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

SERVICE

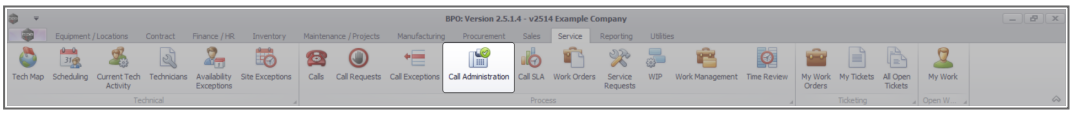
CALL ADMINISTRATION - EDIT A CALL

The Call Administration screen is part of the Extended Call Centre - Version Compatibility[1]

You may need to **edit** a call, if the main detail, such as the Call Description, is incorrect. The call needs to be **saved** after editing.

A call can be edited in order to view the selected call details and to log call information, such as, book technician time, log part and service requests, raise invoices, etc.

Ribbon Select **Service > Call Administration**



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

[1]BPO2 v2.5.1.3 or higher.

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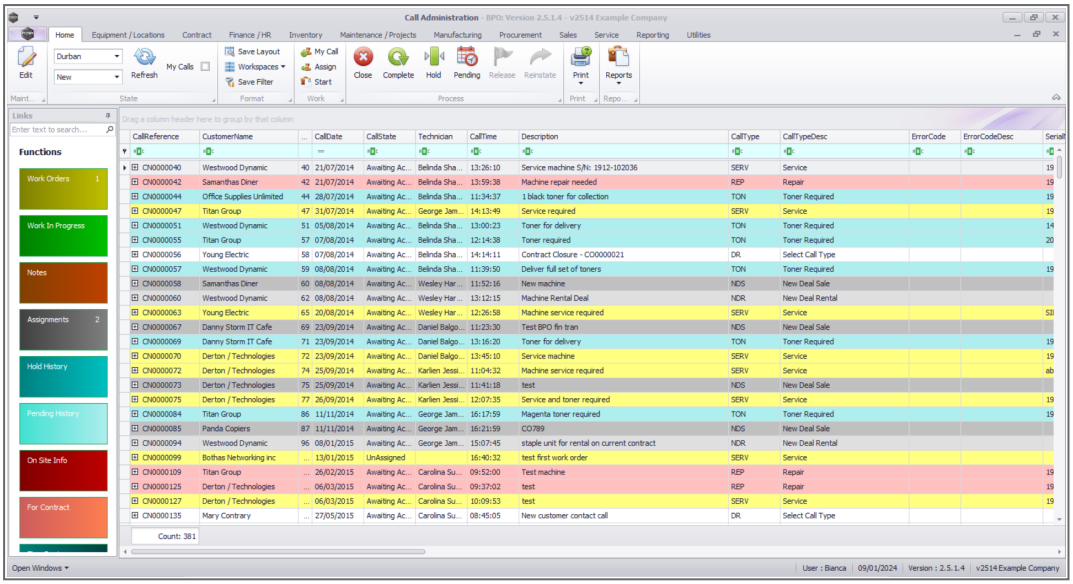
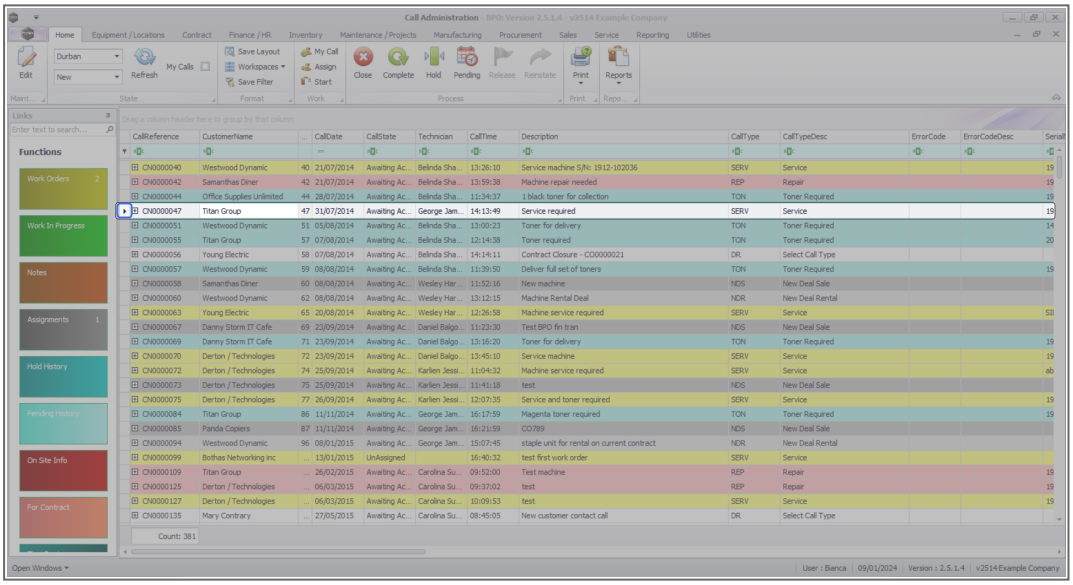


- Click on the row selector of the call you would like to work with.



- Click on the **Edit** button.

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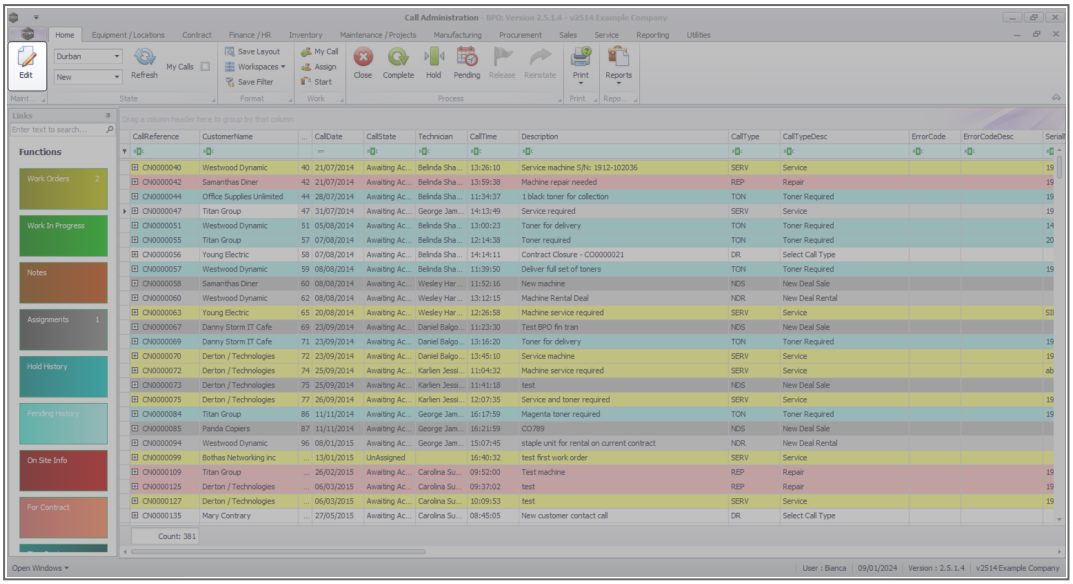

For a detailed handling of this topic refer to Calls - Edit a Call

Related Topics

- Service - Introduction to Call Administration
- Call Administration - Edit a Call
- Call Administration - My Calls
- Call Administration - Assign a Call
- Call Administration - Start or End Work
- Call Administration - Close a Call
- Call Administration - Complete a Call
- Call Administration - Hold a Call
- Call Administration - Pend a Call
- Call Administration - Release a Call
- Call Administration - Reinstate a Call

MNU.124.001

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