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

SERVICE

CALL ADMINISTRATION – ASSIGN A CALL

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

By assigning a Technician, Driver, or Responsible Person to a call, identifies who will be working on the call.

If Tech Connect is <u>not</u> used, then the call will move to the **In Progress** status. The call centre person will accept the call on the Technician's behalf.

If the technician uses Tech Connect - he will accept the call on his device, and only then will the call move to **In Progress**.

Refer to the **Call State** column on the Call Listing screen, to see if the call has been assigned or not.

The call can be in either:

- status **New** with Call State **Unassigned**
- status **New** with Call State **Awaiting Acceptance**

Work and resources can be logged as the technician performs the required job. He may need to <u>Reject the Assignment</u> if the client is not available or out of his logistical route.

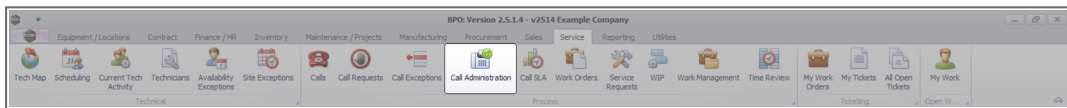
[1]BPO2 v2.5.1.3 or higher.

A technician can only be assigned to one call at a time. He will **End Work** then **Accept** the next call. Each additional assignment will follow a prior resolution.
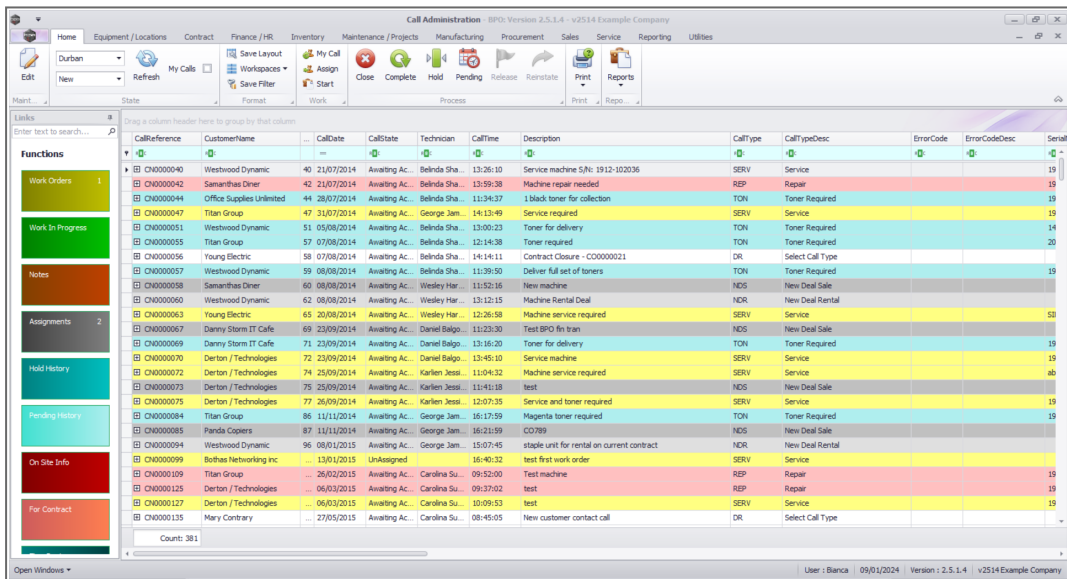
The call can be re-assigned.

Set up the employee as a technician, if the person you wish to assign to a call, is an employee, but does not display on the list when searching in the assign screen.

THE CALL ADMINISTRATION SCREEN

Ribbon Select **Service > Call Administration**

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

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

ASSIGN THE CALL

- Click on the **Assign** button.

📖 For a detailed handling of this topic refer to Calls - Assignments

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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

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