young Electric	06/06/2022	Unassigned	06:00:00	Call logged 4 days ago for elapse time checks	DR	Select Call Type				3
CH0000986	Hope Works (Pty) Ltd	10/06/2022	Unassigned	06:00:00	Call logged 3 days ago for elapse time checks	DR	Select Call Type				3
CH0000985	Hope Works (Pty) Ltd	10/06/2022	Unassigned	15:09:13	Test future call - for elapsed time	DR	Select Call Type				3
CH0000984	Hope Works (Pty) Ltd	08/06/2022	Unassigned	06:10:00	Test elapsed hours 1	DR	Select Call Type				3
CH0000983	Hope Works (Pty) Ltd	09/06/2022	Unassigned	06:08:31	Test elapsed time 2 - day prior	DR	Select Call Type				3
CH0000982	Young Electric	10/06/2022	Unassigned	06:00:35	Test elapsed hours 1	DR	Select Call Type				3
CH0000978	Young Electric	19/11/2019	Awaiting Ac.	Bianca Du T.	ADM	Administration					3
CH0000974	Hope Works (Pty) Ltd	18/11/2019	Awaiting Ac.	Bianca Du T.	ADM	Administration					3
CH0000972	Hope Works (Pty) Ltd	18/11/2019	Awaiting Ac.	Bianca Du T.	DR	Select Call Type					3
CH0000971	Westwood Dynamic	29/11/2019	Unassigned	08:00:00	Test new call for email description in body	DR	Change Request				2
CH0000970	Westwood Dynamic	22/11/2019	Unassigned	08:00:00	BathRoom - Bathroom Bin Maintenance	SM	Scheduled Maintenance				2
CH0000969	Hope Works (Pty) Ltd	16/11/2019	Unassigned	08:00:00	Check lighting system and fixtures	INST	Installation				2
CH0000968	Green Tea Supplies	16/11/2019	Unassigned	08:00:00	2MS - 2 month service	SM	Scheduled Maintenance				2
CH0000967	Westwood Dynamic	15/11/2019	Unassigned	08:00:00	BathRoom - Bathroom Bin Maintenance	SM	Scheduled Maintenance				2
CH0000966	Westwood Dynamic	08/11/2019	Unassigned	08:00:00	BathRoom - Bathroom Bin Maintenance	SM	Scheduled Maintenance				2
CH0000965	Westwood Dynamic	01/11/2019	Unassigned	08:00:00	BathRoom - Bathroom Bin Maintenance	SM	Scheduled Maintenance				2
CH0000964	Hack PC - IT Shop	26/10/2019	Unassigned	08:00:00	2MS - 2 month service	SM	Scheduled Maintenance				2
CH0000963	Westwood Dynamic	23/10/2019	Unassigned	08:00:00	BathRoom - Bathroom Bin Maintenance	SM	Scheduled Maintenance				2
CH0000962	Hope Works (Pty) Ltd	19/10/2019	Unassigned	08:00:00	2MS - 2 month service	SM	Scheduled Maintenance				2
CH0000961	Hope Works (Pty) Ltd	18/10/2019	Unassigned	08:00:00	Bathroom cleaning	INST	Installation				2
CH0000960	Westwood Dynamic	18/10/2019	Unassigned	08:00:00	BathRoom - Bathroom Bin Maintenance	SM	Scheduled Maintenance				2
CH0000959	Westwood Dynamic	11/10/2019	Unassigned	08:00:00	BathRoom - Bathroom Bin Maintenance	SM	Scheduled Maintenance				2
CH0000958	Westwood Dynamic	04/10/2019	Unassigned	08:00:00	BathRoom - Bathroom Bin Maintenance	SM	Scheduled Maintenance				2

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



- 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 Location Service History
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

Functional Location Information

Functional Location:	Forest Hills Centre	Physical Address:	Plot 91 Leaf Road Leaf Hills
Customer:	HOP001 Hope Works (Pty) Ltd		Pink Town Durban South 1234

Customer Location Site Equipment

Part Code	Qty	Description
SP1020	3	Copier
1458-96523	1	K147 Kyocera Colour Copier
NMACH	3	New Machine
SP19-123456	2	SP19-12 Colour Copier
SP1919	2	SP1919 Sprint Colour MFC
SP2020	15	SP2020 Sprint Colour MF Copier
SP1818	3	Sprint copier

Call Information

Call Reference:	CN0005291	Error Code:	
Call Date:	16/10/2021	Rectification Code:	FIX
Technician:	Theo Peterson		

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MNU.122.032

