

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

## SERVICE

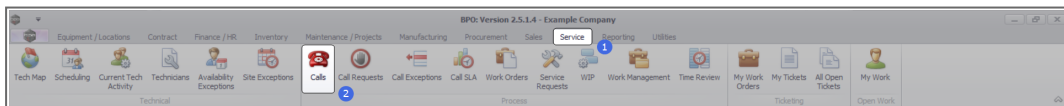
### CALLS – REINSTATE A CALL

**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.

There are multiple checks when closing a call to make sure that all outstanding processing is done before the call can be closed, but if additional processing is required on a closed call, the call can be reinstated. The underlying work order will also need to be [reinstated](#).

### THE CALL LISTING SCREEN

**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	ErrorCode	ErrorCodeDesc	SerialNo	ChkLocationSubject	Priority
IB: CN001003	Young Electric	13/12/2022	Awaiting Acceptance	Ash Hilson	09:09:10	Test account balances	CR	Change Request			107		3
IB: CN001002	Salematic Driver	12/12/2022	Awaiting Acceptance	Mary Thompson	06:18:30	Test call for account balances manual.	SR	Select Call Type			IB-12/1202		3
IB: CN001001	Young Electric	29/11/2022	Unassigned		11:29:19	Order the same part twice receive with different batch num.	CR	Change Request			an123		3
IB: CN000999	Hope Works (Pty) Ltd	24/10/2022	Unassigned		14:55:11	Printer/Barcode	ICR	New Order Receipt				BPQZ TEST 1	3
IB: CN000992	Top Vehicle Hire	20/10/2022	Awaiting Acceptance	Daniel Belgoven	14:55:11	Loan machine for temporary high volume printing requirement.	SRV	Service				TOP1234567	3
IB: CN000991	Askle Jans Inc	24/10/2022	Unassigned		06:58:15	Contact Closure - C0000054	SR	Select Call Type					3
IB: CN000989	Deton / Technologies	13/04/2022	Unassigned		09:00:00	Call for Monday elapse hours check	TEST	Testing			2020-2222		3
IB: CN000988	Young Electric	12/06/2022	Unassigned		06:00:00	Call logged 5 days ago for time elapsed checks	CR	Change Request	CONF	Configuration	an123		3
IB: CN000987	Young Electric	06/04/2022	Unassigned		06:00:00	Call logged 4 days ago for elapse time checks	UPG	Upgrade			an123		3
IB: CN000986	Young Electric	07/04/2022	Unassigned		06:00:00	Call logged 5 days ago for elapse time checks	SR	Select Call Type			an123		3
IB: CN000985	Hope Works (Pty) Ltd	18/04/2022	Unassigned		06:00:00	Test future call - for elapsed time	UPG	Upgrade			20-46765		3
IB: CN000984	Hope Works (Pty) Ltd	08/04/2022	Unassigned		06:00:00	Test elapsed hours - 2 days prior	TEST	Testing			AT2000000		3
IB: CN000983	Hope Works (Pty) Ltd	08/04/2022	Unassigned		06:00:00	Test elapsed time 2 - day prior	TEST	Testing			SN234123456		3
IB: CN000982	Young Electric	18/04/2022	Unassigned		06:00:00	Test elapsed hours 1	TEST	Testing			an123		3
IB: CN000976	Young Electric	18/11/2019	Awaiting Acceptance	Bianca Du Toit	11:24:28	Test with our message email entered	ADM	Administration			107		3
IB: CN000974	Hope Works (Pty) Ltd	18/11/2019	Awaiting Acceptance	Bianca Du Toit	06:30:20	test another call email	ADM	Administration			095010155		3
IB: CN000972	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
IB: CN000971	Westwood Dynamic	29/11/2019	Unassigned		08:00:00	SubBtMant - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloest	2
IB: CN000970	Westwood Dynamic	22/11/2019	Unassigned		08:00:00	SubBtMant - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloest	2
IB: CN000969	Hope Works (Pty) Ltd	16/11/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	INAT	Installation				Forest Hills Centre	2
IB: CN000968	Green Tea Supplies	16/11/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW1234		2
IB: CN000967	Westwood Dynamic	15/11/2019	Unassigned		08:00:00	SubBtMant - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloest	2
IB: CN000966	Westwood Dynamic	08/11/2019	Unassigned		08:00:00	SubBtMant - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloest	2
IB: CN000965	Westwood Dynamic	02/11/2019	Unassigned		08:00:00	SubBtMant - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloest	2
IB: CN000964	Hed POC - IT Shop	26/10/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			147807		2
IB: CN000963	Westwood Dynamic	20/10/2019	Unassigned		08:00:00	SubBtMant - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloest	2
IB: CN000962	Hope Works (Pty) Ltd	19/10/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			18-30200		2
IB: CN000961	Hope Works (Pty) Ltd	18/10/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	INAT	Installation				Forest Hills Centre	2
IB: CN000960	Westwood Dynamic	18/10/2019	Unassigned		08:00:00	SubBtMant - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloest	2
IB: CN000959	Westwood Dynamic	11/10/2019	Unassigned		08:00:00	SubBtMant - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloest	2
IB: CN000958	Westwood Dynamic	04/10/2019	Unassigned		08:00:00	SubBtMant - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloest	2
IB: CN000957	Westwood Dynamic	27/09/2019	Unassigned		08:00:00	SubBtMant - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloest	2
IB: CN000956	Westwood Dynamic	20/09/2019	Unassigned		08:00:00	SubBtMant - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hiloest	2
IB: CN000955	Hope Works (Pty) Ltd	18/09/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	INAT	Installation				Forest Hills Centre	2
IB: CN000954	Green Tea Supplies	17/09/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW1234		2

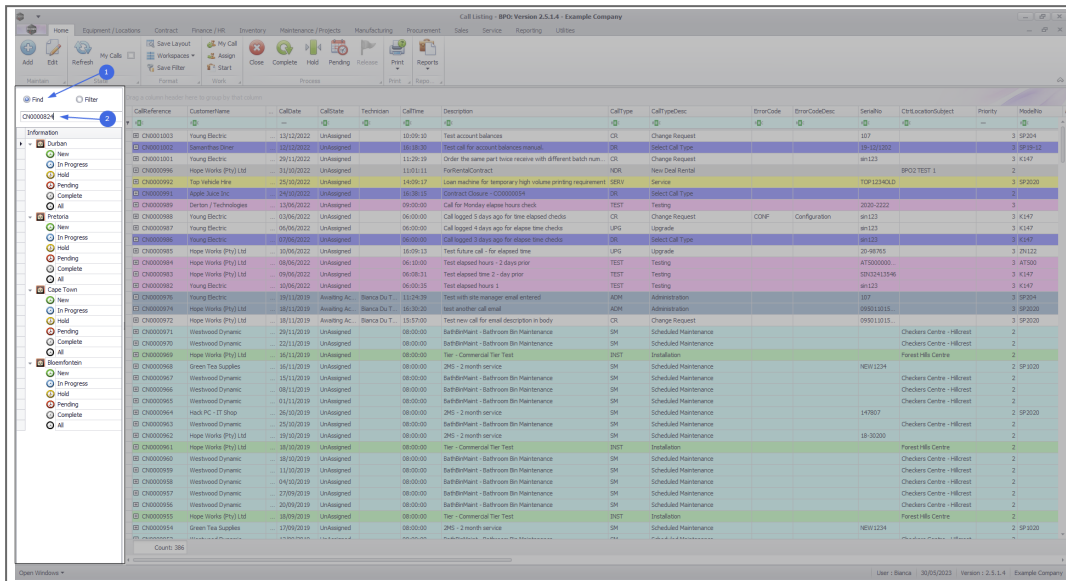
- The Calls are listed by **Site** and will display calls for the first Site listed.
- Click on the relevant **Site** for the calls you wish to view.

## FIND CALL

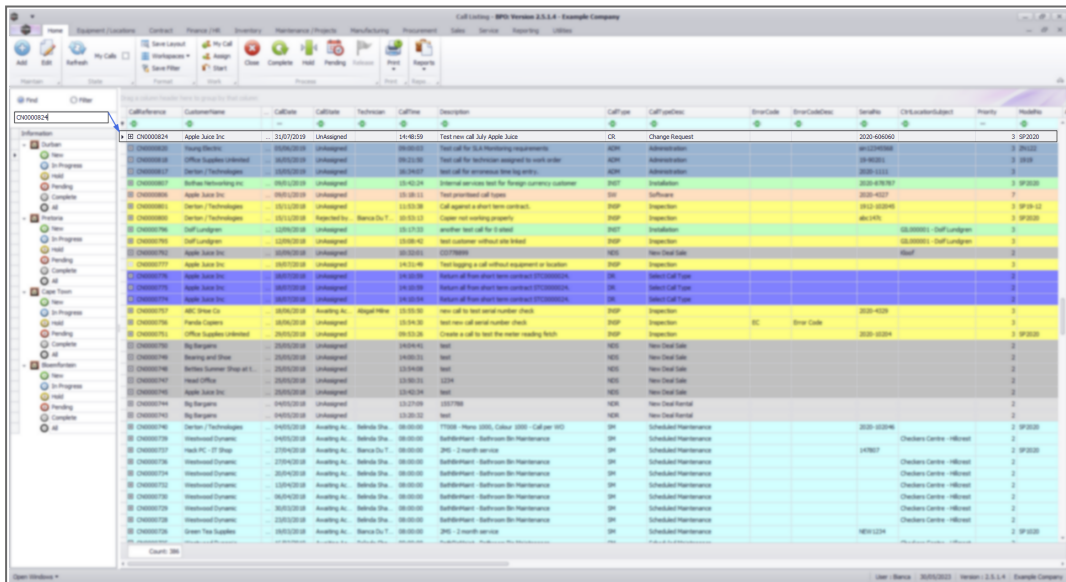
You can find any call, regardless of the site or status.

# Calls - Reinstate a Call

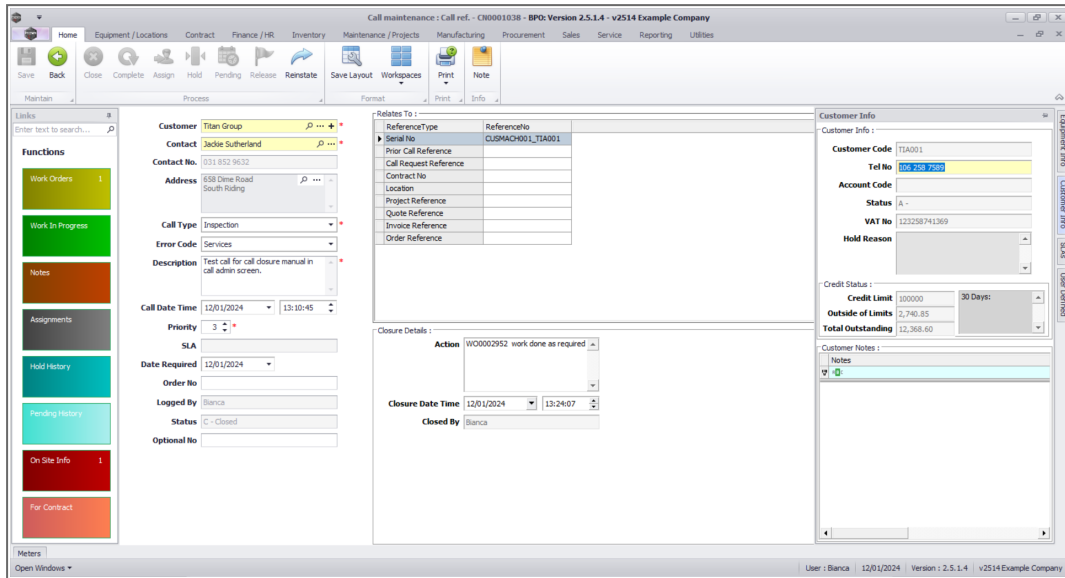
1. Click on the **Find** radio button.
2. Type in the **call number** you wish to locate in the **text box**.
3. Press **Enter**.



4. The **row** containing the call number you have searched for, will be selected in the call list screen. (Search by call reference will now open the call maintain screen if the matched call is closed).

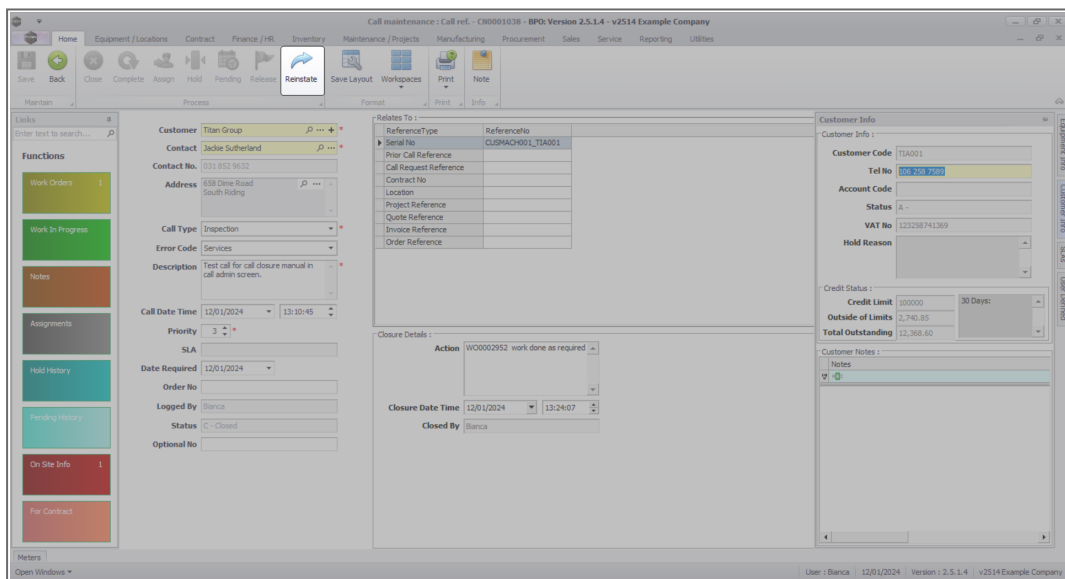


- The **Call Maintain** screen will open when searching for call by reference.

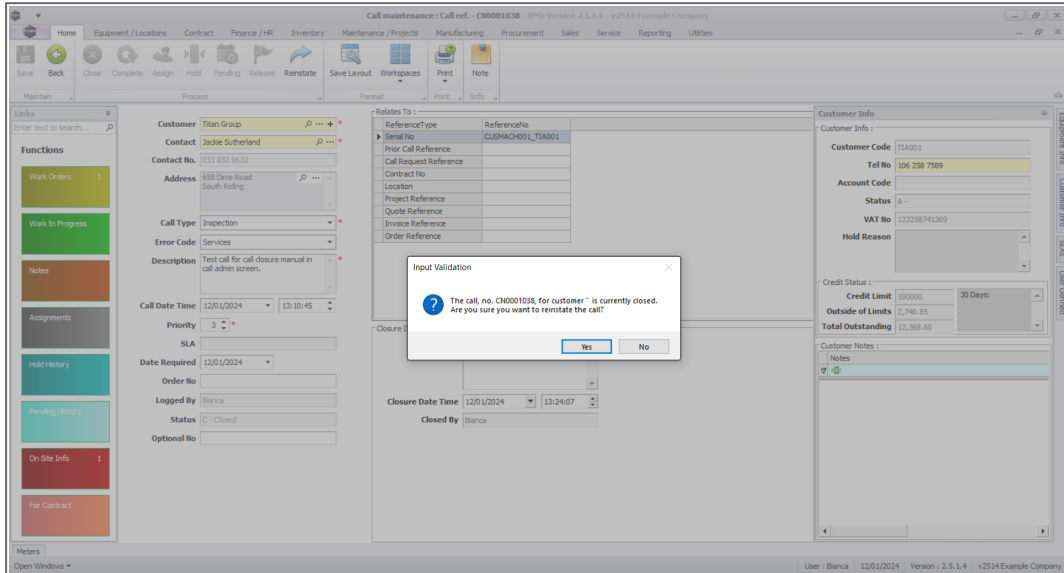


## REINSTATE THE CALL

- Click on the **Reinstate** button.



- A message box will come up, asking:
  - **The call, no. [call ref no], For customer [customer name] is currently closed. Are you sure you want to reinstate the call?**



- The **Call Maintain** screen will remain open so that you can perform the relevant processing.
- The Call status is set to **New**.
- Remember to close the call after you have completed the outstanding processing.

## Related Topics

- [Calls - Close a Call](#)

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