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

SERVICE

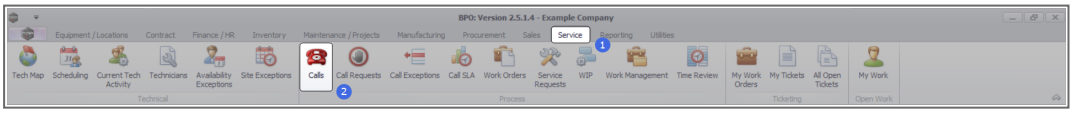
CALLS - FUNCTIONAL LOCATION SERVICE HISTORY REPORT

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 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.

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.

[1] BPO2 v2.5.1.3 or higher

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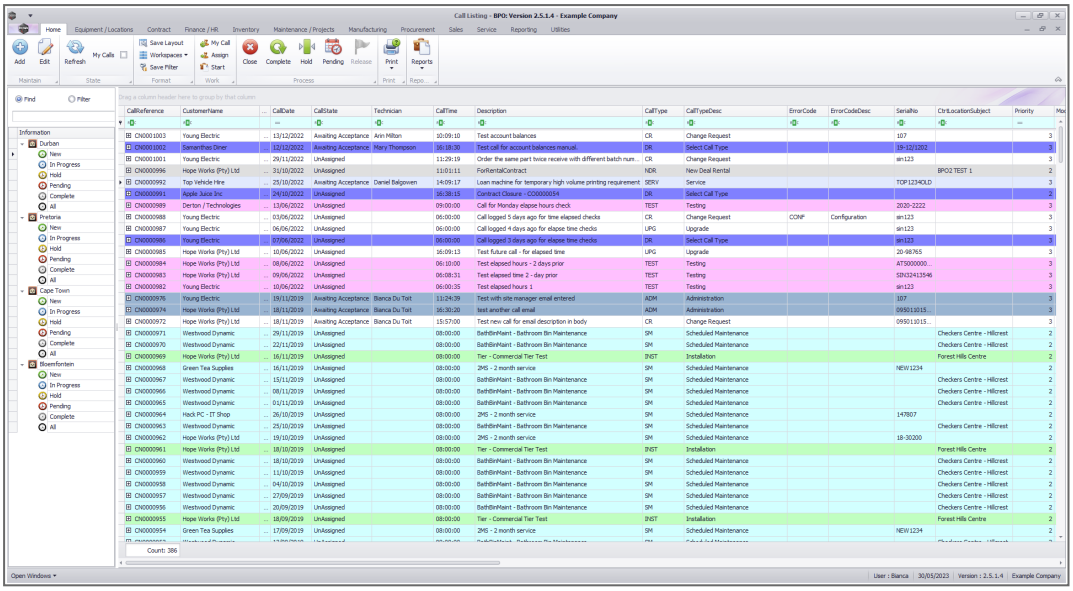
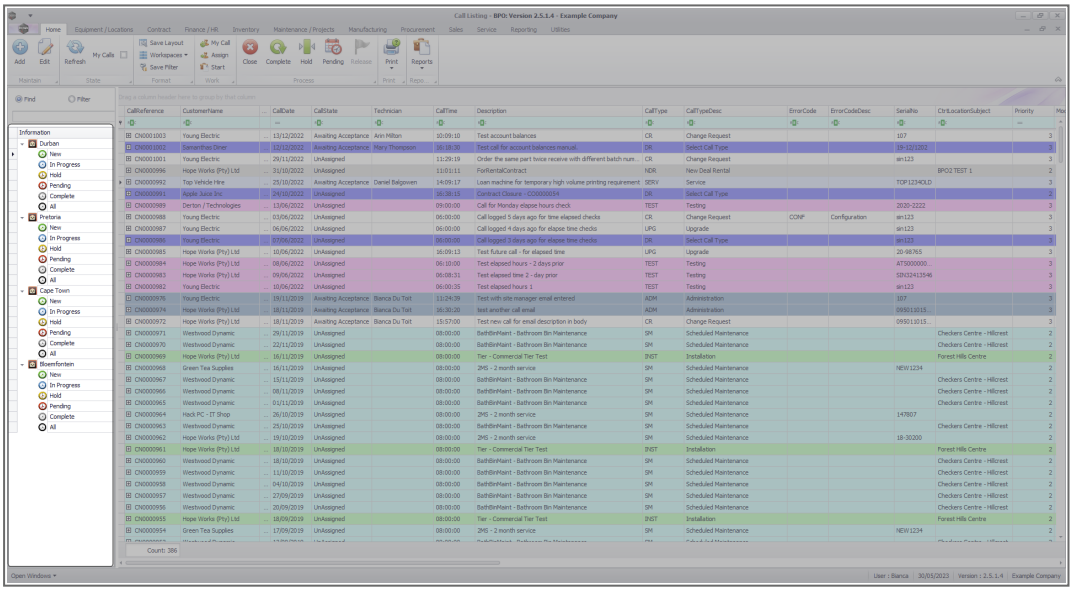


- The Calls are listed by **Site** and will display calls for the first Site listed.
- Click on the relevant **Site** for the calls you wish to view.



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

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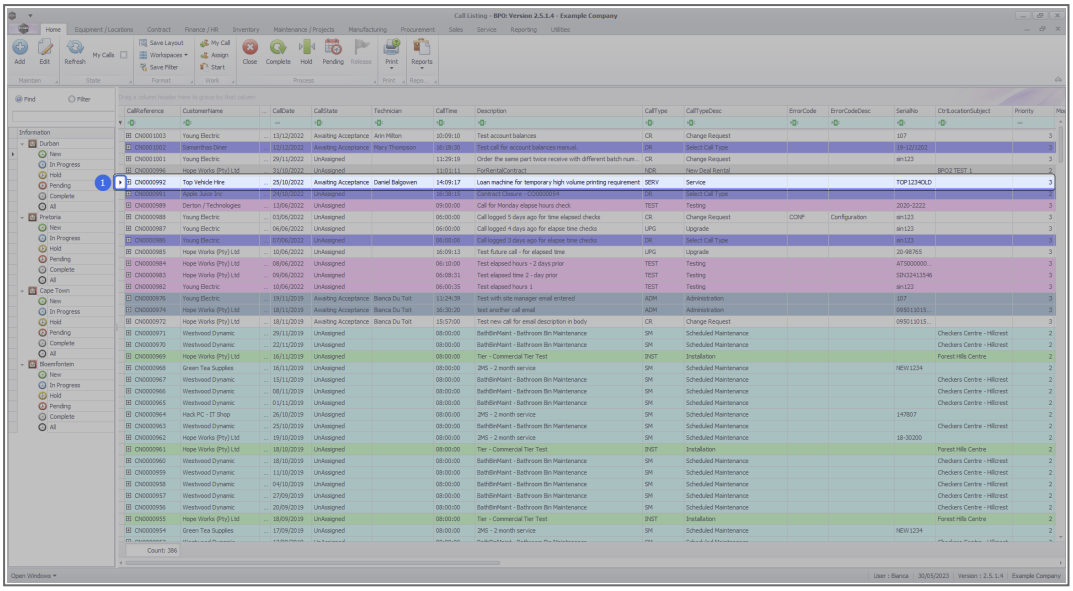
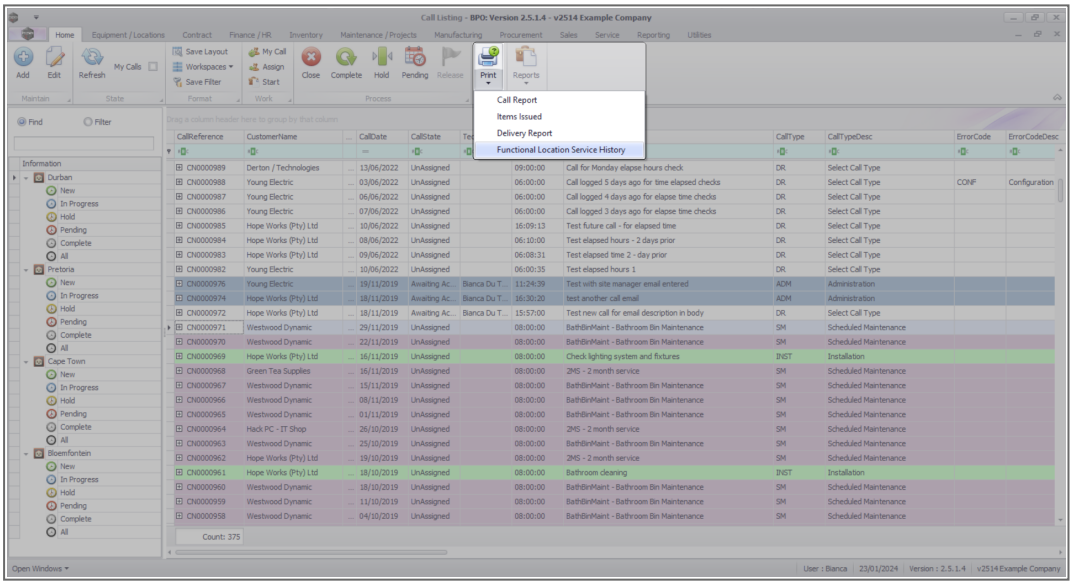


- Click on the **Print** button to display a list of **Report Options**.
- Click on **Functional Location Service History**.



- 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**.

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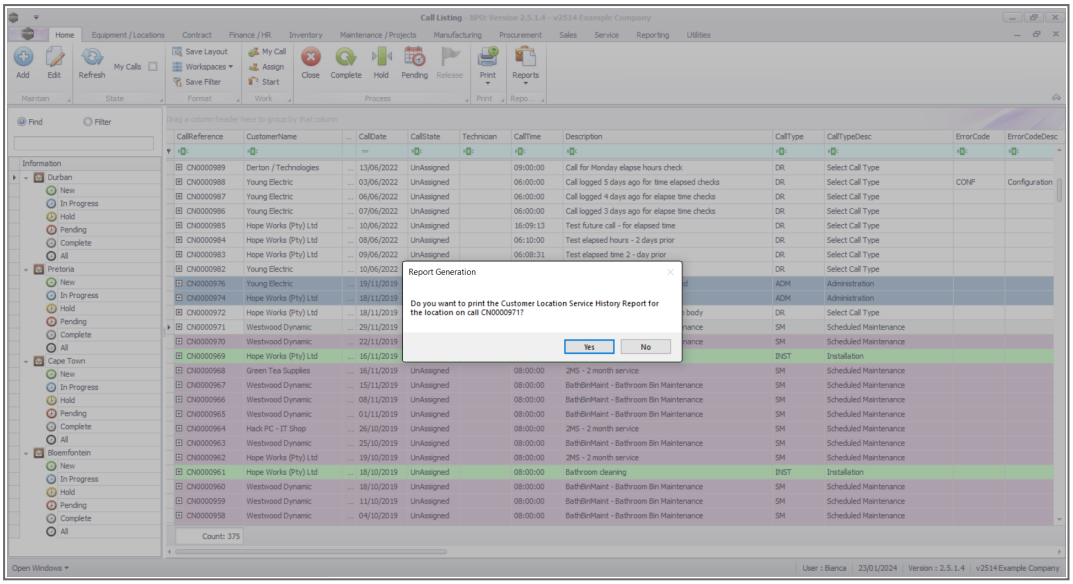

- The selected Report will display in the Reports **Preview** screen.
- From this screen you can make cosmetic changes to the document, as well as **Save**, **Zoom**, **Add a Watermark**, **Export** or **Email** the Call Report.
- Close the **Preview** screen when done.

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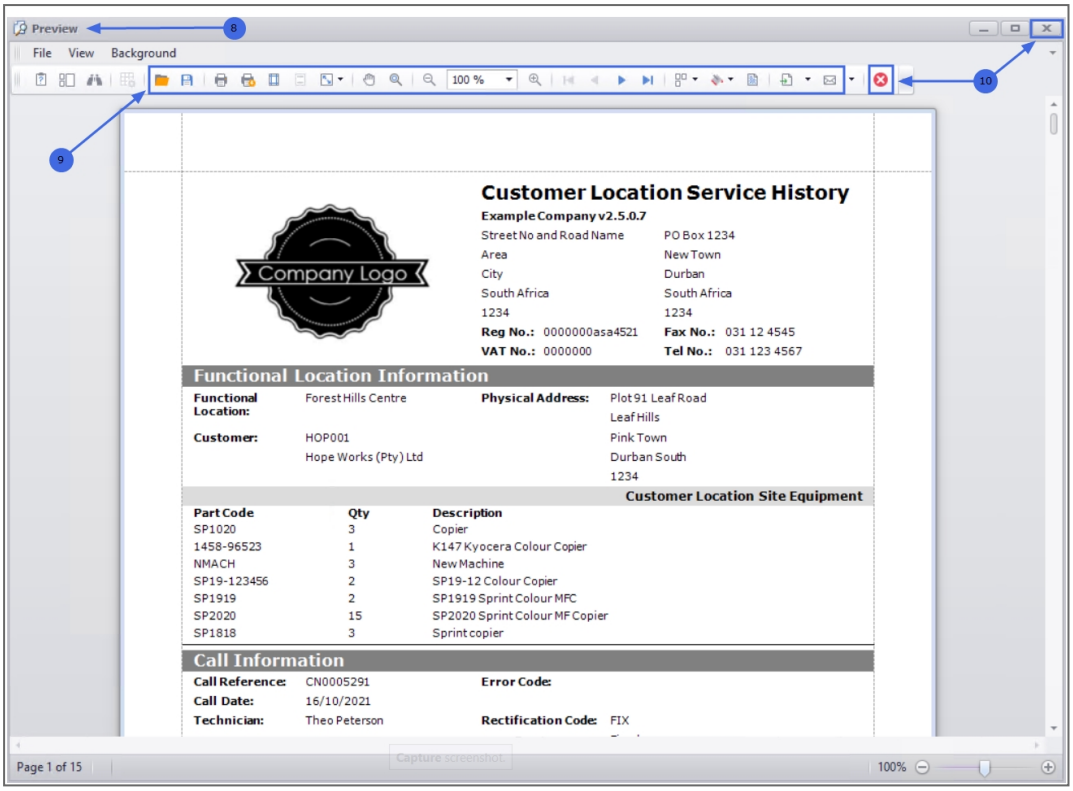

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