

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

## SERVICE

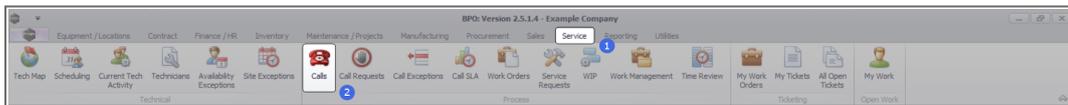
### CALLS - MY CALLS

**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<sup>1</sup>. 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 My Calls function allows you to set and filter for Calls that you are keeping track of or responsible for.

Calls can then be filtered by selecting the **My Calls** check box.

**Ribbon** Select **Service > Calls**



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

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<sup>1</sup>BPO2 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			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		13:11:11	Printer malfunction	MR	New Deal Rental				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	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	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	16/04/2022	Unassigned		06:00:00	Test future call - for elapsed time	UPG	Upgrade			20-46765		3
EN0000984	Hope Works (Pty) Ltd	06/04/2022	Unassigned		06:00:00	Test elapsed hours - 2 days prior	TEST	Testing			AT2000000		3
EN0000983	Hope Works (Pty) Ltd	06/04/2022	Unassigned		06:00:00	Test elapsed time 2 - day prior	TEST	Testing			SN232415946		3
EN0000982	Young Electric	18/04/2022	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 manager 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			095011015		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			095011015		3
EN0000971	Westwood Dynamic	20/11/2019	Unassigned		08:00:00	SubstMain1 - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloest	2
EN0000970	Westwood Dynamic	22/11/2019	Unassigned		08:00:00	SubstMain1 - 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	16/11/2019	Unassigned		08:00:00	SubstMain1 - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloest	2
EN0000966	Westwood Dynamic	08/11/2019	Unassigned		08:00:00	SubstMain1 - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloest	2
EN0000965	Westwood Dynamic	02/11/2019	Unassigned		08:00:00	SubstMain1 - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloest	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	SubstMain1 - 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	SubstMain1 - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloest	2
EN0000959	Westwood Dynamic	11/10/2019	Unassigned		08:00:00	SubstMain1 - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloest	2
EN0000958	Westwood Dynamic	04/10/2019	Unassigned		08:00:00	SubstMain1 - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloest	2
EN0000957	Westwood Dynamic	27/09/2019	Unassigned		08:00:00	SubstMain1 - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloest	2
EN0000956	Westwood Dynamic	20/09/2019	Unassigned		08:00:00	SubstMain1 - 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.

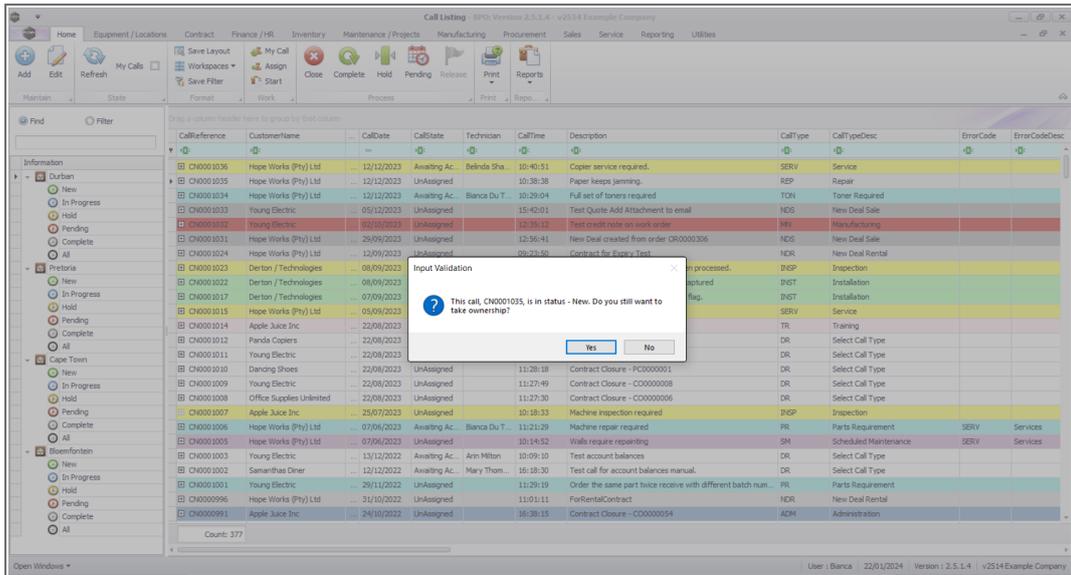
CallReference	CustomerName	CallDate	CallStatus	Technician	CallTime	Description	CallType	CallTypeDesc	Error Code	Error Code Desc	SerialNo	ChkLocationSubject	Priority
BN0001003	Young Electric	13/02/2022	Awaiting Acceptance	Avin Hilborn	10:09:10	Test account balance	CR	Change Request			107		3
CN0001002	Sawmtek Diesel	12/12/2022	Unassigned	Nary Thompson	06:18:30	Test call for account balance manual.	DR	Select Call Type			02-10/202		3
CN0001001	Young Electric	29/11/2022	Unassigned	11:29:19	Order the same part twice receive with different batch num.	CR	Change Request				an123		3
CN000992	Top Vehicle Hire	25/10/2022	Awaiting Acceptance	Daniel Belgreen	14:58:17	Loan machine for temporary high volume printing requirement.	SERV	Service			TOP123456		3

## MY CALL

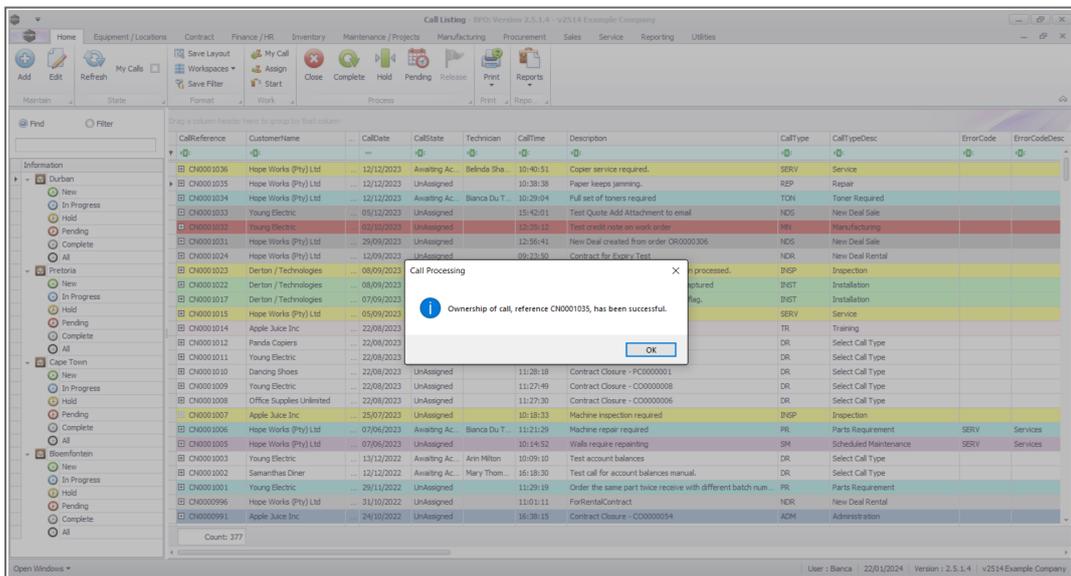
- Click on the **My Call** button.

CallReference	CustomerName	CallDate	CallStatus	Technician	CallTime	Description	CallType	CallTypeDesc	Error Code	Error Code Desc
CN0001036	Hope Works (Pty) Ltd	12/12/2023	Awaiting Ac.	Berinda Sha.	10:40:51	Copier service required.	SERV	Service		
CN0001035	Hope Works (Pty) Ltd	12/12/2023	Unassigned		10:38:38	Paper jams 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		
CN0001033	Young Electric	05/12/2023	Unassigned		15:42:01	Test Quote Add Attachment to email	NDS	New Deal Sale		
CN0001032	Young Electric	03/10/2023	Unassigned		12:35:12	Test credit note on work order	NW	Manufacturing		

- When you receive the **Input Validation** message to confirm;
  - **This call, CN[ref. number], is in status - [status]. Do you still want to take ownership?**
- Click on **Yes**.



- Next you will receive the **Call Processing** message to confirm that;
  - **Ownership of call, reference CN[ref. number], has been successful.**
- Click on **OK**.



- The call has now been **assigned** to you (the person currently logged on to BPO2).

CallReference	CustomerName	CallDate	CallState	Technician	CallTime	Description	CallType	CallTypeDesc
CN0001036	Hope Works (Pty) Ltd	12/12/2023	Awaiting Acceptance	Belinda Sherman	09:40:51	Copier service required.	SERV	Service
CN0001035	Hope Works (Pty) Ltd	12/12/2023	Awaiting Acceptance	Bianca Du Toit	10:38:38	Paper keeps jamming.	REP	Repair
CN0001034	Hope Works (Pty) Ltd	12/12/2023	Awaiting Acceptance	Bianca Du Toit	10:29:04	Full set of toners required.	TON	Toner Required
CN0001033	Young Electric	05/12/2023	UnAssigned		15:42:01	Test Quote Add Attachment to email	NDS	New Deal Sale
CN0001032	Young Electric	02/10/2023	UnAssigned		12:30:12	Test credit note on work order	MR	Manufacturing
CN0001031	Hope Works (Pty) Ltd	29/09/2023	UnAssigned		12:56:41	New Deal created from order CR00000306	NDS	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		09:44:45	Meters attached with no readings captured	INST	Installation
CN0001017	Derton / Technologies	07/09/2023	UnAssigned		15:40:14	Call Escalation - to correct but not Rep.	INST	Installation
CN0001015	Hope Works (Pty) Ltd	05/09/2023	Awaiting Acceptance	Bianca Du Toit	15:56:53	Test call also functionality	SERV	Service
CN0001014	Apple Juice Inc	22/08/2023	UnAssigned		11:30:52	Contract Closure - C00000086	TR	Training
CN0001012	Panda Copiers	22/08/2023	UnAssigned		11:28:32	Contract Closure - C00000041	DR	Select Call Type
CN0001011	Young Electric	22/08/2023	UnAssigned		11:28:26	Contract Closure - C00000031	DR	Select Call Type
CN0001010	Danding Shoes	22/08/2023	UnAssigned		11:28:18	Contract Closure - PC0000001	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 Acceptance	Bianca Du Toit	11:21:29	Machine repair required	PR	Parts Requirement
CN0001005	Hope Works (Pty) Ltd	07/06/2023	UnAssigned		09:14:52	Walls require reworking	SM	Scheduled Maintenance
CN0001003	Young Electric	13/12/2022	Awaiting Acceptance	Ann Milton	10:09:10	Test account balances	DR	Select Call Type
CN0001002	Samantha Dier	12/12/2022	Awaiting Acceptance	Mary Thompson	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		11:01:11	ForRentalContract	NDR	New Deal Rental
CN0000991	Apple Juice Inc	24/10/2022	UnAssigned		16:38:15	Contract Closure - C00000054	ADM	Administration

## VIEW MY CALLS

Filter the Calls on the Call list that have been issued to you, the person logged onto the system.

- From the **Call Listing** screen,
- Click on the **My Calls** check box.
- The Call Listing screen will now filter only the **calls where you have taken ownership** (the person currently logged on to BPO2).

Call Listing - BPO: Version 2.5.1.4 - v2514 Example Company

Home Equipment / Locations Contract Finance / HR Inventory Maintenance / Projects Manufacturing Procurement Sales Service Reporting Utilities

My Call My Call Workspaces Assign Start Close Complete Hold Pending Release Reports

Find Filter

Information

- Durban
  - New
  - In Progress
  - Hold
  - Pending
  - Complete
  - All
- Pretria
  - New
  - In Progress
  - Hold
  - Pending
  - Complete
  - All
- Cape Town
  - New
  - In Progress
  - Hold
  - Pending
  - Complete
  - All
- Bloemfontein
  - New
  - In Progress
  - Hold
  - Pending
  - Complete
  - All

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 jams 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		
CN0001033	Young Electric	05/12/2023	UnAssigned		15:42:01	Test Quote Add Attachment to email	NDG	New Deal Sale		
CN0001032	Young Electric	05/10/2023	UnAssigned		12:35:12	Test credit note on work order	NRV	Manufacturing		
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		10:44:45	Meters attached with no readings captured	INST	Installation		
CN0001017	Derton / Technologies	07/09/2023	UnAssigned		16:43:14	Call Exceptions - to correct but not flag.	INST	Installation		
CN0001015	Hope Works (Pty) Ltd	05/09/2023	Awaiting Ac	Bianca Du T.	15:56:53	Test call id functionality	SERV	Service		
CN0001014	Apple Juice Inc	22/08/2023	UnAssigned		11:20:52	Contract Closure - C00000086	TR	Training		
CN0001012	Panda Copiers	22/08/2023	UnAssigned		11:28:32	Contract Closure - C00000041	DR	Select Call Type		
CN0001011	Young Electric	22/08/2023	UnAssigned		11:28:26	Contract Closure - C00000031	DR	Select Call Type		
CN0001010	Danding Shoes	22/08/2023	UnAssigned		11:28:18	Contract Closure - C00000001	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	10:09:10	Test account balances	DR	Select Call Type		
CN0001002	Sawmiller Diner	12/12/2022	Awaiting Ac	Mary 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		11:01:11	ForRentaContract	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		

Count: 349

User : Bianca 22/01/2024 Version : 2.5.1.4 v2514 Example Company

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